

Streamline onboarding and training efforts with Training Buddy

The Training Buddy App allows qualified team members to check-in as the day's scheduled "Training Buddy" to provide support to other team members who are learning a new skill, need a little refresher or are ready to begin their first day on the job.



Solving today's frontline challenges

With high potential for turnover and seasonal hiring needs, providing every new team member with extensive training is not only an investment risk, but it can also be difficult to execute because:

- The training process often requires extensive oversight from experienced team members who are needed in other operational roles
- Thorough training is prohibited by high onboarding costs and immediate need for new hires to assume roles on day one due to understaffed stores
- Training team members about all product, services and operational knowledge is too difficult to absorb in one sitting, requiring multiple sessions

Driving value with Theatro's Training Buddy App

The Training Buddy app helps to increase team member versatility, improve manager effectiveness with fewer requests for assistance and ensure company procedures are followed. Store teams also gain the abilities to:

- ✓ Accelerate onboarding time to get new hires contributing to store goals faster
- ✓ Eliminate associate walk time to find help or get feedback from an assigned trainer(s)
- ✓ Ensure qualified team members are assigned to the role and reachable
- ✓ Increase proficiency building without sacrificing productivity
- ✓ Improve retention with streamlined training and development efforts

How it works

Checking in

Qualified team member says, **“Check in Training Buddy”** to sign in, making them reachable to other users requesting assistance from this role.

Reaching the Buddy

Team members can say **“Hello Training Buddy”** to open a 1:1 conversation with the buddy.

Team members can also **message, identify, and locate** users who are logged as Training Buddy.

Checking Out

Checked-in Training Buddy says, **“Check out Training Buddy.”**

After confirming request, Theatro prompts user to leave a message for the next Training Buddy: **“To leave a message for the next Training Buddy, say Message Training Buddy”**



Increasing the impact

Pair **Training Buddy** with the Theatro **Kudos App** to deepen employee engagement and celebrate team member achievements like reaching a new training milestone.

Configurability

Theatro Apps are highly configurable. Basic configurations in this App include:

- ✓ Number of users who can be checked-in
- ✓ Escalation hierarchy
- ✓ Reminder and escalation intervals
- ✓ Number of concurrent requests
- ✓ Timeout limit
- ✓ Reporting



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