

Desk Trainer/Buddy

Duration: 2 days

Starting in a new job is often a challenging experience. A new employee can take several weeks to fit into a new role and fully understand what is expected of them in terms of product knowledge. This course recognises the importance of providing support in the first few weeks of a new employee's job role. This course also recognises that whilst classroom training provides a good grounding for new recruits, equally important is on the job training provided by desk trainers / buddies.

This course recognises particularly in a Call Centre environment, desk trainers / buddies perform a crucial role in developing new employees. This course has been developed to provide these staff with the knowledge, skills and techniques to ease the transition of new recruit into an effective employee.

This course also recognises the importance of consistency and standards across the business and will ensure that all 'on the job trainers' have uniformed approaches.

The course is designed to be fully interactive and participative with role play and practise sessions. The course will allow the delegates an opportunity to discuss the challenges of their role and share experiences.

Who should attend this course?

The course has been designed for people who support new employees to learn 'on the job'.

Course Objectives

At the end of the course delegates will be able to:

- Explain how people learn
- Plan a training session
- Give constructive feedback
- Manage the barriers and obstacles to effective learning

Course Outline

- The reasons for desk trainers / buddies and the benefits to the business
- How people learn – The learning cycle
- Learning style questionnaire
- Structuring a training session
- Giving constructive feedback
- Putting theory into practise
- Barriers to learning and how to overcome them