

DEVELOP YOUR PERSONALIZED
ACTION PLAN TODAY

WIN @ BIZ[®]

Train For
Productivity

WORKBOOK

Growth & Business Coach

David Gabbert



davidgabbertbusinesscoach.com

WIN AT BIZ® WORKBOOK

TRAIN FOR PRODUCTIVITY

A TEN E-BOOK SERIES

AUTHOR DAVID GABBERT

Publisher
Gabbert Development Inc.
7605 Equitable Dr.
Eden Prairie, MN 55344

Copyright © 2003, 2010 by David Gabbert

All Rights Reserved. No part of this book may be reproduced, stored in a retrieval system, or transmitted by any means, electronic, mechanical, photocopying, recording, or otherwise, without written permission from the author.

Win at Biz® is a registered trademark.

Line editing by Sue Ericson Ensign
Comprehensive editing by Sarah Cypher, Three Penny Editor
Interior design © Joel Adams
Cover design © Joel Adams

Action Steps Workbook: Developing Written Training Programs to Increase Productivity

1. First, develop a generic informational training manual about the company that will serve as an introductory training tool for all your employees. Include information about what the company sells, who the company's customer is, what the customers want and value, what actions build the brand and who makes up the competition. Identify the various positions and functions within the company that are necessary to conduct business. You may want to also include human resource information such as benefit programs, expected conduct, disciplinary actions, etc. Make notes below as to what you would like to include in your introductory training manual.

2. Develop a written training program for each category of positions within the company, such as sales, customer service, production and delivery. Start here by making notes for a written training program for the position that has the largest number of employees and/or has the biggest impact on the bottom line.

- a. What position are you going to start with?

- b. List the expectations and outcomes of the position.

- f. Develop a chart for the explanation of each step that explains why it is done that way, a story to aid in retention, and an explanation of the dollar value of wrong actions.

Job Steps	Why	Story	Dollar Effect

3. Make notes for the manager’s training manual on what is important to emphasize during the demonstration of the steps and what the final outcome should look like.

4. Make notes on examples of positive, supportive language to use during the observation and corrective steps of the training.

5. Make a checklist for the follow-up and verification step of the training manual that ranks the performance of the trainee on each step of the job. You may want to make room on the form for the manager to write comments and/or one-to-ten rankings. These reports can be used by management as well as provide valuable information for future training.

Follow-up Form for _____ Position

Steps to Verify	#1-#10 Ranking	Comments

6. Make notes of positive, reinforcing language ideas to build self-esteem and confidence in your employees.

7. Make notes of planned actions to empower your employees (i.e., how you are going to encourage creative thinking to improve outcomes and efficiencies as well as maintain an open dialogue with supervisors).

About the Author

David Gabbert

Entrepreneur, business mentor and growth coach, David Gabbert helps business professionals, business owners, new startups, and students learn how to win at business. Self employed for forty-seven years, founder and owner of four million-dollar-plus businesses, and author of ten Win at Biz® business books, Dave offers free business articles about a variety of proven business strategies which compose the basic building blocks of starting and operating a successful business.

Free monthly e-zine subscriptions are available: www.davidgabbertbusinesscoach.com

We welcome your comments and questions: david@winatbiznow.com

Win at Biz E-book and Workbook Series

- Book 1: Build a Successful Business Model
- Book 2: Develop Successful Marketing Strategies
- Book 3: Initiate Effective Financial Management Tools
- Book 4: Develop Efficient Business Processes
- Book 5: Hire the Right People
- Book 6: Train for Productivity
- Book 7: Motivate Your Employees
- Book 8: Build a Successful Sales Organization
- Book 9: Develop Effective Speaking and Listening Skills
- Book 10: Develop Successful Leadership Skills

Bonus Materials

Free with your Purchase of Book 1

- “If I Knew Then...”: Case Studies That Could Save Your Business
 - ✓ Developed from interviews with entrepreneurs who have founded businesses in the real world

Free with any Purchase

- A Calendar of Successful Thoughts
- Plus your Action Step Workbook, included with every e-book!