Gather

7 Steps to Onboard a New Events Team Member

A Guide to Easily and Quickly Getting Acquainted with Gather

Once you partner with Gather, there's a simple process for onboarding your events program, getting trained on the software and, before you know it, becoming a Gather pro yourself. But what happens when you expand your events team or switch up your employee roster? No worries, we've got you covered. Check out the 7 easy steps below to onboard a new events team member and keep your private events program running smoothly.

Introduce them to the Gather software

The first step for getting a new events team member acquainted with Gather is to explain what it is and how your venue uses it. Feel free to also direct them to the Features page of our website for more of a breakdown, so they can click around and get a sense of what we're about and what we offer.

Have them attend a group training session

Next, you'll want to get them to sign up for one of our Gather 101 group training sessions (which can be found here). These sessions, which are great for those new to the software as well as those just looking for a refresher, happen every Wednesday at three different times to accommodate a variety of schedules and time zones. During the training, one of our expert training managers will guide attendees through the software and can answer any questions that may arise.

For admins, have them attend admin training

If your new hire is getting admin privileges (like access to settings of the software), Gather also offers a Settings webinar that delves a little deeper into those aspects of the platform. After completing the group training session, have them go ahead and sign up for this additional session, which happens once a week on Thursdays. They'll be Gather pros in no time.

Conduct a few practice rounds

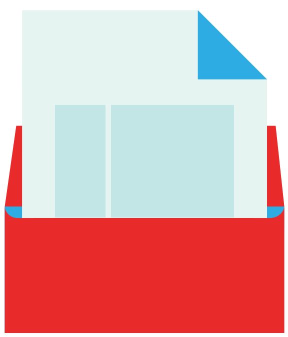
If you're not fully ready to have your new employee hit the ground running post-training sessions, you can either have them shadow you as you create events in Gather, or you can have them do some practice rounds of creating fake events. This way, they can begin to get a feel for navigating the platform, and can ask questions if they run into any roadblocks. Which brings us to...

Direct them to the Support Knowledge Base

Gather Support's Knowledge Base is a great tool for our clients who have questions about completing a task within the software. This resource allows users to learn more and get step-by-step guides to features like Bookings, Leads, Documents, Reports and more. Plus, you can click on "What's New?" to get a firsthand look at our latest Product Updates straight from our development and product teams. Bonus: It's searchable!

Encourage them to subscribe to the blog roundup newsletter

After your new team member gets acclimated to the software, it's wise to have them subscribe to our monthly newsletter, so they can get access to the latest Gather blog content, which features industry trends and insights, right to their inbox. And if they follow us on social media, they can keep up with our latest guides, infographics and other helpful thought leadership content geared towards private events and trends.



Let them know where to turn if they have any further questions

Still have questions post-training? Any team member who has a Gather login can reach out to either their training contact (within the first 60 days of the company partnering with Gather) or their success manager (if you've had Gather for more than 60 days). Either of these avenues are sure to have the answers you need.

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7. Let them know where to turn if they have any further questions