WELCOME

green to great
INSIDE SALES

CLICK TO GET STARTED

NAED

AVAILABLE RESOURCES

Use the links below to find your area of interest:

- Program Overview
- Manager's On-boarding Guide
- Inside Sales On-boarding Plan Recommendations
- Cross-Selling Quick Reference Guide
- Best Practices for Vendor Product Training
- Product Training Categories– Getting Started Guide
- 7 Tips for Completing the EPEC Program
- Video Training for Managers on Coaching Employees (available on NAED Learning Center)

PROGRAM OVERVIEW

OBJECTIVE

Establish a systematic approach to on-boarding to provide new Inside Sales Associates with a consistent welcome experience. The Green to Great on-boarding program will inspire confidence in their decision and ability to sell by demonstrating a high quality professional experience.

WHAT IS ON-BOARDING?

On-boarding, including formal orientation sessions, begins with first contact and ends upon completion of the first year (season) in the role. On-boarding gets new sellers up to speed with products, processes, culture and expectations of selling your company's products. The on-boarding process should cultivate relationships with key contacts at the branch to elevate access to information, speed of service to customers, and ultimately, the success of the seller.

ROLES AND RESPONSIBILITIES

Seller:

- Own responsibility for their training results
- Proactively seek out opportunities to be successful
- Take the lead role with customers and build strong relationships

Manager:

- Reinforce clear expectations of what success looks like
- Provide ongoing feedback to seller to enhance performance (view manager coaching video for new employees available on the NAED Learning Center)
- Identify other key roles the seller will have within their job position

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PROGRAM OVERVIEW

WHO

All parties involved in the on-boarding process should play a proactive role in ensuring the new seller's success by providing them the tools and resources to be successful.

WHAT

A personalized on-boarding plan should be built to meet the training and development needs of the individual seller by taking into account his/her current knowledge and future selling goals.

WHERE

The new seller on-boarding experience is unique to each seller and involves local ownership. Each new seller should understand the selling environment in their local geography.

HOW

It is the responsibility of all parties involved to hold the new seller accountable for following through with their learning plan. By reassessing the seller's progress and tweaking the learning plan accordingly, the seller should be constantly challenged to learn and develop.

WHY

Statistics show that employees are most vulnerable to leave an organization within the first 18 months after they are hired. Making a good first impression is critical in making an employee feel welcome and confident in their decisions to join your organization.

A SUCCESSFUL ON-BOARDING

PROGRAM OVERVIEW

FIRST 30 DAYS

Key Imperatives:

- Integrate and welcome new seller into the organization
  - Provide company swag, business cards, help them get set up and meet key stakeholders
- Evaluate new seller's current knowledge of electrical product sales
  - Assessment available on the NAED Learning Center to help gauge knowledge
- Provide seller with company background and product information, company policies and client information to review and begin to assimilate
- Build confidence in the seller

FIRST 60 DAYS

Key Imperatives:

- New seller should begin to master the basics learned in the First 30 Days
- Begin to target specific strengths and weaknesses of seller and adjust development plan accordingly
  - What went well the first 30 days as a new seller?
  - What can the seller improve in the next 30 days?

FIRST 90 DAYS

Key Imperatives:

- Seller should begin to settle into their role and be comfortable with key products
- Sharpen strong skills and improve on weaker skills
  - In what ways can seller improve?
  - In what areas has seller been successful?
  - What areas have been difficult for seller to learn?

WHY 90 DAYS?

Research and conventional wisdom both suggest that employees get about 90 days to prove themselves in a new job. The faster new hires feel welcome and prepared for their jobs, the faster they will be able to successfully contribute to the firm's mission.

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MANAGER'S ON-BOARDING GUIDE

Research shows that a successful and effective on-boarding process can improve employee retention and reduce turnover. It will support new associates, helping them to become productive much quicker. Additionally, it helps the new associate feel that they are an important part of your team.

The manager's section of the on-boarding guide provides guides for the following:

- Tips for before the employee's first day
- Guidelines for selecting and preparing a buddy
- Manager's checklists:
    - Pre-hire
    - First day
    - First 30 days
    - 30 to 60 days
    - 60 to 90 days
    - 90 days to one year
- Check-in meeting sample questions

MANAGER'S ON-BOARDING GUIDE

Your Role In On-boarding

Without a doubt, the direct supervisor is the most influential person in the on-boarding process and is key to the successful integration of new employees into the organization.

It's your role to work side-by-side with your new staff member (along with their Buddy) until they learn the ropes and establish credibility within the organization. Help them thrive during the critical transition period and your efforts will pay off. Finding good employees is too difficult – and too expensive – to let one go without a fight.

Here are some ways you can help your new staff member make a successful transition:

1. Clarify your expectations up front. Even the most detailed job descriptions leave something out. You have to put your expectations in words. Tell each person what you expect of them!
2. Don't assume that qualifications equal success. Just because new staff members are well-qualified doesn't mean they will easily and quickly take to their new roles. Every new staff member will have strengths, but also have opportunities for improvement. Address performance concerns the first time you see them – don't wait to see if it will happen again.
3. Spell out important points about organizational and department goals, culture, and dynamics. Be sure to cover "big picture" topics for the company and your department/branch: mission, overall strategy, strategic plans, and especially how your department/branch supports the organization's mission.
4. Help each new employee nurture their network. Introduce new employees to their key internal customers. As part of the introduction, talk about client expectations. Have a frank discussion about the individuals who will affect a new employee getting their job done. Emphasize relationships: direct reports, subordinates, major internal customers, organizational leadership, and others. Invite the new staff member to meetings. Success on the job hinges on the ability to form a strong network with coworkers and customers.
5. Be honest about potential pitfalls and past mistakes. Learn from the past; make sure that new employees don't make the common past mistakes in your department.
6. Hold regular "check-in" meetings. Every new employee has a "honeymoon period." For some it lasts about six months, for some it's three months, for others it's a year. Keep in close contact with each new staff member in their first year. While you may delegate many aspects of on-boarding to others, remember that your role is the primary one – talk with each employee.
7. Make coaching resources available before there is a crisis. Don't wait until a new staff member is in serious trouble before taking action.

MANAGER'S ON-BOARDING GUIDE

Before The New Employee's First Day

Accepting the offer to join your company was likely a big decision for your new employee. Once an employee accepts a position, the days or weeks leading up to that first day are critical in building a positive impression and relationship. Use the Pre-Hire Checklist of the Managers On-boarding Guide to ensure a smooth transition. You may also want to consider some of the following ideas which will help ensure that the connection you build with your new employee is strong from the start.

1. Set up appointments with individuals that your new hire should meet early on (customers or colleagues within your organization and individuals that they will interact and work with).
2. Set aside time in your calendar to make sure you're available for the first few days and weeks of your new hire's tenure.
3. Create a first-week schedule for new hires so that they have something to do that is meaningful and helps them hit the ground running. The schedule should include a balance of time with others, down time, and time on their own to read orientation materials or complete other orientation-related tasks. Consider including some or all of the following:
   - 1:1 or small group meetings with other team members; during these meetings, team members might describe their work and how it integrates with the work the new team member does
   - 1:1 meetings with you to discuss job description, performance expectations, appropriate attire, time and leave, etc.
   - Designated times for the new hire to review materials
   - Meetings with other key colleagues
   - Time alone at their workstation so they can digest all of the new information and make notes about what they've learned in meetings
   - Tour of campus or larger work environment

MANAGER'S ON-BOARDING GUIDE

Selecting and Preparing a Buddy for a New Employee

An important part of on-boarding is identifying a Buddy for the new employee. A Buddy is a veteran employee who is interested in helping a new associate succeed in their new position. A Buddy partners with a new employee during the first months of employment to offer advice and guidance and to help them learn the ropes and achieve a sense of acceptance and belonging. In some cases, a Buddy could also be a career mentor. The Buddy is an effective source of advice and encouragement who can succeed in steering new employees in the right direction and helping create and maintain a positive, productive culture of excellence.

The Buddy should be someone that the new staff member can trust. Part of this role is to allow for a comfortable, more informal environment in which the employee can ask and receive information about the department culture and norms and those everyday, mostly unwritten, procedures and policies that help to explain how things really work.

A major goal of the Buddy is to establish a sense of belonging for the new employee. With an effective Buddy, each new staff member will quickly become a contributing member to his or her new department. Each new employee will understand how he/she fits in, what is expected of them, and how they will succeed.

The manager's responsibilities pertaining to Buddies:

- Select positive role models as Buddies
- Ensure the Buddy has time to be accessible to the new employee
- Provide the Buddy with the tools needed to be an effective Buddy (e.g., training in coaching, feedback, communication)
- Monitor the Buddy – their employee relationships and their work in the program

Buddy selection criteria:

- Demonstrates high performance; is a positive role model
- Is skilled in the new employee's job; is a peer
- Is proud of the organization
- Has patience and good communication and interpersonal skills; is friendly
- Willingly takes on responsibilities associated with the Buddy role

MANAGER'S ON-BOARDING GUIDE

Manager's On-boarding Checklist

The following checklists will help you ensure a smooth transition for your new employee. Being organized and prepared sends the message to them that they are important and valued and that you are excited to have them join the team.

Pre-Hire Checklist

❍ Prepare/clean work area
❍ Provide supplies (stapler, pens, post its, etc.)
❍ Set up office phone and voice mail
❍ Assign/order computer/tablet if applicable
❍ Assign/order cell phone if applicable
❍ Obtain appropriate keys to facilities for new employee
❍ Announce employee's upcoming arrival to staff and key customers
❍ Identify a Buddy for the new employee and review expectations accordingly
❍ In the week before the new employee's start date, call the new employee to welcome them to the organization and answer questions
❍ Order business cards if applicable
❍ Order company credit card/gas card if applicable
❍ Complete the Employee Information Sheet/Payroll Change Notice Form and forward to payroll
❍ Create a first day agenda and forward to HR if new employee will visit the corporate location on their first day
❍ Create a first week agenda for the new employee and schedule meetings as appropriate

MANAGER'S ON-BOARDING GUIDE

During the First Week

Tour of Branch (Manager or Buddy)

❍ Lunch Area
❍ Restrooms
❍ Work space
❍ Parking
❍ Emergency procedures and exits
❍ Introductions to co-workers
❍ Use of copier/fax machine
❍ Mail procedures
❍ History of location
❍ Organizational structure of region/location

Technology Training

❍ Pay system (punching in/out, requesting paid leave, viewing pay stubs)
❍ Email (review basics of your system if not familiar)
❍ Review NAED Learning Center

During the First 30 Days

❍ Schedule a 15-minute meeting once a week with new staff member to check in (see sample questions under Sample Check-in Meeting Questions)
❍ Review what has already been covered to determine if there are any further questions or if clarification is needed
❍ Ensure that the new employee knows about training opportunities (i.e., NAED Learning Center) and that they have completed required training (i.e., NLC User Tutorial, Bottom Line Basics, Sexual Harassment)
❍ Talk about company mission, objectives, culture, etc.
❍ Schedule new employee for an Employee Orientation meeting at Corporate Headquarters, if applicable

MANAGER'S ON-BOARDING GUIDE

31 Days to 60 Days

❍ Continue to meet with your new employee on a regular basis

❍ Remind new employee to complete their benefit enrollment forms if not already complete

61 Days to 90 Days

❍ Conduct 90-day Performance Review

❍ Clarify Roles and Expectations

❍ Clarify how the new employee's role aligns with and impacts the rest of your team and the company

❍ Develop a list of expectations and accompanying priorities and goals with your new employee

❍ Develop an action plan with your new employee to achieve key expectations and priorities

❍ Identify a list of goals that are important for this employee's role in the future, but can be put on hold for the short term

From 90 Days to 1 Year

❍ Regularly meet with new employee to set goals, review performance, and give feedback

❍ Ask for feedback about how things are going and if they're getting the support they need from you and others

❍ Ask new hires about learning and professional development opportunities that may be of interest to them and discuss which ones are appropriate

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MANAGER'S ON-BOARDING GUIDE

Sample Check-in Meeting Questions for Managers

1. How is your job going?
2. Is your job and our company what you expected when you were hired?
3. Any surprises? If yes, what were they?
4. Has training been helpful?
5. What training would you add?
6. Do you need more training in any area?
7. Has your Buddy been helpful and meeting your needs?
8. Can you suggest any changes for the Buddy program?
9. Do you have all the equipment and/or work tools you need?
10. Do you know where you stand in terms of your progress since you started working?
11. How are your relationships with your co-workers?
12. Are you getting the support you need from your teammates?
13. Do you have suggestions on how we could improve our work across locations?
14. Are there any questions you still have? Is anything still unclear?
15. Is there something we should be providing to new employees that we have missed?
16. Do you feel out of the loop about anything?
17. Do you have any general suggestions?
18. Do you have any general work needs that haven't been met?
19. Is there anything you would like to tell me that I have not asked you?
20. Discuss any issues brought up in previous meetings to determine resolution

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INSIDE SALES ON-BOARDING PLAN RECOMMENDATIONS

After surveying sales and branch managers throughout the industry, the Education Development Council created the following recommendations for on-boarding employees who are new to the industry and their Inside Sales role. Each leader/organization should edit this Role Specific On-boarding Plan based on what makes sense for the individual and their organization. A best practice for successful on-boarding is to revisit and adjust this plan throughout the first year based on individual feedback and progression.

	WITHIN FIRST 90-120 DAYS	WITHIN FIRST 6 MONTHS	WITHIN FIRST YEAR

COMPANY TRAINING	• Company specific orientation
	• Role specific on-boarding
	  • Understanding Expectations
	  • Job Shadowing
	  • Simulation (i.e., role-play, hands-on practice/video-recording with observation by an evaluator, etc.)
	  • On the job (OTJ) Training & Learning
	• Feedback on progress
	• System Training
	• Sales Approach
		• Company on-boarding
		• Role on-boarding
		  • OTJ Training & Learning
		• Feedback on progress
		• Time Management training – company preferred best practices
		• Company Sales Approach
		• Customer Service Training (i.e., telephone etiquette, etc.)
			• Company on-boarding
			• Customer Service Training (i.e., telephone etiquette, etc.)

NAED TRAINING	• Intro to Electrical Distribution (.5 hr) • Electrical Distributor Guided Education* (EDGE) (12 hrs) • Inside Sales Pro (4.5 hrs) Add for Smaller Branches • Counter Pro (2.5 hrs) • Customer Service Role Play (.5 hrs)	• Boost Profits: Increase Customer Profitability (.5 hrs) • Selling & Communicating to all Generations (1.75 hrs) • Selling Green (4 hrs)	• Bottom Line Basics (3 hrs) • EPEC Bronze or the market appropriate EPEC specialization program (Lighting, Automation or Datacom & Video) (Hours vary)
PRODUCT TRAINING	• Appropriate Manufacturer training for your branch**	• Appropriate Manufacturer training for your branch**	• Appropriate Manufacturer training for your branch**

*If the employee has some basic understanding of electrical products and terminology they might be ready to move straight into EPEC. NAED offers a complimentary assessment for the employee to take which will help determine their base knowledge level.

**Many manufacturers offer their product specific training courses on the NAED Learning Center allowing our distributor members to easily assign and track employee completion.

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CROSS-SELLING QUICK REFERENCE GUIDE

LIGHTING

LAMPS	LIGHTING FIXTURES	BALLASTS
Ballasts	Ballasts	Cable Ties
Dimmers	Boxes	Circuit Testers
Sockets	Mounting Hardware	Lamps
Timers	Switches	Sockets
	Terminals	Terminals
	Wire	Wire Connectors
	Wire Connectors	Wire Strippers
	Wire Markers	
	Wire Strippers	

WIRE/CABLE/CONDUIT

WIRE/CABLE	WIRING DEVICES	CONDUIT/FITTINGS
Benders	Boxes	Anchor Kits
Boxes	Cable Ties	Benders
Cable Ties	Circuit Testers	Fish Tapes
Conduit	Grounding	Hack Saws
Enclosures	Jumpers	Portable Cord
Fish Tapes	Plates	Pulling Lubricant
Pulling Lubricant	Portable Cord	Pulling Elbows
Tape	Tape	Pull Line
Wire Connectors	Wire Connectors	Rope
Wire Markers	Wire Markers	Tape Measures
Wire Strippers	Wire Strippers	Wire
Wire Cutters	Boxes	Anchor Kits

BOXES/ENCLOSURES

BOXES/ENCLOSURES
Box Covers
Conduit
Conduit Fittings
Mounting Hardware
Lugs
Terminals
Terminal Blocks
Wire
Wire Connectors
Wiring Devices

CROSS-SELLING QUICK REFERENCE GUIDE

Electrical Distribution Equipment

PANEL BOARDS/ LOAD CENTERS/SWITCHBOARDS	TRANSFORMERS	CIRCUIT BREAKERS/ SAFETY SWITCHES
Anchors	Circuit Breakers	Conduit
Cable Ties	Conduit	Enclosures
Circuit Breakers	Conduit Fittings	Fuses
Circuit Testers	Disconnect Switches	Lugs
Conduit	Hubs	Mounting Hardware
Fish Tape	Lugs	Terminals
Fuses	Panel Boards	Wire Connectors
Heat Shrink Tubing	Wire Connectors	Wire Markers
Lugs	Wire Makers	
Mounting Hardware	Wire/Cable	
Power Cable		
Pulling Lubricant		
Terminal Blocks		
Wire		
Wire Markers		
Wire Duct		

Motors/Control		Supplies
MOTOR & MOTOR CONTROLS	INDUSTRIAL CONTROLS	HEATERS/ELECTRIC HEAT
Cable Ties	Cable Fittings	Boxes
Circuit Testers	Cable Grips	Circuit Testers
Conduit	Cable Ties	Controls
Control Cable	Circuit Testers	Heat-Resistant Cable
Fuses	Flexible Conduit	Mounting Hardware
Lugs	Pilot Lights	Portable Cord
Portable Cord	Relays	Plugs
Terminals	Wire Markers	Receptacles
Wire Markers		Terminals
Wire Strippers		Thermostats
		Wire Connectors

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BEST PRACTICE FOR VENDOR PRODUCT TRAINING

Below is an outline of the ideal product training format for salespersons. This type of training focuses on the application of the product in the field, not just the specifications of the product. It is recommended that all vendors use this format.

Product Training Outline

1. Team Introductions

a. Pictures
b. Name
c. Contact info

2. Product/Line Overview

a. Use 3-5 short bullet points to describe
b. Include 1-2 pictures of what the product/line looks like

3. Primary Uses of Product/Line

a. Use 3-5 short bullet points to describe ways product can be used
b. Include 1-2 pictures of how the product/line is used

4. Product in the Field

a. Use 3-5 short bullet points to describe how the product is typically used in field
b. Include 1-2 pictures of what the product/line looks like in the field

5. Additional Best Practices

a. Share best ways to promote the product to the customer
b. Share additional resources for sales team (i.e., training, resource guides, etc.)

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PRODUCT TRAINING CATEGORIES - GETTING STARTED GUIDE

Product Training				
Industry	Category	Product	Vendor	NLC Courses
	Pipe	EMT		
	Pipe	Rigid		
	Pipe	Flex		
	Pipe	Liquitite		
	Fittings	Pipe		
	Fittings	Flex		
	Fittings	Romex		
	Wiring Devices	Straight blade		
	Wiring Devices	Twist Lock (NEMA ratings)		
	Wiring Devices	Switches		
	Wiring Devices	Receptacles		
	Wiring Devices	Dimmers		
	Lamps & Ballasts	Incandescent		
	Lamps & Ballasts	Fluorescent		
	Lamps & Ballasts	HID		
	Lamps & Ballasts	LED/Electronic		
	Lamps & Ballasts	Magnetic Ballasts		
	Lamps & Ballasts	LED Drivers		
	Lamps & Ballasts	HID		
	Panels & disconnects	Panel boards & load-centers		
	Panels & disconnects	Breakers types (bolt-on & plug-in)		
	Panels & disconnects	Disconnects (250V & 600V, NEMA 1 & NEMA 3R, Fusible & Non-fusible)		
	Panels & disconnects	Parts & pieces to Panel board assembly		

PRODUCT TRAINING CATEGORIES - GETTING STARTED GUIDE

Product Training				
Industry	**Category**	**Product**	**Vendor**	**NLC Courses**
	Enclosures	NEMA 1 & NEMA3R		
	Enclosures	Hinge cover & Screw cover		
	Enclosures	Wire through & Meter sockets		
	Wire	Romex, THHN, MC, SER & SEU (aluminum & copper) sizing explanation		
	Light Fixtures			
	Fire Alarm	Devices		
	Fire Alarm	Wire types		
	Fire Alarm	Basic and Addressable panels		
	Misc.	Cable ties		
	Misc.	Wire Nuts		
	Misc.	Tape		
	Specialty cable	Hospital; fire alarm		
	Safety			
	Data Com/ Security	CAT 5		
	Automation	Motor Controls		
	Automation	Safety switches		
	Automation	PLCs		
	Lighting Con-trols			

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7 TIPS FOR COMPLETING THE EPEC PROGRAM

You've decided to begin the journey to join THOUSANDS of your peers in becoming an EPEC graduate. That's very exciting and, if we're being honest, maybe a bit overwhelming. But don't worry, there are people at your company and at NAED that all want to ensure you make it! Will it be easy? Maybe. Maybe not. EPEC is not designed to be easy. It's designed to help you learn comprehensive electrical products and system selling skills that you'll use every day in your job. One thing is for sure – IT IS WORTH IT! Our graduates all agree that, while the journey sometimes feels long, it's definitely worth the effort. The EPEC program has helped countless people to advance their confidence, knowledge and careers!

Here are some tips to help ensure your success....Good Luck!

Tip #1: Begin with the end in mind

We've all heard that phrase before but it's important to have a goal in mind when starting a program like EPEC. Get out your calendar and look ahead 6 months. Circle that date on the calendar and write...

EPEC Graduation

Didn't that feel good? With some planning and commitment it can be done! Just work backwards from that date. There are 4 modules, a final exam and a capstone project included in EPEC Bronze. That gives you about 24 weeks to get it all done. Wondering how much time you should be spending on each module? The following guideline seems to have worked well for past students.

Module 1:	5 weeks
Module 2:	5 weeks
Module 3:	4 weeks
Module 4:	4 weeks
Final Exam:	2 weeks
Capstone Project:	4 weeks
	24 weeks

4-5 weeks per module might seem like a lot of time for one module, but it gives you time to fit in EPEC and still stay on target. The amount of time it takes to complete varies by individual, but based on our time study of past students, EPEC Bronze is estimated to take around 140 hours to complete. That's less than 6 hours per week or less than an hour a day, depending on what works best for you. Whether you're completing EPEC at home or at work there's probably a block of time you can carve out to devote to your own development. Look at your schedule and see if you can fit in 30 minutes at home, or work with your manager to see if you can work on the course during the day, or before or after work at the office. Think about a typical week and figure out when you might have the best chance to have some uninterrupted time to focus on the program.

Student Tip: Don't give up, just keep going! Set aside 30 - 60 minutes every day to work on it.

DON'T QUIT!

7 TIPS FOR COMPLETING THE EPEC PROGRAM

Tip #2: Complete the program as a group

Just like anything else, it's easier to keep going if you're working with others. Ask if there are other employees in your company who are enrolled in the program and set up study sessions. At a minimum, regular check-ins with each other to talk through what you're learning and bounce ideas off each other might be helpful. Just remember to ensure everyone is doing their own work and nothing violates our EPEC Academic Integrity Policy (available in the library on the EPEC Forum).

Tip #3: Use your resources

Take advantage of the EPEC resources that have been created to ensure your success.

The EPEC Forum is the place to go to get all your questions answered. There's a glossary of terms as well as a library of resources and a Q&A Forum for each level of EPEC. You can search posts from past students to see if anyone else had the same question or ask your own question. Discussion posts are monitored by NAED staff as well as the EPEC reviewers, so someone will get back to you as quickly as possible to keep you focused on your journey.

EPEC Kickoff Webinars are held monthly (check the EPEC Forum for the next scheduled date). These calls are for new students and their managers to learn about the EPEC program, expectations, resources and tips on what the Reviewers are looking for in your submitted workbooks at the end of each module.

Student Tip: Co-workers, online catalogs & manufacturer reps can be very helpful in helping you find the answers you're looking for. Don't be afraid to ask!

Tip #4: Don't over think it!

Research shows that struggling while you learn aids in retention. Try not to get frustrated. If you feel stuck on a particular concept, try moving ahead in the content a bit to see if more information helps to fill in the gaps, or take a break to talk to your coworkers or do some online research.

Keep up with your workbooks as you review the content modules. Many students have suggested that this was critical for getting the most out of the program. The reviewers aren't looking for perfection in your workbooks. They're looking for whether or not you understand the course materials and key concepts. They are there to provide feedback and direction on your EPEC journey.

Student Tip: If you work near a warehouse, take some time to go physically look at the specific products to help in your understanding & retention.

DON'T QUIT!

7 TIPS FOR COMPLETING THE EPEC PROGRAM

Tip #5: Treat the course as if it's a customer

This tip came from a former student and we love it! It's true, if a customer was asking you these questions you'd want to make sure you were giving them the most thorough and accurate answers. Do the same with your workbook – use all your resources and dedicate the time necessary to make sure you're providing the best product recommendations!

Tip #6: Remember why you started & get back to it

We understand that life is busy and sometimes it's easy to put EPEC to the side to focus on other things. If that happens, don't get discouraged, just get back in it. Refresh on the concepts you've already learned, if needed, and block some time in your schedule to keep moving forward. Check out this video on the EPEC Forum if you need a little motivation.

Student Tip: Find a mentor within your company who has completed the program to give you a pep talk and a little push. Ask if you can check in with them again with any questions or just for a status update. Mentors can be your biggest champions!

Tip #7: Use a pencil, not a pen ☺

This tip came from a former student and it made us laugh; hopefully it does the same for you!

DON'T QUIT!

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VIDEO TRAINING FOR MANAGERS ON COACHING EMPLOYEES

As a manager, you likely work with employees who are both new and established in their roles. The level of confidence and capabilities of these individuals can vary widely. This 4-part video series will guide you through the nuances of managing individuals at these various points in their career. The strategies provided will help you better engage and retain your employees so they continue to grow in their knowledge and skills, while increasing their value to their company.

To access the videos, look for the “Engaging and Retaining Your Employee Contributors” course on the NAED Learning Center. The course is mobile-compatible, and its 4 modules each feature one of the videos in our series. Each module also includes a job aid and a scored quiz that is tracked in the NAED Learning Center.

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