Supervisor Training Plan

Curriculum for new Supervisors

Training Components

Functional Training

Functional training covering the basics for success

- Self-led learnings
- Micro-trainings
- On-the-job training
- Reinforcement activities
- Professional networking
- Job-aids

- In-person training
- 1.5 day event
- Case studies
- Reinforces key concepts
- Further develops network

Connecting To Role

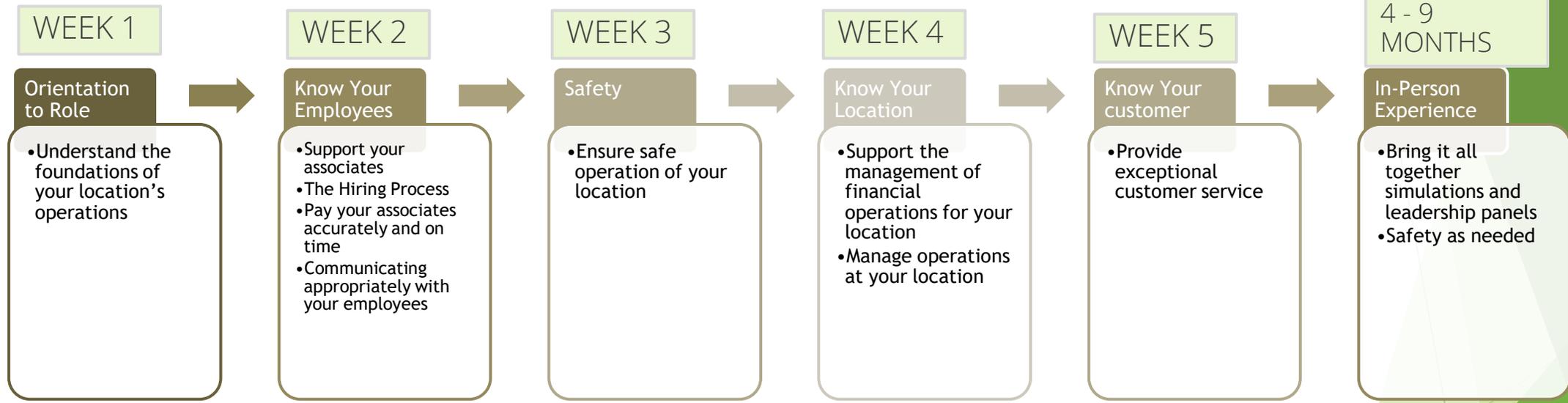Deepens knowledge, connects role with business goals & establishes peer & leader network

Taking the Lead

Leadership training to develop skills in leading others 17 weeks
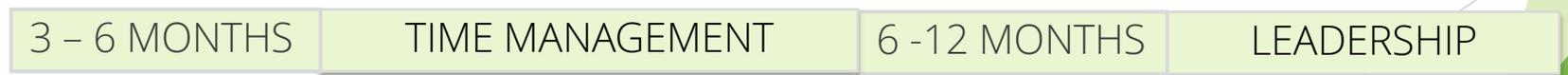
- Approx. 5 hours self-led pre-work
- Five ½ day Zoom sessions
- Post-work manager check-ins with application of learning
- Additional self-led activities

NEW SUPERVISOR LEARNING JOURNEY

DAY 1 – DAY 45 | **WELCOME VIDEO SERIES**

WEEK 1
Orientation to Role
- Understand the foundations of your location's operations

WEEK 2
Know Your Employees
- Support your associates
- The Hiring Process
- Pay your associates accurately and on time
- Communicating appropriately with your employees

WEEK 3
Safety
- Ensure safe operation of your location

WEEK 4
Know Your Location
- Support the management of financial operations for your location
- Manage operations at your location

WEEK 5
Know Your customer
- Provide exceptional customer service

4 - 9 MONTHS
In-Person Experience
- Bring it all together simulations and leadership panels
- Safety as needed

MS TEAMS COMMUNITY FOR OPERATIONAL SUPERVISORS

3 – 6 MONTHS | **TIME MANAGEMENT** | **6 -12 MONTHS** | **LEADERSHIP**

WEEK 1: ORIENTATION TO ROLE

Delivery: Task Checklist, Video, On the job learning with OM

Day 1	• Email/Video: You're a Supervisor, Now What? • Complete paperwork, Receive ID Badge, Tour Facility • Company Orientation as necessary
Day 2	• Email/Video: Holding the Perfect Huddle • About our Customer/What we do for them • Day in the Life of a Supervisor
Day 3	• Email/Video: Walking the Floor • Shifts and Hours of Operation • Emergency Types and Response; Entrances, Exits and Accesses
Day 4	• Email/Video: The Eyes are Everywhere (Keeping an eye on your Associates • Roles and Responsibilities of Associates
Day 5	• Email/Video: Righteous or Right For Us? • Pull Through Activity/ Application

VIDEO SERIES

- Daily Video Email
  - Beginning on Day 1, the OS receives a daily email with a link to a video
  - The email contains 1-2 paragraphs explaining the topic for the day
  - A link to a video of the day follows the text
    - Supervisor clicks video, which launches and plays automatically
- Sample email and video can be found here. (*link removed*)

Teams Community for Supervisors

What It Is

MS TEAMS will be used as the Community platform.

- Supervisors can use Chat to ask questions or discuss topics

- Documents tab will be used to upload documents to share

- Wiki can be used to brainstorm ideas or add short articles

- Team will include Chat, Documents, LMS365, Wiki

How It Will Work

- ▶ **OWNERSHIP:** Learning and Development Team

  - ▶ L&D will be responsible for setting up the Community in Teams as well as adding content and running programs

- ▶ **MONITORING:** L&D, GMs, HR

  - ▶ L&D will monitor regularly

  - ▶ GMs will be asked to engage, answer questions, support & monitor usage

  - ▶ HR will be asked to support & monitor as well

- ▶ **CONTESTS AND UPLOADS:**

  - ▶ L&D will work with HR to define contests to get OS' to engage with the community

  - ▶ L&D will seek input from SMEs regarding what documents to upload that will drive OS' to the community

The Benefits

For Supervisors:

- 24x7 access to professional network and information
- Connection with other location supervisors and managers
- Immediate learning opportunities where/when needed
- Quick access to answers

For Learning and Development/HR Team:

- Insights into what is needed for Supervisors through questions/answers posted
- Understanding of what supervisors are using for Individual Contributor Onboarding
  - Ability to gather information, standardize and distribute

APPENDIX

SAMPLE VIDEO TOPICS

- Day 1: You're a Supervisor, Now What?
- Day 2: Holding the Perfect Huddle
- Day 3: Walking the Floor
- Day 4: The Eyes are Everywhere
- Day 5: Righteous or Right For Us?
- Day 6: They're not problems, they're opportunities
- Day 7: Dealing with an irate customer
- Day 8: Topics for the Huddle
- Day 9: Transitioning the Shift
- Day 10: Complaint Escalation Process

- Day 11: Roles and Responsibilities, PIT Driver
- Day 12: Roles and Responsibilities: Clerk
- Day 13: Do you need a screwdriver or a power tool?
- Day 14: The Huddle Doc
- Day 15: Beyond the Floor: Other Responsibilities
- Day 16: Language please! (appropriate language)
- Day 17: Using a Notebook
- Day 18: Managing your Time