Newcomer
Funeral Service Group

Specialized Learning and Development

Regardless of your location, role or title, your growth is important. Our dedicated Learning & Development team collaborates with associates from across the Company to ensure training is relevant for *the real world*. Whether you participate in informative webinars, complete self-paced eLearning modules, or attend instructor-led sessions in Topeka, L&D wants you to walk away with skills you can use.

You may experience L&D a variety of ways throughout your career.

New Associate Orientation

Prior to starting your new job, you participate in Orientation, learning Company history and our expectations for serving families and each other. Your role dictates the next steps you complete for onboarding.

Onboarding

Funeral directors and administrative assistants complete a comprehensive onboarding program personalized to match your level of experience.

As a funeral director new to the industry, you focus on product knowledge and the format of an arrangement conference in addition to learning about NFSGI processes and procedures. By working independently, teaming with peer coaches and partnering with your manager, new directors gain the skills and confidence to work with families. More experienced funeral directors only need to learn the NFSGI way of meeting with families and to understand our processes and procedures; they move much quicker through the onboarding program.

As an administrative assistant, you work with a variety of trainers throughout your detailed five-week onboarding program. A peer administrative assistant, Home Office subject-matter expert, and FDIC and manager help you learn the inner-workings of the chapel and how to serve families in addition to accounting processes and procedures.

As a funeral home manager or an area manager, you work hand in hand with your division director, learning the operations for your area. Additionally, you work with subject-matter experts at the Home Office to learn the processes associated with human resources, compliance, accounting, IT, and facilities.

As a family service associate, you work through an onboarding program with your manager, learning to operate the sales software, how to partner with your funeral home team, and how to best educate families regarding our products and services.

As a Home Office or cemetery associate, your manager introduces you to the inner-workings of your team and the Company, creating an individual onboarding plan to help you learn your role.

Boot Camp

When trying to find a name for an intensive learning experience, *boot camp* seemed the most appropriate term out there. Those who participate in Boot Camp, learn and/or refine many skills related to their jobs—it's a lot of information and experiences in a short amount of time.

> *Funeral Director Boot Camp*
> Approximately three months after starting with NFSGI, funeral directors participate in this week-long course that challenges them to consider how they interact with families—from an inquiring phone call through the arrangement process. Division directors serve as mentors in the classroom and as coaches through skills practice, including a practice funeral arrangement complete with community-based actors who serve as family members.
>
> *Family Service Associate Boot Camp*
> Brushing up on communication and sales skills is the focus of this intense three-day session. Prior to completion, FSAs facilitate a sales presentation and receive feedback from other attendees.

Admin*Connections*

Within 12 months of starting, new administrative assistants gather with peers at the Home Office to refine multiple skills, ranging from phone etiquette, communication with families and teammates and a better understanding of accounting processes.

Leadership Exploration and Development Program

This 18-month program is designed to help associates safely investigate various aspects of leadership. Through quarterly classroom-based sessions, participants enter a cycle of learning, executing and reflecting—participants learn skills in class, practice them at their home locations before returning to class to reflect. Gaining experience is the name of the game for this session—participants learn to applaud failure through improvisational exercises, discover the power of giving and receiving feedback and refine strategic thinking by solving a company-related issue.

Management Essentials

Starting Fall 2016, associates new to management will participate in an instructor-led session focused on everything management: hiring process, coaching, building maintenance and stress management—to name a few of the topics.

eLearning Courses

L&D has dipped its toes in the water when it comes to eLearning offerings for associates. Currently, learner-controlled courses cover basic topics such as OSHA and state-regulated forms. But L&D is striving to provide our associates a greater variety of offerings—like removal and transportation techniques, and an embalmer's forum—in the near future.

Informational Webinars

Throughout the year, we host a variety of webinars, giving all associates the opportunity to ask the subject-matter expert questions. Topics include business-related issues such as accounts receivable as well as behavioral-related subjects including personality types and personal development.