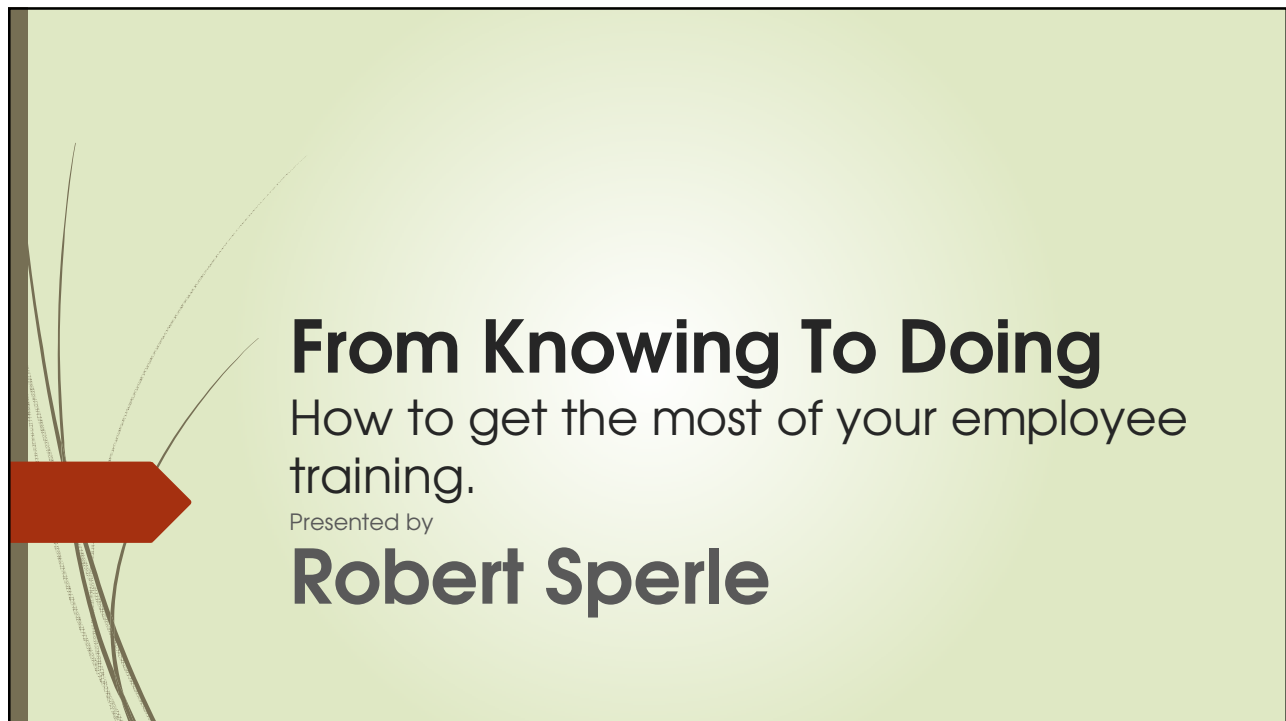


**Training that brings
about
“No change” is about
as successful
as a parachute that
opens
on the first bounce**



From Knowing To Doing
How to get the most of your employee
training.
Presented by
Robert Sperle

How many of us have attended employee orientation programs that consisted mainly of filling out confusing and lengthy forms?

If a company's orientation program stops at that point, tremendous opportunities are missed to build commitment, relationships, productivity, and so much more.

Employee support needs do not end as soon as the ink dries on the forms and the employee walks out of the orientation classroom.

Imagine yourself a new employee 1st day on the job

Your supervisor tells you to balance a nail on the head of standing nail.



Now your job is to balance an additional six nails on the same standing nail.



Starting out right

Employee training needs to go beyond the first few days of employment.

TOO MANY THINGS TO REMEMBER

Uncertainty

FEAR



LATER ON-COMPLACENCY

“The presentation”

Emergency evacuation procedures

Starting and ending times

Breaks/Lunch

Smoking policy

Electronic devices

Location of restrooms, break room, emergency exits, etc.



“The presentation”

Who do we have in the class?

The activity of introductions gives the instructor a
Mental image of the students and how to proceed

The Presentation

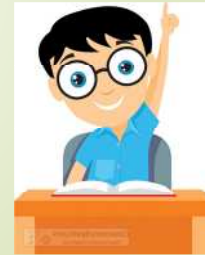
- What type of media will you use to present?

PowerPoint

Video/Pictures

Flipchart/Board

YOU!!!



What We Know vs What We Do

Is the information presented something you want your employees to know,
or is it something you want your employees to do?





“Habits are hard to change”

Will your students change what they do simply because of the information they receive?

Anybody ever heard about the dangers of smoking?
The need to eat a balanced diet?
The benefit of exercising 3 to 5 times a week?

Bottom line, we all know alot, going from what we know to what we do means we need to extinguish an existing habit and replace it with a new one



“Unmotivated audience”

How many students wake up the morning of training and say ;
“I can’t wait to sit through another training session”

“The audience already knows it all”

We often have an audience that believes they already know everything we want to share with them.

Effective Instructors

What characteristics made your worst instructor ineffective?



Effective Instructors

What characteristics made your best instructor effective?



The Training

Keep your students engaged

- Don't use canned training programs
- Use materials and content that applies to your company
- Keep your training up to date

Traits of an Effective Instructor

Understanding your role as an Instructor
is a vital part of being prepared to
provide effective training classes



Traits of an Effective Instructor

EXPERTISE



Empathy

Clarity

Enthusiasm

Absence of Bias

Traits of an Effective Instructor

Most important instructor characteristic is: Respect

- R**espond to all comments positively
- E**liminate bias & prejudice from presentation
- S**olicit everyone's ideas
- P**revent from showing bias towards lifestyle/behavior
- E**njoy the diversity of the group
- C**hoose neutral/nonthreatening language & gestures
- T**reat everyone equally

Traits of an Effective Instructor

--Be confident

- * Remember it shows

--Be enthusiastic

- * This really shows



--Be honest

- * If you do not know something, admit it & look it up later

--Be YOURSELF

- * Students enjoy instructors who are real people

Adult learners

- *Adults want to apply knowledge and skills soon after they are learned...*

Use short video or power point information segments followed by Instructor demonstration and then student skill practice.



Adult learners

- *Adults learn better when they are active participants...*

Hands on training helps with retention



Adult learners

- *Adults are better motivated when course content meets their immediate interests and concerns...*

It's easy to lose your students attention when your presentation is too basic or if your too technical



Teach to your students needs

Adult learners

- *Adults enjoy situations that require real-life problem solving...*

Be sure the information provided is relevant to the job and give the student the opportunity to create solutions to potential situations





Adult learners

- ▶ *Adults learn better when they proceed at a reasonable pace...*

What is a reasonable pace for an adult learner?

Keep the pace moving fast enough for your most advanced student, but slow enough so no one falls behind.



Adult learners

- ▶ *Adults like to be kept informed of their progress...*

Set clear goals and acknowledging when goals are met.

Cost of training VS cost of an incident

Studies show that the ratio of indirect costs to direct costs varies widely. OSHA has shown that the lower the direct costs of an accident, the higher the ratio of indirect to direct costs (**ranging from 4.1/1.0 to 1.1/1.0**).

Using the 1.1 to 1.0 ratio for a incident that caused \$10,000 worth of damage what would the indirect cost be?

Answer \$11,000

At a 5% profit margin, how much product would need to be sold to cover the cost of the direct and indirect costs?

Answer \$210,000



Thoughts



Questions



Comments