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TRAINING AS WE KNEW IT IS DEAD

EXPERIENCE IS EVERYTHING

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THE OLD MODEL: TRAINERS HAVE TO **TEACH** NEW HIRES FIRST

It's outdated
It's ineffective

- Trainers talk more than they listen
- Delivery matters more than application
- Success = completion, not behavior change
- Passive learners are overwhelmed by information

**THIS WORKED FOR COMPLIANCE—
NOT PERFORMANCE**



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WHAT TODAY'S NEW HIRES WANT

- 📌 Ownership from Day 1
- 📌 Access to tools - not waiting for job aids
- 📌 Peer practice and real-world roleplay
- 📌 Engaging activities that put them in charge

**TRAINING WITH POWERPOINT AND DEMOS IS
NOT GETTING IT DONE**



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WHY THIS SHIFT MATTERS

- 📌 Training isn't just a session - it's an experience

If your onboarding feels like a class... you're missing the chance to build capability on the floor.

ATTRITION IS THE HIGHEST IN THE FIRST 14 DAYS - OFTEN DUE TO LACK OF ENGAGEMENT



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WHAT TO BUILD INSTEAD

Ditch trainer-led sessions. Build:

- Facilitated bootcamps
- Practice labs and shadow sessions
- Toolkits to support day 1 readiness

**IF YOU WANT REAL RESULTS, PUT NEW HIRES
IN THE DRIVER SEAT ON DAY 1**

Your new frontline MVP should also
be set up for success: **Team Leads**



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TEAM LEADS NEED LEADERSHIP SKILLS

Great team leads know how to:

- Show, don't tell
- Answer questions in the moment
- Give feedback that actually shifts behavior

GREAT TEAM LEADS DON'T COACH FROM THE SIDELINES, THEY GUIDE FROM THE START

New hires shouldn't meet their team leads on their first day in production - they should know them from new hire training!



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YOUR NEW HIRES DESERVE MORE AND SO DO THE TEAM LEADS.

- 📌 Stop training by PowerPoint alone
- 📌 Start facilitating experiences that stick
- 📌 Increase your retention by putting learners first

**SAVE THIS IF YOU'RE RETHINKING HOW TO
BUILD A BETTER NEW HIRE EXPERIENCE**

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