


Safety Training for Maximum Performance

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What's In It for You?

You will recognize proven ways
to make safety training more effective.



Top Reasons Why Safety Training Fails?

- Training is *Not the Answer* to the problem
- The delivery of training is considered a *Result (Performance)*
- Participants are *Disengaged* in the training efforts
- The Training is *Boring & Irrelevant* for participants
- There is *No Follow Up* to ensure the training sticks



Training ≠ Performance

Performance = both *activity AND results*

Stolovitch & Keeps 2004



For Continual Improvement, Training Must Be Evaluated for Effectiveness

Level One: Participant Reaction & Satisfaction

Level Two: Learning Results

Level Three: On-the-Job Application

Level Four: Business Impact & Return on Investment

Phillips & Stone, 2002



3 Key Strategies for Training Impact:

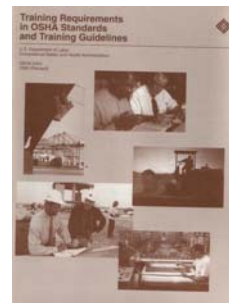
- 1. Conduct a Thorough Assessment to Determine if the Training is Needed**



OSHA's Training Guidelines

The first thing OSHA says you should do when training:

Determine if the training is needed





ANSI Z490 Criteria for Accepted Practices in Safety, Health & Environmental Training

4.2.1 - Needs Assessment:

“A determination shall be made as whether training is the correct response to a given organizational need.”

E4.2.1

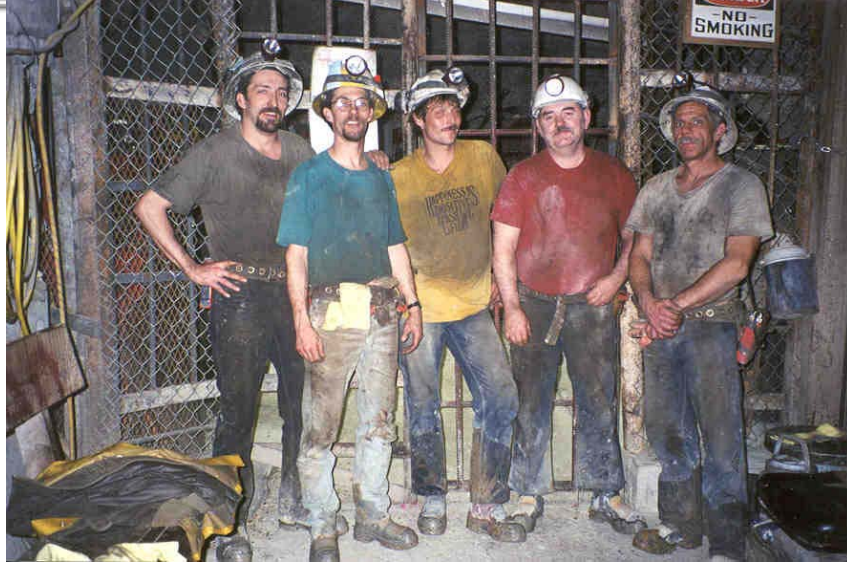
“In some cases, training will not fulfill the identified need. For example, a modified tool or workstation design rather than training may be needed to reduce the potential for injuries.”



2. For Maximum Impact You Must Engage Participants in Training

- 1. Plan Ahead** to Facilitate Participation in your training
- 2. Encourage Engagement;** Establish an expectation that employees will participate
- 3. Get Participants’ Supervisor Support** for Safety Training

Safety Jail

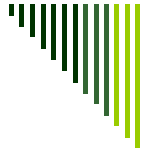


Plan Ahead for Classroom Engagement

- Role plays
- Case Studies
- Interviews
- Shared Experiences
- Demonstrations/Modeling
- Pictures & Illustrations

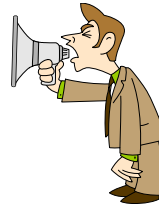


www.osha.gov/dcsp/ote/index.html



Encourage Engagement with Dialogue

- **Dialogue** is a much more powerful training method than monologue (Lecture)
- **High Engagement** training is **3 times more effective** than low engagement training



Michael Burke 2006



Gain Supervisors' Enthusiastic & Verbal Support for Safety Training

Problem with *Supervisor Silence*?

For Safety Training = Likely to be Perceived as **Non-Support**



Why Must Supervisors Support Safety Training?

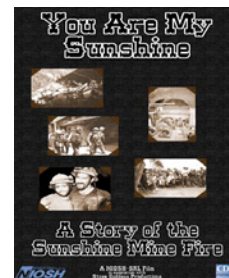
- Increases Safety Awareness
- Helps establish Safety as a Core Value
- Takes Safety Training into the Workplace
- Reinforces the formation of Safe Habits



3. Use Stories or Case Studies for Maximum Impact

Why?

- Grab Attention
- Connect with Audience
- Enhance Retention
- Vividly Make a Point
- Engages both sides of the Mind
- Learn Through Others Experience



Elaine Cullen 2007



Key Points about Stories & Reflection:

Stories engage *both the rational and emotional sides* of the brain

Adults learn best by *having experiences and then reflecting* on them.



Trainees Are Not Motivated By Boring & Irrelevant Training

□ Stories and Case Studies must be *Relevant* to Learners

□ Adults are oriented toward *Problem-Solving*





Suggested 3-Step Strategy for Application of Stories & Case Studies



1. Review a Relevant Story or Case Study (and *Omit the Recommendations*)
2. Gain Participant Engagement with *Dialogue* and *Reflection*
3. Have Participants Develop *Their Recommendations* for Application

Blair & Seo 2007



What Questions do you have?





A Final Reminder As You Move Forward

Learning occurs when behavior is permanently changed. Establish Ongoing Systems to maintain the new behaviors:

- Observe
- Coach
- Influence/Enforce
- Reinforce
- Sustain



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