

Cultivate a Culture of Training



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First training: Onboarding

- ▶ You've hired, now what?
- ▶ Be sure your I-9 paperwork is in order!
- ▶ Review job description and outcomes (what does success look like?)
- ▶ The coaching paradigm should begin the very first day.
- ▶ Tour facility, meet the team
- ▶ Assign a mentor who will be their "go to" person but not their boss.

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Why a culture of training?

- ▶ Fewer injuries, lower worker's compensation
- ▶ Employees feel safer, cared about
- ▶ Employees can grow and develop new skills
- ▶ Businesses are more resilient (when someone is out)
- ▶ Flexible firms are more profitable
- ▶ Employee turnover is reduced
- ▶ Lowers hiring costs

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First Break All the Rules Questions

1. Do I know what is expected of me at work? Get
2. Do I have the materials and equipment I need to do my work right?
3. At work, do I have the opportunity to do what I do best every day?
4. In the last seven days, have I received recognition or praise for doing good work?
5. Does my supervisor, or someone at work, seem to care about me as a person? Give
6. Is there someone at work who encourages my development?
7. At work, do my opinions seem to count?
8. Does the mission/purpose of my company make me feel my job is important?
9. Are my co-workers committed to doing quality work? Belong
10. Do I have a best friend at work?
11. In my last six months, has someone at work talked to me about my progress?
12. This last year, have I had opportunities at work to learn and grow? Grow

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Advantages and disadvantages of personality profiles?

- ▶ Better understanding (hopefully not stereotyping)
- ▶ Helpful to know how people want to interact and arrive at decisions (especially key business decisions)
- ▶ Save valuable time by avoiding misunderstandings
- ▶ Hopefully not used to manipulate people

Key point: everyone or no one shares profiles

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First Break All the Rules Questions

1. Do I know what is expected of me at work?
2. Do I have the materials and equipment I need to do my work right?

#1 Starts with Job Description
Expectations for success (bowling pins)
Periodic coaching and evaluation
FEEDBACK IS ESSENTIAL!

#2 Starts with materials and equipment
Doing work right? (success measures)
Do I have the right skills? Training?



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First training: safety

- ▶ Expectations are key!
- ▶ What to wear.
- ▶ What is provided and how often.
- ▶ What must be purchased.
- ▶ What are the expectations? They see and follow the boss' example.



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Where to get topics?

- ▶ Ask everyone for essential tasks in their job (at your periodic evaluation session); What are the top 3-5 things you do every day or are key to keeping projects moving or crops growing or the office running?
- ▶ Cross-training benefits athletes and businesses; when someone is out other should be trained and able to step in to take on key tasks (but not everything).
- ▶ Not everyone will master the tasks taught in cross-training, but some may migrate to liking it or doing it well.

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Second training: your key job or role

- ▶ Expectations are key!
- ▶ Can the employee tell you (or her/his boss) what they are supposed to do and what "good" or "success" looks like?



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Why don't we train?

- ▶ In tough times, training gets eliminated. Why?
- ▶ In busy times, training gets eliminated. Why?

TIME MANAGEMENT MATRIX
from Stephen Covey's book "The 7 Habits of Highly Effective People"

	Urgent	Not Urgent
Important	I (MANAGE) <ul style="list-style-type: none"> • Crises • Medical emergencies • Pressing problems • Deadline-driven projects • Last-minute preparations for scheduled activities Quadrant of Necessity	II (FOCUS) <ul style="list-style-type: none"> • Preparation/learning • Prevention • Values clarification • Exercise • Relationship building • Time recreation/relaxation Quadrant of Quality & Personal Leadership
Not Important	III (AVOID) <ul style="list-style-type: none"> • Interruptions, some calls • Some mail & reports • Some meetings • Many "pressing" matters • Many popular activities Quadrant of Deception	IV (AVOID) <ul style="list-style-type: none"> • Trivia, busywork • Junk mail • Some phone messages/email • Time wasters • Escape activities • Viewing mindless TV shows Quadrant of Waste

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Weekly training

- ▶ What should everyone know?
- ▶ Take 15-30 minutes (not an entire hour)
- ▶ Paid time (shows them your value their time)
- ▶ Ordered so everyone takes a turn teaching or training something
- ▶ Understand that everyone doesn't learn the same way so use different teaching methods (and encourage different ways of teaching): listening, watching, doing

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 Episode 137: Four Ways to Connect with Remote Consumers
 Episode 140: The 4 5's to Communicate this Spring
 Episode 149: Katie Elzer Peters on Micromarketing and a Couch
 Season 5 (2022)
 Episodes 167-168: Mel Knuth on Consumer Houseplant Purchasing



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