The Training Process

How to Develop, and Achieve Near 100% Learning and Retention

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Objective

- Train you on this process
- Teach you how to train others
- Give you all the tools

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Agenda

- Handouts
- "A" Form
- ROI
- The Process
- How we Retain & Learn Information
- Some Exercises

What Degree of Retention Do You Want Your Training to Accomplish?

- 10%
- 20%
- 30%
- 90%
- 100%

Why Train?

- 52 % are new employee injuries
- Doing more, with less
  - New job tasks
  - Non routine tasks
- Less Injuries
- 85% of the time we are not on the same page
- Better quality
- Better production
- Meets basic worker psychological needs
- Cannot rely on COMMON SENSE

Exercise One

McGraw Hill, Fundamental Skills of Managing People

Workers	Importance	Managers
1	*Interesting work	5
2	*Appreciation of work done	8
3	*Feeling - being in on things	10
4	Job security	2
5	Good wages	1
6	Promotion/growth in company	3
7	Good working conditions	4
8	Personal loyalty to employee	7
9	Help on personal issues	9
10	Tactful discipline	6

Learning Styles and Retention

Key to Training Retention

- Observation – Monitoring
- Value of work done
- How the work fits into the organization
- Empowerment
- Consequences
  - Positive
  - Negative

Exercise Two

Learning Style Survey

When you..	Visual	Auditory	Physical
Spell	Do you try to see the word?	Do you sound out the word or use phonetic ?	Do you write the word down and find if it feels right?
Talk	Do you sparingly but dislike listening for too long? Do you favor words such as *see, picture*, and *imagine*?	Do you enjoy listening but are impatient to talk? Do you use words such as *hear, tune*, and *think*?	Do you gesture and use expressive movements? Do you use words such as *feel, touch*, and *hold*?
Concentrate	Do you become distracted by untidiness or movement	Do you become distracted by sounds or noises?	Do you become distracted by activity around you?
Meet someone again	Do you forget names but remember faces or remember where you met?	Do you forget faces but remember names or remember what you talked about?	Do you remember best what you did together?
Contact people on business	Do you prefer direct, face-to-face, personal meetings?	Do you prefer the telephone?	Do you talk with them while walking or participating in an activity?
Read	Do you like descriptive scenes or pause to imagine the actions?	Do you enjoy dialog and conversation or hear the characters talk?	Do you prefer action stories or are you not a keen reader?
Do something new at work	Do you like to see demonstrations, diagrams, slides, or posters?	Do you prefer verbal instructions or talking about it with someone else?	Do you prefer to jump right in and try it?
Put something together	Do you look at the directions and the picture?		Do you ignore the directions and figure it out as you go along?
Need help with a computer application	Do you seek out pictures or diagrams?	Do you call the help desk, ask a neighbor, or growl at the computer?	Do you keep trying to do it or try it on another computer?

Visual

- You prefer using images, pictures, colors, and maps to organize information and communicate with others. You can easily visualize objects, plans and outcomes in your mind's eye. You can easily find your way around using maps, and you rarely get lost. When you walk out of an elevator, you instinctively know which way to turn.
- The whiteboard is a best friend. You love drawing, scribbling and doodling. You typically have a good color balance.

Common Habits	Uses phrases like:
•Uses pictures, charts, maps, and graphs •Needs to have a clear view of the person talking •Takes notes and likes handouts •Will write a story to illustrate it •Likes a quiet place to study •Reads illustrated books •Visualize information as a picture to remember it	•Let's look at it differently •Lets see how this works for you. •I can't quite picture it. •Let's draw a diagram or map •I'd like to get a different perspective. •I never forget a face

Auditory

- You like to work with sound and music. You have a good sense of pitch and rhythm. You typically can sing, play a musical instrument, or identify the sounds of different instruments. You notice the music playing in the background of movies, TV shows and other media. You often find yourself humming or tapping a song or jingle, or a theme or jingle pops into your head without prompting

Common Habits	Uses phrases like:
•participates in discussions and debates •Makes speeches and presentations •Read out loud •Discusses your ideas verbally •Will have others write down their thoughts •Uses story telling to demonstrate your point	•That sounds about right. •That rings a bell. •It's coming through loud and clear. •Tune in to what I'm saying •Clear as a bell. •That's music to my ears.

Physical (kinesthetic)

- It's likely you like sports and exercise, and other physical activities such as gardening or woodworking. You like to think out issues, ideas and problems while you exercise. You would rather go for a run or walk if something is bothering you, rather than sitting at home.
- You typically use larger hand gestures and other body language to communicate. You would prefer to pull something apart and put it back together, rather than reading or looking at diagrams about how it works.

Common Habits	Uses phrases like:
•Takes frequent breaks •Moves around to learn things •Works at a standing position •Chews gum while working •Use bright colors to highlight materials •Dresses up the work space with poster, etc •Skims through reading material to get a rough idea before reading	•That feels right to me. •I can't get a grip on this… •Stay in touch. •That doesn't sit right with me. •I have good feelings about this. •My gut is telling me… •I follow your drift.

Training Process

- Tell them (20% Retention)
- Show them (30% Retention)
- ***Don't ask the fatal question !!***
- HAVE THEM DEMONSTRATE what you have told and shown (90% Retention)
- Observations…. 100% Retention
  - Do you have an Monitoring/observation program?

Expected Results ROI

Your Investment / What you get

Time

- **Increased understanding***
- **Increased willingness***
- **Increased job satisfaction***
- Increased retention
- Better quality
- Better production
- Decreased defects
- Decreased errors
- Decreased injuries (ZERO)

Exercise Three

The Roman Numeral Watch Company

Who knows Roman Numerals to Twelve?

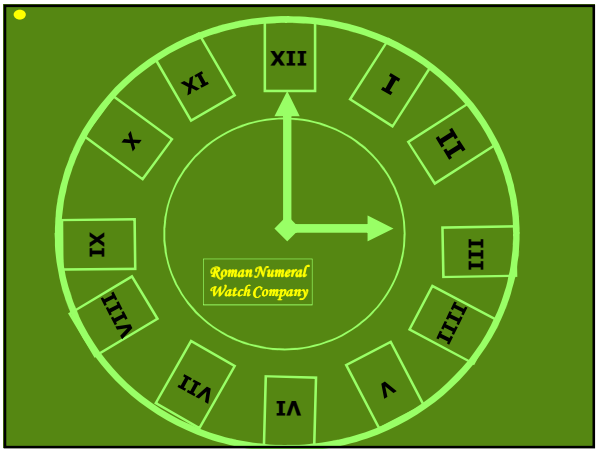
Round One

Tell

I'm gone… go ahead and build a watch

Round Two

Tell, Show



I'm gone… go ahead and build a watch

Round Three

The Process

Tell, Show, Demonstrate, Observe

it's not the tool,

it's the

Process

That is

Important !!

"Memory Tool"

Supervisors Areas of Training (Supervisor tells, shows, and demonstrates) (worker can only perform duties of those areas checked ✓ in the shaded boxes)	✓	Worker demonstrates competency and understanding. Note areas of additional coaching	✓	1st Observation Date (Within three days)	✓	2nd Observation Date (Within two weeks)	✓
Trainer/Observer: Date:		Trainer/Observer: Date:		Trainer/Observer: Date:		Trainer/Observer: Date:	
Overview of department, supervisors, workers, duties and how it fits with other department responsibilities and duties.		Demonstration of understanding of organization overview, tool use, PPE, and process used. Provide positive feedback even for corrections.		15-minute observation of tool, PPE, duties and Process. Provide positive feedback		10-minute observation of tool, PPE, duties and Process. Provide positive feedback	
Workers specific job duties:							
1.							
2.							
3.							
4.							
5.							
6.							
7.							
8.							
9.							
10.							
Equipment and (required PPE)							
Head							
Eye							
Body							
Feet							
Hand							
Respiratory							
Hearing/Noise							
Fall Protection							
Other:							
Incident Reporting							
Report immediately							
Accident Analysis form filled out with supervisor							
Keep supervisor informed of doctor instructions							
Observations Program							
Scheduling of time							
Positive feedback							
Other							

1st Who are we !!!

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Workers spec		
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9.		
10.		
Equip ment and (required PPE)		
Head		

- 100 years old 4th generation company
- Make all of our own parts
- Only make one watch
- Very expensive
- Very high quality
- Ship all over the world
- Every watch ships at three with the watch set at three o'clock.

Where do you fit !!!

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Workers specific job duties:		
1.		
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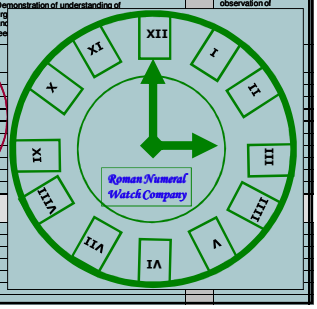
4.		
5.		
6.		
7.		
8.		
9.		
10.		
Equipment and (required PPE)		
Head		
Eye		

- Importance "what people will see"
- Final production step
- Parts come from plant "c"
- When finished it goes to QC

What are the job steps

Supervisors Areas of Training (Supervisor tells, shows, and demonstrates) (worker can only perform duties of those areas checked ✓ in the shaded boxes)	✓	Worker demonstrates competency and understanding. Note areas of additional coaching	✓	1st Observation Date (Within three days)
Trainer/Observer: Date:		Trainer/Observer: Date:		Trainer/Observer: Date:
Overview of department, supervisors, workers, duties and how it fits with ot her department responsibilities and duties.		Demonstration of understanding of org an fe		15 -minute observation of
Workers specific job duties:				
1. Get watch from production				
2. Landscape Placement				
3. Big Arm facing up				
4. PPE				
5. Use Black Ink only				
6. Start placing number & center				
7. Move watch counter clockwise				
8. Place IIII for the 4				
9. Send Watch to Shipping				
10.				
Equip ment and (required PPE)				
Head				
Eye				
Body				
Feet				
Hand				
Respiratory				
Hearing/Noise				



Explain monitoring program

Supervisors Areas of Training (Supervisor tells, shows, and demonstrates) (worker can only perform duties of those areas checked ✓ in the shaded boxes)	✓	Worker demonstrates competency and understanding. Note areas of additional coaching	✓	1st Observation Date (Within three days)	✓	2nd Observation Date (Within two weeks)	✓
Trainer/Observer: Date:		Trainer/Observer: Date:		Trainer/Observer: Date:		Trainer/Observer: Date:	
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Workers specific job duties:							
1.							
2.							
3.							
4.							
5.							
6.							
7.							
8.							
9.							
10.							
Equipment and (required PPE)							

In Summary

Invest The time……

Be Organized……

Watch for Overloads……

Be Tactful ……

Be Patient ……

Be Someone's Light……

IIII Really????

Questions?

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