****

**Stage Your New Hire Training Plan to Gain Incremental Success**

We read often “A Best Practice: Be sure to have a **Plan** for your new hire’s orientation and onboarding.” This is **TRUE**.

**A wise leader will map a plan that is staged and builds incremental skills.**

Stage the learning plan to include incremental and purposeful learning that carries an immediate impact. Statistics show that continual learning will increase new hire retention considerably.

A solid training program for new hires includes education, experience and exposure.

1. **Start with the Basics!** You hired a talented individual who is “brand new” to insurance. Create a continuous and cumulative education path to gain new knowledge and practical skills that can be immediately applied in their role.

*The most important thing you can do is to “avoid the firehose” technique. This is when you push the new hire into a multi-week producer school or program immediately, load up lots of reading material in all modes and pack the days with “filler” activities.*

*Create an incremental plan that taps into a variety of learning resources. Space and vary the learning interactions including online, real-human interactions, hands-on accountable responsibilities, etc.*

1. **Map a gradual plan** of smaller hurdles at first and that lead to a longer or more detailed education and experience. Correlate new information to application of skills and knowledge.

*The reality is that onboarding should be staged for a period of* ***one year****. This is not related to the new hire’s capabilities to perform “real work.” Staging or phasing in essential skill-based and process training should correlate to job functions that carry immediate impact and are essential functions of the individual’s role.*

1. **Incorporate Customer-Ready Activities (immediately).** Whether the new hire has their license or is currently studying, they can still impact customers in a variety of ways.

*Create significant activities where they can gain exposure. For example, accompany producers on client meetings, analyze monthly renewals with alignment to a questionnaire, review agency inbound inquiries to understand the client’s voice and needs, identify coverage gaps on various account reviews, etc.*

*Help the new team member build confidence from Day One:*

***Reinforce Progress and Reward Positive Impact.***

Need Help with New Hire Training? Visit [www.myagencycampus.com](http://www.myagencycampus.com).