

TRAINING TEAM ROLES

Oversight and direction of team: _____

Team members: _____

Team Goal: Create and implement a comprehensive training program for both new hires and existing team members

Job Roles and Responsibilities

- Create a list of training topics for technicians, assistants, client service representatives (CSRs).
- Edit and/or draft training documents, e.g., checklists, protocols, how to guides, instructions.
- Identify outside training resources, e.g. webinars, videos, lunch and learns by vendors, articles.
- Organize training materials into notebooks or folders as well as digital files.
- Provide one-on-one or group training to co-workers as assigned and agreed upon.
- Create timelines & deadlines for assignments.
- Hold each other accountable to completing assignments.
- Be an advocate for training and learning; be a role model and cheerleader.
- Demonstrate patience as co-workers learn; stay positive and encourage co-workers.
- Understand people learn at different paces and in different ways so a one size fits all approach may not work.
- Solicit feedback from co-workers regarding their challenges and progress.
- Solicit feedback from veterinarians and supervisors regarding gaps in training and progress of team members.
- Have a system to keep track of training needs and requests, e.g. a notebook used by all team members kept in central location and/or a suggestion box for the team.
- Act as liaisons for communication between departments.
- Identify problems or areas needing improvement and propose solutions.
- Proposed solutions must meet with approval of management.
- Submit requests for any required resources to management.

Job Expectations

- Meet as a team monthly at a minimum; meet in smaller groups weekly or biweekly.
- Designate one person to lead each all-team meeting.
- Type minutes into Word document during meetings; place in Training Team notebook and digital file.
- Stay focused to allow time for discussion as well as problem solving.
- Schedule meetings to minimize interfere with the efficiency and operations of the hospital.
- Communicate with each other, co-workers, and upper management in a respectful and positive manner.
- Create a clear action plan with deadlines at every meeting. Focus efforts on a few items to be most successful.

