



ODA/Management Review

Follow Up

A NOTE FROM JOEL Early December 2021

Last month we discussed installing a process for employee training. We talked about steps with measurements to collect feedback. Let us take a step back and review.

We think about process:

Where is the needle on the gauge?

What is the pressure reading?

What is the schedule for maintenance?

Where do we adjust the settings on the control panel?

How long will this take?

What will this cost?

Is this what you talk about with your employees?

Closing the Loop on employee development is a little different. Our employees are not machines so checking on their training requires qualitative measurements and an individualized touch.

Following up on the training in person is a good opportunity to learn more about your employees' capabilities and goals.

Remember the tips for communication.

Make use of those open-ended questions:

- How is the training going?
- Remind me, when did you start doing this work?
- Which process are you working on?
- Why do you think we picked that one?
- What else would you like to learn?
- What questions do you have for me?

And how do you wrap up the discussion? Try this:
I will check in with you again, thanks for your time.
I enjoyed the chat.

How do you think your employee will like this approach?

Use your words so that it is natural.

Regards,

Joel



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