



Deliver A Convenient *Employee* Experience

4 Keys to Improving Staff Performance

Upskilling In The Convenience Economy

As you add channels and services to meet member demands for convenience, consider how you train your staff to take advantage of these new opportunities. Remember, your employees are also consumers, and they bring this same convenience mindset to work each and every day

1

Mentor The Member: Teach staff to be consultants, mentoring members through today's highly complex financial world – especially those members who've "done their research" and think they're ready to act.

2

Meet Their Demand: Offer your team web-based learning opportunities, self-paced eLearning, and other knowledge building resources that let them conveniently choose the time, place and channel that best suits their needs.

3

Make It Quick: Develop a system that helps you narrow the gap between performance and feedback, to improve recall, re-enforce learning and build skills more quickly.

4

Mix In Fun: Apply game-based learning techniques to effectively connect with modern learners at every age and role in today's workforce, which for the first time ever includes five generations.

Engaged Employee Provide a Better Member Experience

When you make training stimulating, personal, fun, and convenient, your staff is more engaged and more attuned to your business objectives, which leads to improved performance and a better member experience. To learn more, see [Succeeding in Today's Convenience Economy](#).