

TEACHING YOUR EMPLOYEE A NEW SKILL

Your new employee has been on the job for a few months now, but they don't seem to be getting to grips with all you need them to know. You've told them how to do a number of tasks, but for some reason your words aren't sticking. It's time to schedule a meeting to coach them through what you expect of them. Our tips below will get you started.

5 TIPS TO COACH YOUR NEW EMPLOYEE

1. Make it explicit	When coaching an employee, the first step is to make the task explicit. Identify and label it clearly. For example: "Laura, we're going to foil some hair."
2. Identify the path	Next, ask the employee to explain what needs to be done to successfully complete a given task. This will encourage them to recognise and recall the information you've taught them, which improves their learning and memory. For example: "How are we going to approach this?"
3. Provide feedback	When your new employee makes the right choice or takes the appropriate action, provide feedback and congratulate them. If they identify the wrong path, explain why it's wrong, then share and explain the right course of action.
4. Talk it out	As they approach the task, ask them to explain the steps they are taking, and why they are taking them. Encourage them to talk through the process. Watch and listen while they do so. This is another way of reinforcing their actions, and helps to provide a context to learn from.
5. Review	When the task is completed, provide feedback. Reinforce the things they did well, and provide support and encouragement on how and where they can improve. Then set a new goal. For example: schedule a time where they must do the same task, but you'll only be a silent observer. The more frequently they do a specific task, the easier it will become to remember what to do and master that skill.

