

Who's Going to Train These People?

Description

Our biggest challenge in practices today is staff. Having enough and getting them trained properly. We can't always find staff with experience so we have to train them on the job. This course will give you guidelines on getting new staff trained as quickly as possible with the knowledge they need to be successful. Their success depends on the leadership giving them the tools they need to do their job.

Learning Objectives

1. Who should be training your new employees?
2. Putting together a system for training new employees.
3. Having accurate expectations for new employees.

- I. Who should do the Training 20 Min.
 - A. On day one the manager should start the training with orientation and compliance.
 - a. Office Manual-Read and Sign
 - b. HIPAA Manual-Read and Sign
 - B. The staff member that is the best at the job is not always the best trainer.
 - C. Identify the best person to train based on their knowledge of the position and their ability to transfer that knowledge to the new staff member.
 - D. It is good to let multiple people train. They may get one thing well from one staff member and something else better from another staff member.
 - E. Also it is good to train in other areas also to let them get the feel of how the flow through the offices works. Example: Let them train with the front desk person a few days even if that is not the position they will be working in so they can learn to make appointments and answer the phone.

- II. System for Training 10 Min.
 - A. There needs to be a printed job description given to each new employee so they understand what is expected of them.
 - B. There needs to be a formal training system for each position.
 - C. Have an evaluation form that has all the job duties listed and a place for the new staff member to initial and for the trainer to initial.
 - a. This has to be completed so you can accurately evaluate the skills the new staff member has accomplished.
 - b. It also identifies areas that need additional work.
- III. Expectations for New Staff 20 Min.
 - A. Each position has job duties that new staff will have to learn and there will be different time frames of learning for each position.
 - B. Before you bring in new staff get with the current staff in each position and get a good idea of how long it will take to learn each duty on the job duty list.
 - C. Let them know the expectation for them to accomplish by 30 days, 60 days and 90 days.
 - D. Do a quick sit down evaluation at 30 days, 60 days and 90 days to allow open lines of communication between management and the new staff.
 - E. Get the copy of the evaluation form from the trainers so you will have good information on where the new staff are and what needs to be worked on.

Summary

2 Min.

How well you train your staff will directly affect how successful the practice will be in the future. This is one of the most important things we do to insure continued growth in the practice. Well train staff equals productive and efficient employees.