

7. Additional classroom training needs not being addressed:
 - handling problems with customers, angry customers
 - interviewing (in Teambuilding II for managers)
 - maintenance training (self-study, monthly sessions with Maintenance, basics in Customer Focus)
 - how to move up in company, gainsharing program
 - training on how to train on the job for everyone
 - communication skills (in Teambuilding I for everyone)
8. Begin measuring the outcomes of your classroom training using all 4 Levels of Evaluation (see attached information) so you can see the ROI for your dollars invested.
9. Determine future training time needs for City Trainers and Joe Rice so you can get the business of Mike's done and have great training in a timely manner (ex. - now have Joe with training and HR responsibilities and 2 PT City Trainers; new - have 1 FT HR and 2 FT Trainer positions for growth or 1 FT HR and in charge of the training function and train all managers to facilitate classroom training and rotate).
10. Use Mike's TeamWorks for ongoing training - make a feature for each issue
11. Obtain copyright permission for all info used from another source (ex. some workbook pages and the ASSIST test)
12. Refocus all Assistant Managers and Location Managers on their role as guiders and supporters of their staff as opposed to doing the Associate's job (this has occurred in the past when a manager sees sales numbers problems but let's not allow people wait until there's problem). Ideas include:
 - train them how to train more efficiently/effectively (previously mentioned)
 - daily training using games like pop quizzes, ongoing games like baseball, games at meetings
 - understand what motivates their employees so they can help maintain that motivation
 - develop a recruitment plan so managers spend less time recruiting and more time guiding, supporting and training
13. Have office staff spend several days working at a location and Location Managers working at office to help each really understand the workings of each.