

## Onboarding Trainer Guide

### New Team Member Onboarding

#### Purpose

As a new team member is getting settled into their new role, several people within the department will help orient them to the position. Assigning an “Onboarding Trainer” to a new team member helps set the stage for learning, share the moment while learning new tasks, and support what is next in the training plan.

#### What is the Role of an Onboarding Trainer?

As a trainer to a new hire, you may be responsible for demonstrating tasks according to department policy and standard procedures while also helping them learn about assignments. Make sure you have a conversation with your leader to clarify your role and expectations. Your role may include:

- Review, explain, and demonstrate tasks and assignments according to policy
- Review workflow
- Promote learning
- Model behavior and culture
- Provide timely, constructive feedback
- Assist with the documentation of training
- Manage time effectively
- Demonstrate and model behavior and culture
- Collaborate with others to meet learning needs

#### Why are Onboarding Trainers Important?

New Team Member Benefits	Trainer Benefits
One-on-one detailed help	Growth and development
Accelerated peer relationships & networking	Leadership and mentoring skills
Increased sense of belonging	Networking opportunities
Knows where to go for questions	

#### How to Teach a Task

As you are helping to train the new hire, here are some helpful suggestions on how to teach a task. It is crucial to explain the reasons why you are completing a task and why you are completing it in a certain way. Think out loud! This lets the learner understand what information you are considering and the process you are following to complete the task.

1. Break the task down into small steps
2. Instruct or demonstrate the first step
3. Have the learner do the step
4. Redirect if any error has been made
5. Provide positive feedback
6. Have the learner summarize what they did
7. Determine if the learner can adjust any steps based on experience or specific individual needs
8. Go on to the next step

# Fairview

## Helpful Tips & Suggested Actions

Use the following tips and suggested actions to help welcome the new hire. Examples below align with our [Customer Experience](#) philosophy of Connecting with Care, a program that promotes ideal behaviors through “service standards” that guide both our actions and interactions.

### Set the Stage “I will create a warm, welcoming environment that promotes confidence in a productive interaction.”

- Have a conversation with your leader to clarify roles and expectations.
- Become familiar with this trainer resource.
- Set agreed upon goals and expectations for the day to offer clarity.
- Encourage questions by asking, “What questions do you have?”.
- Celebrate success. Aim for a 5:1 ratio (positive to negative).
- Explain high level workflow.
- Explain where tasks and assignments fit into workflow.
- Explain different roles of individuals and teams.
- Keep communication open.
- Provide simple explanations.

### Share the Moment “I will show respect by being present, actively listening, and connecting on an emotional level.”

- Be sensitive and flexible.
- Use reflective listening to verify understanding; show genuine interest.
- Share successes and challenges you have accomplished and/or witnessed.
- Avoid letting people build bad habits.
- Be willing to listen to ideas and concerns.
- Provide timely, observation-based feedback.

### Support What’s Next “I will proactively ensure understanding of the road ahead and will reinforce a positive experience by expressing gratitude.”

- Have the learner summarize the task/day.
- Ask what went well with the task/day and what can be improved.
- Document what has been accomplished and what still needs to be covered.
- Be flexible; adjust plans/tasks based on learner needs.
- Provide a preview of what to expect next.
- Ensure the learner knows details for next time (time to report, any dress code changes, requirements).