

Deadly Sins of Training

1. Appearing unprepared
2. Starting late
3. Not providing sufficient breaks
4. Apologizing for yourself or your organization
5. Cold training room
6. Using inappropriate humor

10 Deadly Sins

7. Not providing coffee
8. Not involving students
9. Not establishing personal rapport
10. Ending late

Group Work

- Divide into groups.
- Assign topics.
- Groups complete written plan including needs assessment, learning objectives, course design, training evaluation method

Needs Assessment

Instrument	Best Application	Disadvantage
Interviews	Good with small groups Considers participants motivation	May not meet business needs Takes lots of time
Personal observations	Can correct at risk behaviors immediately What's in it for me?	Make sure observers look for the same thing
Procedures & process *log 300 *OSHA Stds.	Business needs Look for trends Use templates	Lagging indicators

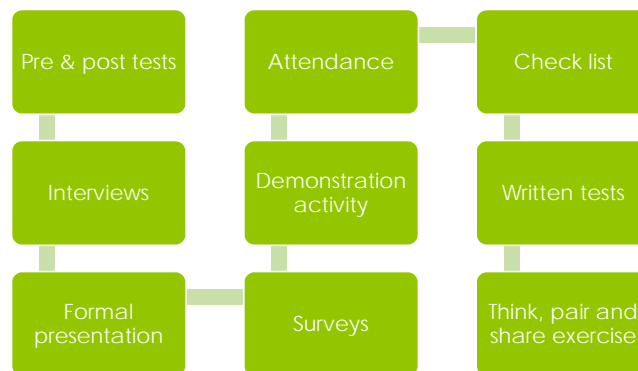
Should not do

- Ignore the person
- Don't get defensive
- Don't smack the person
- Don't express anger
- Don't let the person control the conversation

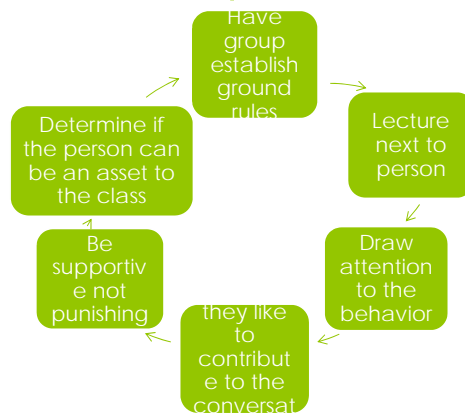
Should do

- Agree to disagree
- Address the person during break
- Thank the person for bringing up the issue

Methods of Evaluation



Options for Difficult Participants



Needs Assessment

- Will training alone fix the issue?
 - Audience
 - Needed knowledge/skill
 - Job analyses
 - Site issues
 - Language/culture issues
 - Prior training
 - Required regulations

Why Do You Conduct Training?

- To increase risk awareness
- Perform job in a safe manner
- Safe operations of equipment or process
- Failure resulted in a loss (accident)
- Meet compliance requirements
- Meet business needs
- Data sources such as medical records and OSHA logs

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Audience

- Skill level
- Work experience



Knowledge/Skill

- Define what is needed
- Outcome



Job Analyses

- Break job down into components
- Identify what is needed



Site Issues

- Warehouse
- Training facility
- Lighting/temperature
- Equipment available



Language/Culture

- Understanding is required
- Don't offend cultural aspects

Prior Training

- Why did it not work
- Just a refresher

Regulations

- OSHA
- ANSI
- NFPA
- Best Practices
- Requirements of standard

Learning Objectives

- Identify target audience
- Learning outcome
- Conditions of learning
- Criteria for success

Learning Objectives

- Specific
- Measurable
- Achievable
- Reasonable
- Time-based

Learning Objectives

- Consider trainee background/experience
- State prerequisites

UCOTTPSBAT

- Example
- Upon completion of the training, the participant shall be able to:
 - Identify from the provided list the correct standard that applies.
 - Inspect and don the provided fall protection harness correctly within 10 minutes.

Course Design

- Delivery method
- Content
- Materials
- Lesson plan
- Location
- Schedule
- Trainer qualifications
- Evaluation method

Delivery Method

- Leader led vs on-line - Blended
- Must meet goal of objective
- Adult learning principles
- Communication

Adult Learning Principles

- Autonomous & self directed
- Based on experience & knowledge
- Goal oriented
- Relevant info
- Practical
- Need to show respect

Content

- Should focus on outcome desired
- Objectives
- Needed knowledge/skill

Materials

- Purchase – create
- Modify existing
- “Borrow”
- Training aids
- Hand-outs

Lesson Plan

- Guide for trainer
- Works logically through required steps
- Leads to the desired outcome

Location

- Adequate space
- Safe environment
- If on-line – safe network

Schedule

- Available time
- Requirements based on standard
- Time of year – business based
- After hours/weekends
- Allow time for questions/discussion

Trainer Qualifications

- SME, CSP, CET, PhD
- May be specified – OSHA 30
- Skill level on subject, competence
- Delivery skills
- Trainer/student ratios

Evaluation

- Test/quiz – written/verbal
- Demonstration of skill/knowledge
- Explanation of topic
- Discussion with group/team

Topics

- HAZCOM/GHS
- Fall Protection
- Walking/Working Surfaces
- Electrical
- PPE
- General Safety
- Hand Tools
- Stairways & Ladders