Training Techniques

Effectively training an employee can be challenging for supervisors at any level. By paying close attention to how you train your student employees, you can contribute to both you and your employee having a positive work experience. This document outlines some tips on a variety of things to keep in mind when training student employees in a new position.

The "Tell, Show, Do, Review" Approach

- Tell the student employee what they will be doing and why.
- Show them how to do it.
- Have them do the work under supervision, then independently.
- Ask the student to review the task with their supervisor a few days later to show they remember how to do it correctly and/or ask follow-up questions.

Focus on the Long Haul

- Not many people can learn something perfectly the first time they are shown. Make sure to periodically review training with all student employees to remind them of things they may have forgotten, as well as give them a chance to ask clarifying questions. Training should be an ongoing effort, not a one time event.
- Student employees will develop content knowledge over time. During training, try to focus more on big picture skills you want your student employees to develop instead of teaching them everything about the office right away.
- Teach your student employees to ask when they are in doubt about something. Let them know the best way to get in touch with you if they need you, and introduce them to others in the office they can turn to for support as they learn the ropes.

Show Them They Matter

- No matter what you're training a student employee to do, they want to feel that their work makes a difference. Take the time to explain the "why" behind each task so students can understand how their work contributes to the mission of your office as a whole.
- Listen carefully to each student employee's unique questions and concerns. This can help you learn more about them as a person and anticipate ways you will be able to support them throughout their employment, as well as figure out what types tasks they may be best suited for.

More Resources

Quick Base: 8 Ways to Successfully Onboard Young Workers
Advice for Training New Employees
Why younger employees need training to stay engaged and positive

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