

## **How to Improve Employee Skills**

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There are three steps to improving the skills of your employees, first educate, then train and finally coach.

Education can be accomplished through conventions, seminars, webinars, or even in-house classes. These sessions share ideas and concepts to be learned or adopted, each new skill will benefit the company and the employee.

Training takes those concepts and puts them in practice in the shop in real time, which allows the employees to make the skills “real”, by doing so they will become part of the employee’s daily routine. Under the watchful eyes of your A employees they can practice and be corrected as needed.

Coaching them allows someone who has already mastered the concept, the chance to critique and gently recommend ways to improve on the next attempt. For example, the coach may recommend a subtle change to a design, for next time, which allows for more negative space and less product being used in the arrangement.