

BACK 2 BUSINESS CHECKLIST

HEALTH POLICY: Worksheet #4

Team Member Training

Your team is returning to a familiar workspace but will very likely need to approach their work hours much differently than before the arrival of the COVID-19 outbreak. Handshakes are out and social distancing is in, but the durable goods space will likely retain a purchase process that is heavily dependent on an assisted shopping environment. We must train our teams on these new expectations, as well as any newly implemented or modified processes, protocols or policies.

Determine a Platform to House Training: Consider leveraging a single source for all created training content for ease of use and compliance tracking.

- Nationwide Learning Academy:** The Nationwide Learning Academy, housed on MemberNet, is provided as part of your membership in NMG. This mobile-optimized platform already houses hundreds of product and skills training programs. And the custom channel feature, also compliments of NMG, allows you to create and launch training programs with nothing more than a connected device and a content expert.
- Determine the topics on which you'll need to train.** These could include:
 - Social distancing guidelines and expectations.
 - How to monitor personal health and body temperature at home.
 - How to properly wear, remove and dispose of face masks and PPE, if applicable.
 - Guidance on how to launder cloth face masks and uniforms, if applicable.
 - Cleaning protocols, including how to safely and effectively use cleaning supplies.

