



Travel Guide

Informational Brochure & Checklist

Aloha!

Thank you for your participation in the Passport Program! This program depends on having great “Travel Guides” such as yourself, to impart your knowledge and experience in your destination’s functional area!

Your role in this cross-training or “travel experience” is important to our employees and our organization’s growth and development.

Why Participate in the Passport Program?

Participating in the Passport Program offers employees the opportunity to gain experience in an area outside of their current team for a set time period by way of a “travel alert”. The program enables a staff member (the “traveler”) to learn how to execute specific tasks and projects in a functional area outside of their own.

The Passport Program benefits our employees, as well as our department, as it promotes future talent, development, and makes us all more familiar with the various functions of our department. By allowing different departments to work together and build or strengthen relationships, there is not only an improved awareness of everyone’s roles within the organization but also an increased sense of teamwork.

Lastly, when you participate as a guide in the program, you are sharing your knowledge, expertise and skills, which not only helps support colleagues in their career development and growth, but also allows you to review and reflect on your own work and gain a fresh point of view. A new perspective may lead to innovative ideas and practices that can be shared with the team. This may lead to a happier, more productive team and create an environment with continuous learning.

Below is a checklist that may be helpful as you provide training to a traveler visiting your team. Please feel free to use this as a resource during your participation in the program!

Travel Guide Checklist

- Once you have been notified who you will be training, reach out and introduce yourself.
- Review and discuss the itinerary and expectations with the Traveler. What questions or concerns do they have?
- Add travel training time to your Outlook Calendar, so you have dedicated time to spend with the traveler.
- Create a Master Checklist of all the training to be completed and associated steps (see tips below for further details)
- Remember to regularly check in with your department’s Passport Program Administrator, should you have any questions, concerns, or feedback on the Passport Program!
- Use your destination’s travel itinerary to log training dates and hours, and to keep track of all the projects and activities the traveler is completing. When your traveler is nearing completion of the projects and activities on the travel itinerary, communicate this with your manager so the traveler can receive their stamp in their Passport book!

Tips for Being a Successful Travel Guide

- Identify the goal of the program’s training: Outline the nature of the role and specific tasks to be assigned/ accomplished. State the training goals and objectives as clearly as possible. Describe the knowledge/skills expected to be acquired.
- Set boundaries for Travel Hours: Communicate the time commitment for the program to ensure both the you and traveler are not under added stress juggling your current roles and expected learning.
- Learn more about the employee’s knowledge, skills and interests: Identify the knowledge/skills expected to be acquired. Provide timeline of activities and expected work outcome so the trainee knows what is expected of them.
- Focus on quality: Take the time to ensure the individual has mastered each specific skill so that they may perform the task without assistance.

Happy Travels!