

# retail business



## CUSTOMISED INDUCTION PROGRAM

**DURATION:** organization specific

### OVERVIEW:

We all know: recruiting staff is difficult and expensive, especially in a tight labour market. Added to this expense is the cost of training, which includes the incredibly important induction period that can last up to 12 weeks in some industries. Make the induction period targeted, detailed and exciting improves our chances of retaining staff longer and ensuring from day one that they have a happy and memorable career with us.

Getting it wrong can lead to all sorts of upsets not only for the new recruit but also for all those involved.

### EXPECTED OUTCOMES:

Company-wide acceptance and usage of the program will enable new employees to achieve required performance standards quicker than ever before.

New employees will also gain a greater sense of pride in the organisation and a willingness to deliver the best service possible.

Front-line managers will have use of a tool that will make their roles easier. Consistent processes and procedures across sites will improve customer service and enhance the customer experience.

### CONTENT:

This project-based activity involves the following:

- Extensive data collection and collation
- Brainstorming meetings with senior and middle management
- Presentation of material in a professional, manageable cost-effective format
- Company-wide launch
- On-the-job delivery training for the front line managers
- Extensive workbooks, evaluation and progress sign-off process
- Involvement of third parties to deliver product knowledge training