

Training
培 训

Chapter 1 Home Office Training

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Chapter 3 Regional Trainer

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Sam's Club 山姆会员店

1. Management Training
管理层培训
2. New Store Management Training
新店管理层培训

- 3. Follow Up MT
跟进见习管理人員培训
- 4. MIT Program
见习管理人員课程

Resources Index 資源索引

Training Overview

培训概况

1. Our Mission Statement

□To Partner With Management □

成为管理层的伙伴

□To provide Quality Training Service□

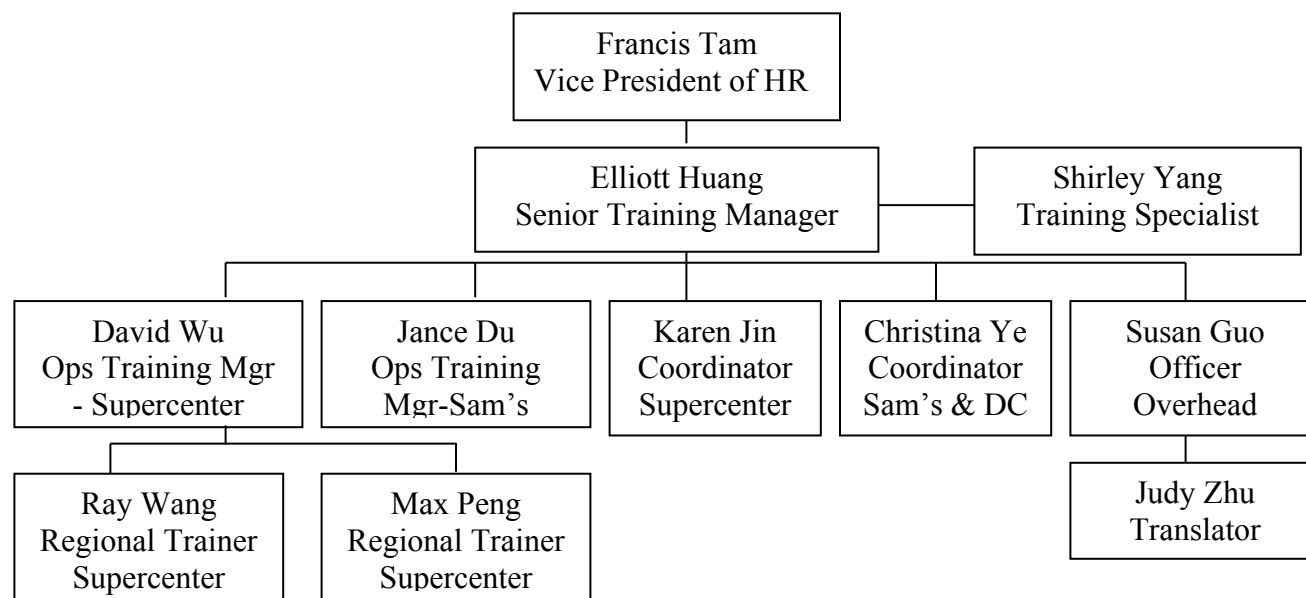
提供高质量的培训服务

□To Improve Associates Performance ! □

改进員工工作表現

2. O-chart of Training Team and Main Responsibility of Each Section

培训组的组织结构及各部分主要工作职责。



2.1 Regional Trainer:

区域培训员

Be in Charge of Management training for Supercenter/Sam's club 负责购物广场
/山姆会员店管理层培训

2.2 Supercenter/Sam's Club Training Coordinator

购物广场/山姆会员店培训协调员

Responsible for all organization , coordination and following up of store training, especially the training of general associates..

全面负责商场培训工作的组织、协调和跟进，尤其是普通员工培训。

2.3 Home Office Training coordinator

总部培训协调员

Responsible for the following up and coordination of Home Office training, including the training for merchandising associates and cross-training.

负责跟进和协调总部办公室培训，包括采购部同事和跨部门培训。

3. How to be a Good Trainer?

如何做一名合格的培训员？

3.1 Your People Skill 人际交往技巧

- Partnership, Interdependent
与人交往，互相依赖
- Communication
善于沟通交流
- Commitment, Passion
对工作有承诺，拥有饱满的热情
- Circle of Influence, Leadership
有领导才能，具一定影响力

3.2 Your Open Mind 宽阔胸襟

- Always willing to Learn, to Improve
孜孜好学，乐于提高。
- See the old lady/young woman
少女/老妇的启示。

3.3 Your Professionalism 专业技能

3.3.1 Training expertise 培训技能

Train the Trainer, KISS, simple and relevant, Fun Learning,
Adapt/Adopt/Reject, 7 Habits, 1 minute manager, Star Fish, Geese & Buffalo,
Fast Feedback, Basic Supervision, Performance Consulting, etc.

3.3.2 Operations Knowledge 营运知识

30/60/90 Orientation, Sponsor, 1st Retailer, PI, Reports, Guides/First Steps,
MTP/MIT, Management classes, Leadership Foundation, HR, Mdse, etc.

3.3.3 English 英语程度

- The easiest language
最简易的语言。
- Never write anything you've never read;
不要写从未读过的东西。
- Never say anything you've never heard
不要说从未听过的话。
- New Concept English II , III
掌握新概念英语第二、三册。

Bad Trainer 差的培训员	Good Trainer 好的培训员
□ Unpunctual 不守时 □ Do not prepare what trainees need 没有预期到学员的需求 □ Lack of planning 缺乏计划和准备 □ Be unfamiliar with training contents 不熟悉培训内容 □ Use only one way of teaching 只使用一种授课方式 □ Lack of communication 与学员缺乏沟通 □ Do not allow trainees to ask questions 不允许学员提问 □ Lack of passion 缺乏热情 □ Lack of confidence 缺乏自信 □ Poor presentation 表达不清晰 □ Improper attire 着装不当	□ Planned and organized 有组织、有准备 □ Proper dress 适宜的着装 □ passionate, confident and experienced 热情、自信且经验丰富 □ Humor 有效地使用幽默 □ Encourage participants to involve 鼓励学员的参与 □ Adopt various ways of teaching 采用多种授课方式 □ Try to improve training skills 努力改进培训技巧 □ Waved tones 语调有起伏 □ Smiling 微笑 □ Eye contact 与学员有视线接触 □ Good Presentation 表达清晰

Chapter 1 Home Office Training

第一章 总部办公室培训工作范围

1. Orientation

入职培训

	Home Office 总部	Supercenter/Club 购物广场/会员 店
Format 形式	☐ 2 full day 2 整天	☐ 30-60-90 Orientation
Time Schedule 时间	☐ On a monthly basic 每月一次	☐ The 1 st , 30 th , 60 th and 90 th day 入职第 1、30、60 和 90 天
Content 内容	☐ Day 1: Wal-Mart History, Wal-Mart Today, Wal-Mart Culture 第一天：沃尔玛历史、今日沃尔玛和沃尔玛文化	☐ Day 1: History, Handbook (3 Basic Beliefs, Ethics, General Rules, Policies, Benefits Overview) 第 1 天：沃尔玛历史、员工手册(3 项基本信仰、基本规范、政策和工资福利概述)
	☐ Day 2: C&B, Wal-Mart Policies and General rules, LP, ISD and Orientation Test 第二天：工资福利、沃尔玛政策、防损知识、ISD 知识和入职培训测试	☐ Day 30: C&B, Terminology, Business Philosophy 第 30 天：工资福利、術語、經營哲學
		☐ Day 60: No Quit Policy, Career Development and Grass Roots Meeting 第 60 天：離職挽留政策、職業發展機會、草根會議
		☐ Day 90: Transfer Policy and Orientation Test 第 90 天：離職政策、入职培训测试

2. English Training

英文培训

2.1 Objective

目的

To prepare our associates to be more proficient in English for better communication and perform their job duties to cater for the business needs, we started our English Training in April of 2000.

为使公司员工更熟练地运用英语进行沟通并迎合公司发展需求，我们于 2000 年 4 月开始英语培训课程。

2.2 The first Stage (from April to November, 2000)

第一阶段 (2000 年 4 月至 11 月)

In this period, our company provided an opportunity to learn English to as many people as possible and our English Training mainly focused on the oral speaking.

在这个阶段中，公司为尽可能多的员工提供学习英语的机会，我们的英语培训主要着重于口语方面。

2.3 Details of each class 每个班的具体事宜:

Class A A 班

□ Basic level

初级水平

□ 6 months program, 3sessions a week with 2 hours a session, totally 150 hours

课程为期 6 个月，每周 3 节课，每课 2 小时，共计 150 小时

□ For 4 DGMs

上课对象:4 位营运总经理/副总

□ Class time: Monday, Wednesday and Friday morning, from 7:30am to 9:30am

上课时间:每周一、三、五早上，7：30am---9:30am

□ Class Venue: Conference room, 6/F, Home Office

上课地点：总部六楼会议室

Class B1 B1 班

- Intermediate level
中级水平
- 3 months program, 1 session a week with 2 hours a session, totally 24 hours
课程为期 3 月，每周 1 课，每课 2 小时，共计 24 小时
- For Home Office key managers
上课对象:总部部门经理
- 20 participants
参加人数：20 人
- Class time: Tuesday morning, from 7:30am to 9:30am
上课时间:每周二早上，7：30am---9:30am
- Class Venue: Conference room, 5/F, Home Office
上课地点：总部五楼会议室

Class B2 B2 班

- Basic level
初级水平
- 3 months program, 1 session a week with 2 hours a session, totally 24 hours
课程为期 3 月，每周 1 课，每课 2 小时，共计 24 小时
- For Ops. DM and above and Home Office key managers
上课对象:总部部门经理
- 10 participants
参加人数：10 人
- Class time: Thursday morning, from 7:30am to 9:30am
上课时间:每周四早上，7：30am---9:30am

- Class Venue: Conference room, 6/F. Head Office

上课地点：总部六楼会议室

Class C C 班

- Basic level

初级水平

- One and a half months program, 2 sessions a week with 2 hours a session, totally 24 hours

课程为期一个半月，每周 2 课，每课 2 小时，共计 24 小时

- For Home Office general associates

上课对象:总部办公室普通员工

- 30 participants

参加人数：30 人

- Class time: Wednesday night from 7:00pm to 9:00pm and Saturday afternoon from 2:00pm to 4:00pm

上课时间:每周三晚上 7 : 00am---9:00pm, 和每周六下午 2 : 00pm---4:00pm

- Class Venue: Conference room, 5/F, Home Office

上课地点：总部五楼会议室

Class D D 班

- In Kunming

D 班设在昆明

- Basic level

初级水平

- 3 months program, 3sessions a week with 2 hours a session, totally 74 hours

课程为期 3 个月，每周 3 课，每课 2 小时，共计 74 小时

- For B Grade and above

上课对象:总部办公室普通员工

以上内容仅为本文档的试下载部分，为可阅读页数的一半内容。如要下载或阅读全文，请访问：

<https://d.book118.com/515034021004011214>