

# BACK 2 BUSINESS CHECKLIST

## TRAINING: Worksheet #1

## Training Your Team

Consumers have long trusted your team for both their helpful nature and their expertise when it comes to the complex world of appliances, furniture, bedding and electronics. Additionally, the services provided by your administrative, warehouse, delivery and support teams add immeasurable value to the shopping experience. In short, your team is often the real difference maker that leads consumers to shop independent. Now, more than ever, making sure your team is at the top of their game really matters.

- **Make sure you're providing COVID-related training.** As we move back into business, COVID-19 remains a threat to our health. The virus is certainly still present, and those who are working the front lines of retail and interacting with the public need to take precautions to stay safe and remain healthy.
  - Consider any state or locally mandated training programs provided or required for your team on issues including social distancing, hand hygiene, respiratory etiquette and proper use of any required, supplied or permitted personal protective equipment (PPE).
  - Consider leveraging the CDC, OSHA and other reputable sources for training material related to virus prevention, cleaning and sanitation, and to ensure your team is trained on the processes and use of cleaning products and methods to keep your store as clean and safe as possible.
  
- **Make sure your team is up to date on the latest products.** The Nationwide Learning Academy has long been home to the industry's largest repository of training programs on the latest products, innovations and introductions from all the leading vendors. Best of all, your team members earn MemberNet Rewards Points, all courtesy of NMG, that they can redeem for their choice of thousands of gifts and prizes.
  - Get your team signed up for the Nationwide Learning Academy, and make sure all current team members have access. **Check out this video to learn how to add your team to the Academy.**
  - Consider using the administrative dashboard (available for company-designated user[s]) to monitor progress and recognize those earning expertise.
  - Consider using the Academy's Private Channel feature to easily create custom training content for your team. This service, included with your NMG membership, requires only a connected device and a content expert to get started. Consider creating any training needs on new in-store or online processes in the back-to-business phase though this user-friendly portal. **To learn more about the admin features and private channel options, check out this video.**

