

New Hire Training

Ignite excellence right from the start

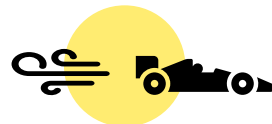


WHY OUR PROGRAM?

Effective new hire training plays a decisive role in reducing turnover within the first 180 days. Our program provides the comprehensive onboarding team members are looking for to feel empowered and equipped for success, thereby fostering long-term commitment.

Practically speaking, this means creating concise and compelling content. We build content that shines meaningful light into your services and is wrapped in essential skills crucial for delivering exceptional customer experiences.

That's not all. Getting this right also creates active learners who speed to proficiency!



Turnover costs can range from **50% to 200%** of an employee's annual salary.

Addressing turnover is crucial for sustainable success.

Society for Human Resource Management

WHO IS THIS FOR?

Customer-facing team members

WHAT'S THE PLAN?

We design clear and easy-to-follow content that covers all your new hire training needs while being deeply rooted in your brand, culture, and goals.

Knowledge training, including

- Products & Services
- Process & Policies
- Systems & Technology

Skills training, including

- Active Listening
- Effective Questioning
- Critical Thinking & Problem solving

We integrate adult learning principles into every aspect of our program to achieve our mutual goal for your new hires: effective retention of information, quick adoption, and consistently great execution.

HOW WE'RE DIFFERENT

- Tailored to fit your organization's environment, culture, and business goals
- Offer rollout flexibility: Train-the-trainer or led by e2G Master Coach
- In-person, virtual, or combination delivery
- Option to create online modules to (1) offer you flexibility in scheduling (2) lower training costs (3) provide measurable progress & trends
- Rich learning materials in English, French, & Spanish

WHAT OUR CLIENTS LOVED!

- Practiced with real-world situations making it easy to apply in day-to-day life
- Used language and terms throughout that matched company's existing language
- Instilled a healthy and balanced mindset around sales and service
- Reduced instances of error and customer escalations during nesting



Afshan Kinder

647 298 5252 | afshan@switchgear.ca

RESULTS. GUARANTEED.