CHECKLIST TO IMPLEMENT AN EFFECTIVE TRAINING PROGRAM

1. Work with team members to identify a list of all training topics and goals for each training module. (E.g., client communications, basic animal restraint, lab procedures, exam room procedures, etc.)

2. Identify and prioritize training needs for each department.

3. Utilize orientation and training checklists to track each team member's training progress.

4. Make assignments: who will train what topic and when. (Team members who aren't on the training can do some of the training.)

5. Identify training resources such as:
   a. Courses offered by professional organizations, e.g., AAHA, AVMA, VHMA
   b. Training resources provided by pharmaceutical companies, petfood companies and distributors
   c. In-house education from veterinarians
   d. Lunch and learns from vendors
   e. Relevant articles and case studies

6. Use resources to assess retention of information learned
   a. Quizzes
   b. Checklists
   c. Practical exams to evaluate proficiency
   d. Interactive communications skills training
   e. Oral exams

7. Identify barriers to training and brainstorm solutions
   a. Time constraints
   b. Communication breakdowns
   c. Lack of cooperation from team members
   d. Doctors or other team members undermining training efforts
   e. Not having programs that adapt to various learning styles

8. Organize and create structure for training program:
   a. How to keep track of documents: e.g. notebooks and digital file folders
   b. Create a library of resources by topic area
   c. Give each team member a pocket folder to organize their training documents

9. Create timeline and deadlines for work

10. Evaluate program at least annually

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