Guide: Create Training Program for Small Teams

Simple, practical system for small businesses



Small businesses can build strong teams with a simple training process – no HR department, no complex tools. And if you're ready to dreamBIG and grow your business toward the ₹50-lakh milestone, a well-trained team can help you scale with confidence and consistency.

Step 1: Identify Training Needs

Talk to each team member (10–15 mins). Ask:

- What tasks are difficult?
- What skills would help you?
- What mistakes repeat?

Ask managers:

- What do people get wrong often?
- Which skills affect customers, quality, speed, money?

Step 2: Prioritise 3–5 Topics

Focus on skills that impact:

- Customers
- Quality
- Speed
- Money

Step 3: Set Clear Learning Outcomes

Define what people should be **able to do** after training.
Examples:

- “Able to greet and handle customer calls professionally.”
- “Able to write clear, error-free emails.”

Step 4: Make a Simple Training Plan

For each topic, decide:

- Duration (30–60 mins)
- Method (demo, roleplay, video, micro-learning)
- Trainer
- Materials
- Expected outcome

Step 5: Create Simple Training Material

Use 1-page formats:

- **Training Note** → 3 Do’s, 3 Don’ts, checklist

- **SOP** → Steps, common mistakes, quality standard
- **Short Video Script** → Topic, importance, demo, Do's/Don'ts

Step 6: Deliver Training (Short & Practical)

Use this 60-minute flow:

- 5 min → Why it matters
- 10 min → Explain concept
- 20 min → Demo
- 20 min → Practice
- 5 min → Summary

Step 7: Check Learning Quickly

Use any two:

- 5-question quiz
- Observe task
- Check if mistakes reduce
- Small practical test

Step 8: Track Completion

Maintain a simple record:

- Employee Name
- Role
- Training Topic
- Date
- Trainer
- Training Completed (Yes/No)

Step 9: Follow Up After 7–14 Days

Check:

- What improved?
- What still needs support?
- Action plan

Step 10: Build a Small Training Library

Create 1 digital folder with subfolders for each topic. Save:

- SOPs
- Checklists
- Notes
- Videos
- Feedback

Summary

A simple, structured training process helps small businesses improve quality, reduce mistakes, and build confident teams — without large budgets or complex systems.

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