**Why you need an instructor**

Help the newbie to rotate

During the probationary period, the teacher helps the newcomer join the team, learn about the structure of the company, and begin the task. You can come to the teacher on a wide range of issues: often it is not only about important tasks, but also about interaction with colleagues, clients, and a manager.

In some companies, this role is played by a body - an employee who has been working for a long time and knows almost all the processes and people in the company. He tells you where the coffee machine is, who to contact and with what questions, will have lunch with the newcomer and, if necessary, cheer him up. Бади is loyal to the company, shares its values ​​and can translate this into new employees.

Help with work tasks

Ideally, the instructor should be competent not only in teaching, but also in performing the tasks that lie ahead of the beginner. In our company, instructors are different people, each in his own department. I am in charge of onboarding and teaching in general, but I only become a teacher in the project management program, because I used to work in this position myself. And I train other teachers who lead the process in their teams.

The mentor tells the newcomer about the intricacies of work, shows how to complete tasks, helps to deal with identifying situations.

Help to make an objective decision about the traceability of the measured pressure

It happens that in the first months he is not fond of the teacher and does not interact with the beginner. And when the time comes, it can be more difficult to objectively decide whether a person is suitable or not - the lack of perception of communication from the team leader and the team. only if necessary, the probationary period is extended or closed, because the time has come.

In this case, for a beginner, this is stress, he does not understand what is happening and why. And for the company - the threat of outflow, which means additional costs for hiring and adaptation.

The mentor, his involvement in the onboarding of new vehicles, feedback and opinion, which allows you to make a decision on passing the probationary period more objectively.

How to become a good coach

We share zones

It is good when different people play the role of instructor and leader. And that's why:

• A beginner gets to know more people and gets better in a team.

• Manager spends less time onboarding.

• An additional opinion appears when a decision is made to complete the initial probationary period.

It is worth talking in advance with the head of the new service the answers to the main questions:

1. whom to contact for organizational issues: sick leave, vacation, time off, tasks and projects in the game;

2. what is the role of the teacher in the work tasks of the beginner;

3. frequency of meetings with a beginner, regularity of meetings with the supervisor and teacher;

4. who decides on the probationary period.

A beginner should clearly understand who is responsible for what, from whom, in what form and how often feedback will be received, to whom to come with questions.

As a result, new employees will have less worries and more acquaintances in the company, and he knows that he can be often for help. My work experience shows that calm people work better.

We provide exceptional communication

It is important to give regular, honest and specific frequency communications. The mentor sees all the successes and failures of the ward and can record and pronounce them together with him. This allows you to get away from subjectivity as a result of the decision to pass the probationary period.

In order to make a decision without relying on feelings and emotions, we collect a list of personal qualities and professional skills in a skill set. This is a list of soft and hard skills, sessions, as we perform, a new employee will be free by the end of the probationary period.

We in the SRM group use a system of deadlines and tasks that must be completed within these deadlines. The performance of practical tasks or detailed answers to theoretical questions must be confirmed by the fact that the person has the necessary skills.

What questionnaires are used during the trial period

Everything was transparent, we collect a special connection with newcomers and collect groups, taking into account the fact that he managed to work - in a month, two months and two weeks before the trial period.