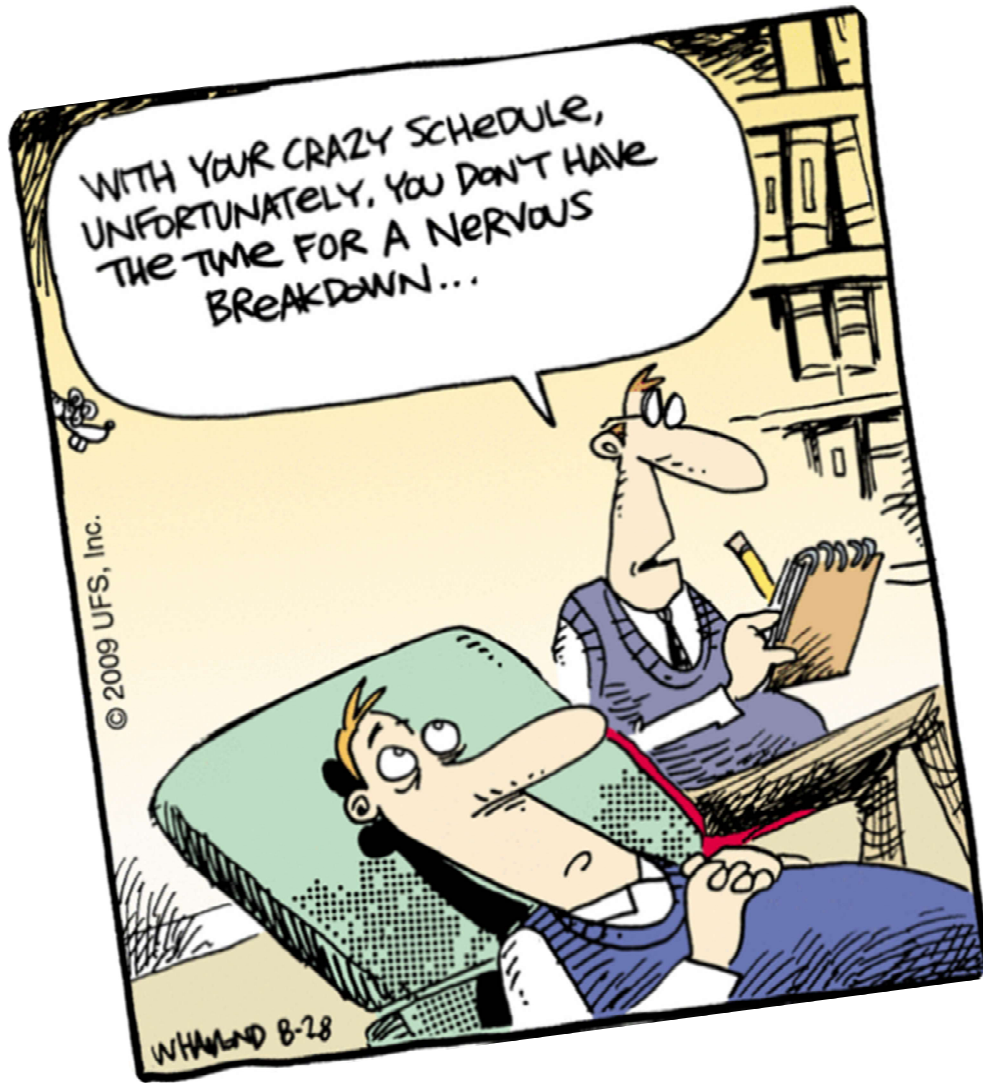


Cross-Training

PREPARING FOR UNEXPECTED ABSENCES
OR RETIREES



Don't trap
yourself
in this
position!

Cross- Training

The practice of training your people to work in several different roles or training them to do tasks that lie outside their normal responsibilities.

Insurance against the inevitable!

**It doesn't matter how many
resources you have...**



**If you don't know how to use
them, it will never be enough.**

Our Resources:
Employees, Technology, Talents

You have to build a team and tap into each individual's strengths to become the most efficient working unit possible

Employee Shapes



I-SHAPED EMPLOYEE

Expert in their area who has an extremely limited ability to collaborate across disciplines



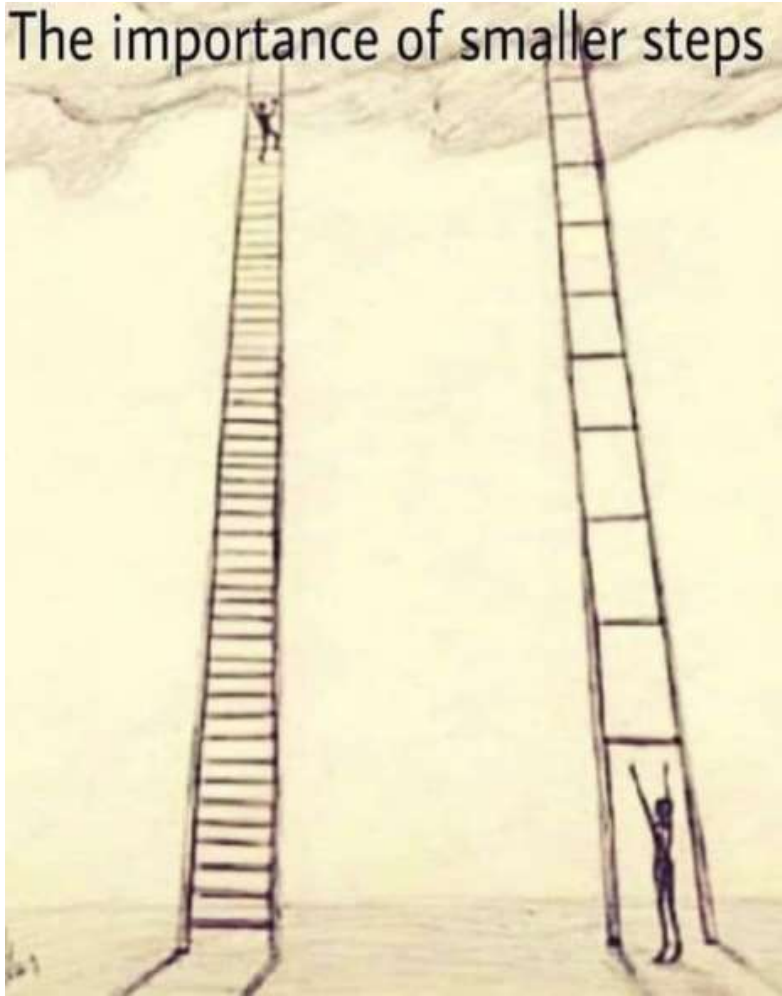
T-SHAPED EMPLOYEE

Expert in one area AND a working understanding across disciplines, giving them insight into the bigger picture.

Cross-Training Benefits

- Building future managers - see who buys into the plan & collaborates as a team member
- Build confidence in employees - the know-how to help wherever they are needed...empowerment
- Retain your employees - relieve the pressure of being present ALL. THE. TIME.
- Prepare for seasonal influxes - shift workloads as needed
- Prepare for emergencies - helping hands on the front-lines at the drop of a hat
- Makes scheduling easier - easier to fill voids with employees who can do multiple tasks
- Become more efficient - get rid of “that’s not my job” mentality, move work along seamlessly and productively
Like running ahead to pass the baton instead of waiting for someone to come back and get it
- Identify redundancies - list of tasks per employee that may give insight into changes that can be made to save money, time and even possibly restructure positions to better fit a tight budget

The importance of smaller steps



Steps of a Basic Cross-Training Program

- Identify your goals - what factors lead up to wanting to cross-train
- Share your goals
- Replace old processes with current, more efficient options
- Identify key skill sets in each role
- Identify the tasks within the roles that could be performed by others
- Choose the employees you will cross-train
 - Weigh whether or not it would be a disruption/distraction
- Have team members create Standard Operating Procedures (SOPs)
- Create checklists to document progression through the SOPs
- Share these checklists and SOPs in a common shared file (OneDrive)
- Find the tools to get information to all involved parties
 - OneDrive
 - LastPass
 - Calendar app
- Have the trainee perform the new function with support

Cross-Training Thoughts

- Employees feel they are being replaced in their position
- Mindset of “I have to do more work without a pay increase”
- Over training – the employee who knows how to do everything sometimes ends up actually doing everything
- Avoid “jack of all trades, master of nothing” – identify who to cross train (not someone in compliance)

Delivery of the Message/Goal is EVERYTHING!

- Creating a team atmosphere
- Highlight the benefits of cross training – they can take time off, because others can fill in
- Done correctly – the program will foster empathy, understanding and communication

Tidbits....

- Cross-training your team is like weaving a piece of cloth – the individual strands are nice on their spool, but when you weave them together, you get something much stronger and useful
- Don't underestimate an employee's capability to learn
- Never make an employee do something they are not comfortable with, leads to costly mistakes and an unhappy employee
- Share your goals, short-term and long-term, you have to give them a buy-in reason
- Always keep improving your cross-training program...it is never complete
- Build your team, build your team, build your team!
- Reinforce to your team –

You don't get paid for the hour; you get paid for the value you bring to the hour – Jim Rohn

Ponderings...

THAT'S NOT MY JOB!

This is a story about four people named: **Everybody**, **Somebody**, **Anybody** and **Nobody**. There was an important job to be done and **Everybody** was sure that **Somebody** would do it. **Anybody** could have done it, but **Nobody** did it. **Somebody** got angry about that, because it was **Everybody's** job. **Everybody** thought **Anybody** could do it, but **Nobody** realised that **Everybody** wouldn't do it. It ended up that **Everybody** blamed **Somebody** when **Nobody** did what **Anybody** could have done.

NO MATTER HOW MUCH
EFFORT YOU PUT IN



IF YOU USE
THE WRONG
TOOLS, YOU WON'T
MAKE IT

Imagine what we can accomplish
when we work together
@successpictures

