

Human Resources Recommendations



Employee Orientation & Training

An organization is only as good as its employees. As economies expand and contract, it is paramount businesses maintain a quality workforce. A well-trained workforce not only improves the stability and productivity of a business, it can also aid in minimizing the costs associated with turnover and employee injury.

One way to ensure you are hiring and retaining good employees is to have an effective employee orientation and training program.

Orientation

Effective employee orientation begins with sound hiring practices. As employers recruit and interview potential job candidates, it is important the job description accurately reflects the skills and services for which the employer is looking. It should include the essential job functions and safety requirements involved. This will ensure both the employer and the job candidate are comfortable with what is being offered. Once the recruitment process is completed and the employee is hired, new hire orientation should take place.

Effective orientation not only aids in minimizing the time it will take for a new hire to become a safe/productive member of the workforce, it will also increase employee retention and minimize employee long-term turnover.

Quality employee orientation programs should include, but not be limited to, the following:

- Expectations of the employee
- Workplace safety requirements
- Use of required Personal Protective Equipment to be worn
- Job performance standards and employee evaluations
- Placing new employees with quality long-term employees for a short period of time to provide some on-the-job training.
- Encourage questions along the way to ensure things are being correctly and safely completed.

Management should also follow-up frequently with new employees during the training process to address any employee concerns and to provide assistance along the way.

Training

A workforce that is not well-trained will slowly sink any business through decreased productivity, poor quality, increased costs, and increased injuries. Well-trained employees tend to feel more valued, which increases morale, productivity, and efficiency. In addition, injury rates and business costs start to trend downward as well.

All training programs should be up-to-date with all current job descriptions. Always utilize the Learning Cycle when training employees:

1. Verbally explain the task to the employee
2. Perform the task for the employee
3. Have the employee perform it back
4. Provide any feedback and repeat

Continued on the back...



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Employee Orientation & Training (Continued)

Training should be consistent and frequent to ensure safe work practices are aligned with the current job descriptions. Additionally, the training should have all of the proper regulatory training requirements for each job in terms of OSHA, DOT, EPA, etc.

Refresher training is just as important for employees returning to work after an extended absence from their job. As companies lay-off and re-hire employees during economic cycles, refresher training should not be ignored. Re-hired employees should be thoroughly re-trained to ensure they have not forgotten how to safely and effectively perform their job.

Summary

Employee orientation and training is crucial to making all employees safe and productive members of your company. The training investment and continued emphasis on the safe work practices of each job will help improve productivity, efficiency, and morale. It will also minimize injuries and the direct/indirect cost associated with them.



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