Beefing Up Your Training Program

When One and Done is Not Enough

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Agenda

• Fast Facts
• Learning Approaches
• Application of Learning
• Because It Works
• Summary
Why is course creation crucial?

Food Worker Survey Results

Training is sometimes too complicated or difficult to understand.

INSIGHT:
Ensure good instructional design is applied to training courses:
• Analysis
• Design
• Development
• Implementation
• Evaluation

39.3%

Strongly or somewhat agree
The Forgetting Curve

80% of content is forgotten within 30 days.
Did You Know?

- Attention spans are changing
  - 1998: average attention span = 12 minutes
  - 2008: average attention span = 5 minutes
  - 2016: average attention span = 9 seconds

- <15% of learners successfully apply what they learn
- 80% of content is forgotten within 30 days
- 90% is forgotten after one year

Sources: Social Times: 1. Attention spans have dropped from 12 minutes to 5 minutes (Dec 14, 2011) 2. http://www.slideshare.net/GoGravoteach-your-team-to-fish-how-holistic-learning-makes-performance-gains-stick?next_slideshow=1
Learning Approaches
The Adult Learner

• Selective
  – learn what is meaningful to them

• Self-directed
  – appreciate a way to track their own progression

• Previous knowledge & experience
  – have a well established system of beliefs governing their thought process

• Problem-solvers
  – want to know how knowledge is relevant to their current situation
What is Blended Learning?

A formal education program in which students learn at least in part through delivery of content and instruction via digital and online media with some element of student control over time, place, path, or pace.
Blended Learning

- Classroom
- Instructor Led
- eLearning
- Games
- Exercises
- Activities
- Group discussion
Two Learning Approaches

What is Holistic Learning?

A systematic approach that simulates immersion and leads to self-directed, continuous performance improvement and fluency.
Holistic Learning

• Robust on boarding
  – Tour as part of the interview process
  – Context is the key

• On the Job training

• Informal training
  – Shift change meetings
  – Peer to peer exchanges
  – Out of Spec investigations
  – Problem solving activities

• Communication programs
  – Digital signage, posters, newsletters, table tent cards
A Good Combination

• Using Blended and Holistic Learning
  – Contextual
  – Self directed
  – Interactive
  – Modes for all learners

• Benefits
  – Guide and direct culture
  – Create a ‘knowledge hungry’ workforce
  – Impact turnover
  – Influence worker safety
  – Increase productivity
Application of Learning
“Forty-nine percent of organizations indicated that their main challenge for rolling out learning is ensuring that what is taught is actually understood and utilized on the job.”
Cerebral Cement

Interactive

Efficient

Repetitive

Multi-media

Engaging

Relevant

Reinforcing

Interactive
‘One and done’ doesn’t get it done anymore!

Need ‘Rolling Thunder’

• Extend learning onto the plant floor
• #1 driver of employee perception of a great workplace is a belief that ‘management cares for me as a person, not just an employee’. *
• Utilize and engage the Supervisor
• Provide reinforcement

* ISAConnection.org

Let’s take a closer look...
Example Communication Program

Training on Topic
Weekly Huddle Talk
Observation

Glance Media  Passive Touch Points
Training on Topic

• Contextually correct
Training on Topic

• Contextually correct
Huddle Talks

• Train Supervisors to be Great Communicators!
  – Take a few minutes to prepare
  – Use good presentation skills
  – Don’t allow sidebar conversations
  – Personalize message
  – Encourage discussion
  – Use real life / industry examples
Coaching

• Observing
• Corrective Actions
• Test knowledge retention
• Help break old habits
• Catch them doing it right!
• Positive Reinforcement
Communication

- **Posters and Digital Signage**
  - Locate in well traveled areas
    - Main hallway
    - Time clock
    - Entrances
    - Break room / cafeteria
    - High enough to be seen but not too high
    - Access to electric
    - Wiring
    - Secure
    - Display Cases

**Considerations:**
- Need multiple in same room?
- Audio?
- Other info to display digitally?
Because It Works
Slips, Trips, and Falls

Test Scores before Communication Program

86%
Pre-Test
Slips, Trips, and Falls

5% increase comprehension after 30-day Communication program

86% Pre-Test

91% Post-Test

80% of content is forgotten within 30 days
### It Works!

<table>
<thead>
<tr>
<th>Time</th>
<th>Total Case Injury Rate (TCIR)</th>
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<tr>
<td>General Industry Standard</td>
<td>7.0</td>
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<tr>
<td>Customer Prior to Communications</td>
<td>8.82</td>
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<td>Customer After 2 months</td>
<td>5.49</td>
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<tr>
<td>Customer after 6 months</td>
<td>4.25</td>
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Proactive...NOT Reactive!

Increase of Reporting on Communications Topic (Slips, Trips & Falls) **20%**
Benefits and Summary
Benefits

• No knowledge loss
  – Gain in comprehension
• Builds strong supervisors and strong teams
• Contextual learning leads to better application of knowledge
• Set clear expectations
• Increases employee participation
• Builds a robust culture
In Summary

• One and done doesn’t get it done
• Holistic & blended learning
• Extend learning throughout the operation
• Combats the forgetting curve
• It works!
THANK YOU

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