

# TEAM LEARNING TALK

Issue 1 / January 2019



## ABOUT US

Team Learning Services is a Lake Norman, NC-based company that provides consultation and services that help your small business:

- Increase company performance through structured and measurable employee onboarding and training programs.
- Turn the training of employees over to the pros so owners and managers can focus on running their business.
- Provide custom training classes and programs so your employees work productively, competently, confidently, and safely.

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## HAPPY NEW YEAR & WELCOME TO TEAM LEARNING TALK!



We are proud to offer this first edition of our monthly newsletter as we begin 2019. The plan is to provide news, notes, and valuable information to the small business owner, manager, and employee about running your business today. We will feature topics on:

- Hiring, onboarding, and training the best employees.
- Managing your business to get the most productivity from your teams.
- How to navigate the changing business landscape to stay competitive.

## HOT BUSINESS TOPICS FOR 2019

According to their annual report, LinkedIn cites these issues to be very important for businesses to address in 2019:

- Business leadership
- Women's empowerment
- Adapting to the multi-generational workplace
- Customer experience

Click [HERE](#) to read articles on these topics and more!

## ARTICLE: IS YOUR SMALL RETAIL BUSINESS PROVIDING REAL TRAINING TO YOUR TEAMS? (by David Koster)

Real training for the small retail business is that which results in increased sales and improved customer service. Small retail businesses should implement training that enables employees to provide maximum sales and customer service.

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***You should look at every opportunity to outshine online by providing a customer experience they can't!***

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It is critical to have caring and qualified staff members working for you because they reflect who you are as a business owner. You cannot explain away a bad experience by blaming your employee. You must be proactive in ensuring that your employees are going to behave in the best interest of your business every time, whether you are watching or not. Read the full article [HERE](#)...



Contact us to talk about how we can help your business prosper in 2019!

## WORKPLACE TRENDS FOR 2019 THAT EVERY BUSINESS SHOULD PREPARE FOR

### 1. Increased Scrutiny and the Need to Protect Your Reputation

We've read the headlines in 2018 about employees who have put their company in a bad light through poor judgement and decisions. While a mistake at your small business may not make the national news, word will get around your community enough to impact your reputation and good will. Being sure your employees know what to do in as many tough situations as possible will be critical as people are more aware of, and sensitive to, how they are treated.

### 2. Generation Z is a Force to be Reckoned With

Generation Z, workers age 23 and under, is expected to comprise 36% of the US workforce by 2020. This is especially true in many small business fields such as retail, fast food, and industrial. This tech-savvy population desires a greater engagement with the work and workplace, as well as non-traditional work arrangements. All businesses should look to embrace their purchasing power, energy, and skill. Learning from, and adapting to, these younger workers will position your company to attract top talent employees and a growing group of consumers for years to come.

### 3. In the Age of Technology, Human Connections are Still Key

Your customers have more choices than ever and will patronize those businesses that provide fast, accurate, and personalized service. Although technology will continue to expand, it will never replace the human touch in the customer experience. It is important that every employee who interacts with your customer base, must have the requisite skills of sales and product knowledge, company knowledge, problem solving, and comfort with other people.

Team Learning Services offers consulting and services that helps your company prepare for these trends and others.

#### SMALL BUSINESS RESOURCES & ARTICLES (click to read)



#### [82% of Small Businesses Struggle to Find Qualified Talent, Report Reveals](#) (at SmallBusinessTrends)

Small businesses are happy with the economy, but finding talent is still a problem.



#### [January specials: Your Monthly Guide to Freebies and Meal Deals](#)

(at USA Today)

January is the month of resolutions. And if you're resolving to save more money in 2019, you've come to the right place.



#### [Best Small Business Apps for 2019](#) (at US News and World Report)

You can improve efficiency and reduce costs with these money-saving business apps.



Contact us to talk about how we can help your business prosper in 2019!