

Things I found to make my life better/easier in my job as Trainer @ CivicPlus. These are things I wish someone would have told me...

1. Reach out early if you don't fully understand something. ALL team members have been where you are. Each and every one is willing to help without a personal agenda that I could discern.
2. CivicPlus is truly a Great company to work for. There is a tremendous amount of trust placed on trainers/consultants and I have found an atmosphere that is conducive to doing great work.
3. Kansas is not a place I want to live so upward mobility in the company is not an option for me. However, should I have wanted to climb the ladder, I am certain that it would have been possible. Kansas residency is probably a good fit for those who can take it.
4. Travel is something you must like to do. It is a constant in this job. At the very least, you can be unfazed by the prospect of spending lots of time on the go and still succeed. However, if you love to travel to interesting places around the country, this is a great job.
5. Choose one airline and one hotel chain and stick to them, if at all possible. I was able to get some great travel perks by doing this. Elite status has its benefits...and they are great. I am a Hilton Honors member (Diamond Status) which comes with good perks. I also use American Airlines Aadvantage Gold member which comes with free upgrades (on US Airways) and usually a fast lane through TSA. I thought about investing in the TSA fast pass but between the Gold status and TSA PreCheck I get through security pretty quickly most of the time.
6. Using the travel aggregators like Hotels.com or Expedia may save a few bucks, but just remember that once you have booked and paid, any problems must be taken up with those companies and NOT THE HOTEL. They can treat you any way they want because there are no refunds. If you have not paid for the room yet, you can always change hotels and not be charged for the nights you did not stay. Not so with the aggregators.
7. Get out of the hotel when you are not on a call. Local color is a wonderful concept. Try to stay away from the chains when you eat. Of course, this has been the source of some of my greatest disappointments, due mainly to my limited diet.
8. Living (where you live) options also open very widely. The only real requirement, in terms of residency, is that you can reasonably get to an airport—major airport that is. My wife lives in Vancouver BC and I in Orlando FL. I can schedule flights—one way, Orlando to Vancouver with my training destination in between. And when I want to come back to Orlando, I simply reverse it. There is a \$\$ threshold that one must stay below for any training. As long as you meet that, you are golden.