TTCREW

Program Overview

The purpose of the program is to successfully transition team members into the company or a new role and Increase productivity, team member self-confidence, team member confidence in the Company, and long-term retention. It is also the goal to decrease the learning curve for team members that enter a new job by providing an additional skilled resource they can turn to if needed for help:

- Acclimating to Company culture.
- Recognizing expectations and standards.
- Finding resources.
- Identifying, understanding, and applying Company policies, procedures, and systems.
- Adhering to the Company's quality, process, and business standards.

The new team hire's supervisor will still be responsible for the training and development of their team member. The purpose of the CREW Member is to be an additional resource for the new hire to approach with questions.

Expectations of the New Hire

A CREW Member is a resource for success provided by the Company. While we expect the CREW Member to be available and be a partner in the relationship. It is the new hire's responsibility to:

- Take initiative and drive the relationship.
- Ask the CREW Member when they are available to meet, ideally once a week.
- Ask the CREW Member for their assistance and help.
- Be receptive to suggestions and feedback.
- Approach the partnership with respect.
- Take responsibility for their own actions, learning, and growth.

Expectations of the CREW Member

CREW Members are expected to make themselves available to the new hire. Questions and discussion will be centered around the new hire's assigned tasks. The CREW Member should:

- Respond to inquiries in a timely manner.
- React in a posture that is positive, and solutions focused.
- Help the new hire solve problems as opposed to doing their work for them.
- Communicate regularly.
- Initiate contact when too much time has passed.
- Provide constructive insight to leadership and the training team regarding the new hire's needs.

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Program Timeline

- Introduction Call

- 45 Day Check-In with T&LD (In-person/Teams meeting)
  - How is the relationship going?

- 90 Day Check-In with T&LD (Email)
  - Same as previous check-in
  - Conclusion of the program