

## **Cross-Training: Improving Your Efficiency and Effectiveness**

During an unpredictable and recovering economy, it is critical to have a team comprised of well-rounded employees. A versatile staff is not only better equipped to address your current business challenges, but is also more prepared to meet unexpected business demands. One of the most effective ways to build a more flexible team is to cross-train your employees.

The cross-training philosophy involves educating employees in different functions and positions of the company. While you are training an employee in another field, a temporary worker is managing your employee's workload. This allows your team to develop new skills and become more knowledgeable in other divisions of your business, all while your tasks are completed by temporary workers. Some of the benefits of cross-training include:

- Protecting your company from turnover and absenteeism
- Giving your employees a better understanding of company operations
- Providing your staff with a holistic view of your organization
- Improving your team's proficiencies and abilities in multiple disciplines
- Obtaining new insight for problem solving
- Building interdepartmental appreciation and employee morale
- Increasing long-term efficiency, effectiveness and productivity
- Gaining fresh perspectives and suggestions on streamlining assignments

For example:

You decide to cross-train your Receptionist, Janice for a month. During this time, Janice learns some of the responsibilities and specific functions of the Accounting Department. Janice's Receptionist tasks will be covered by a temporary worker while she is being trained. After the training month is over and Janice returns to her normal position, she has the ability to assist and handle more complicated projects from Accounting. She also has better insight and can offer a fresh perspective into streamlining assignments. Additionally, when Bob goes on vacation or Lesley unexpectedly gets food poisoning, Janice is ready to make receivables calls or enter invoices that would have been put on hold.

Cross-training your employees is a strategic long-term commitment to improving the efficiency and effectiveness of your organization. For more information, call 256.382.4000 today!



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