



Keys to Memorable Training

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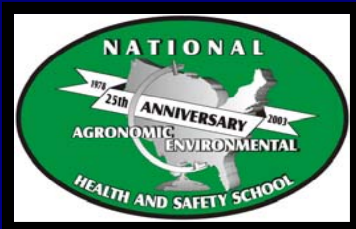
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Retired CIH
Expired teaching certificate

“How we did memorable
Training in the olden days”

(as opposed to today's
Computer based training)

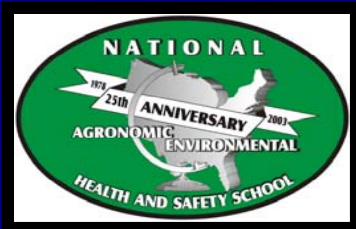


Successful Training

Successful training results in learning.
Learning leads to behavioral changes.



To be a successful trainer,
be a successful teacher.



Recognize Successful Training

Recognize learning, changes in behavior.



Ladder training? Ladder handling.

Respirator training? Respirator cleaning, storing, wearing.

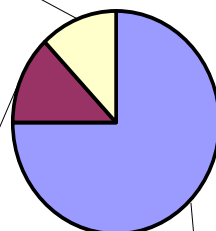




How people learn

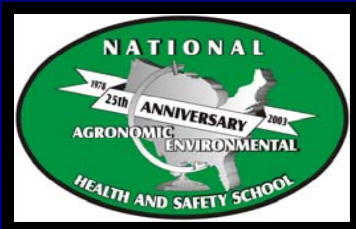
Smell,
Touch,
Taste
12%

Hearing
13%



Seeing
75%



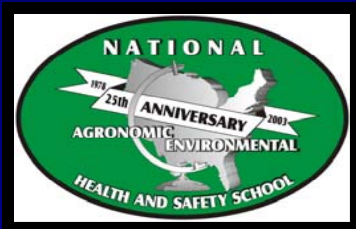


Memory Key #1

Positive Reinforcement



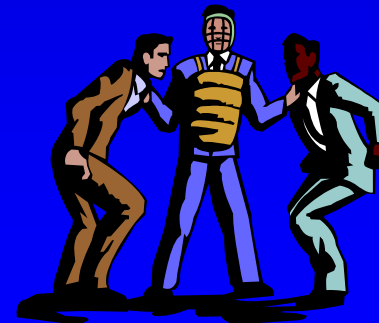
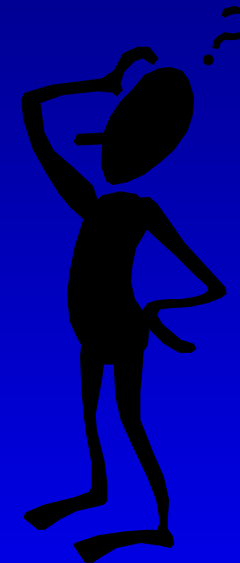
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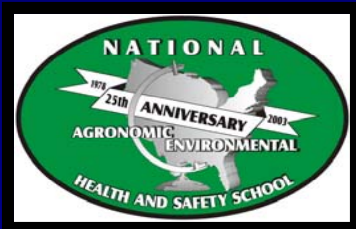


3 more keys to teaching (think about learning)



- ***Socratic*** (question)
- ***Story*** (preach)
- ***Event*** (game, demo)



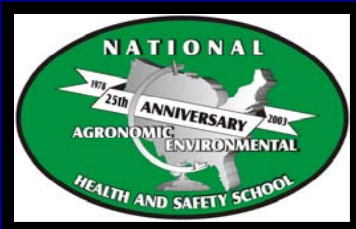


Key #2 - Socratic (question) -

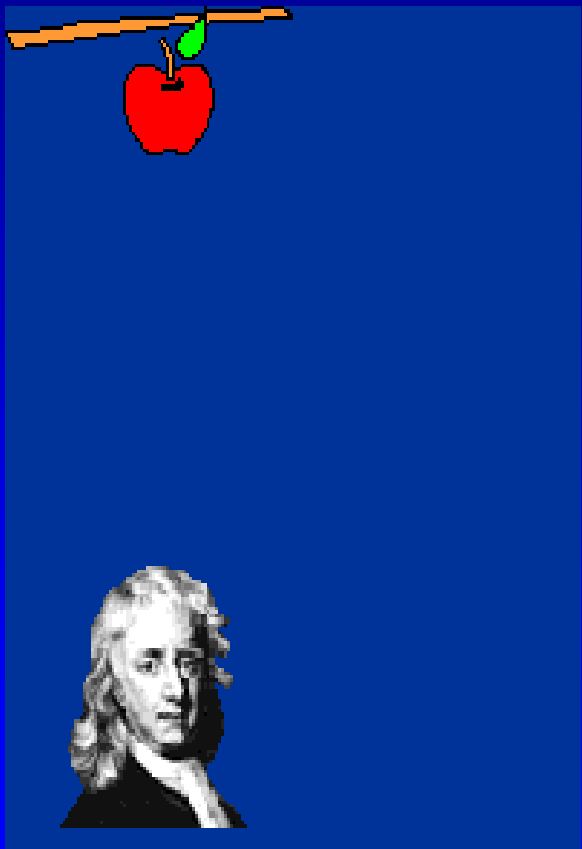


Very effective with simple or obvious topics.

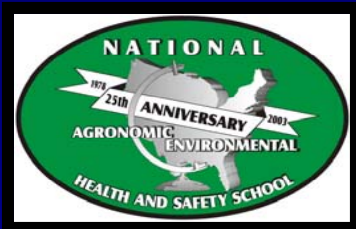
Also, post incident...The "5 why" Technique in Root Cause Analysis



Key #3 The Story (preach, use with big groups)



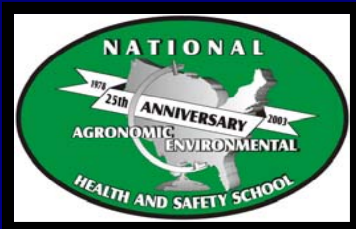
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Key #4 - Game (demonstration)

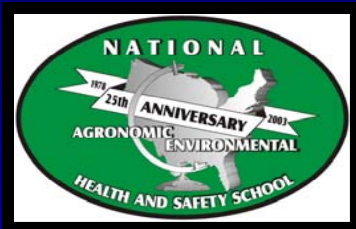


Best with small groups who know each other - Hazmat & PPE.



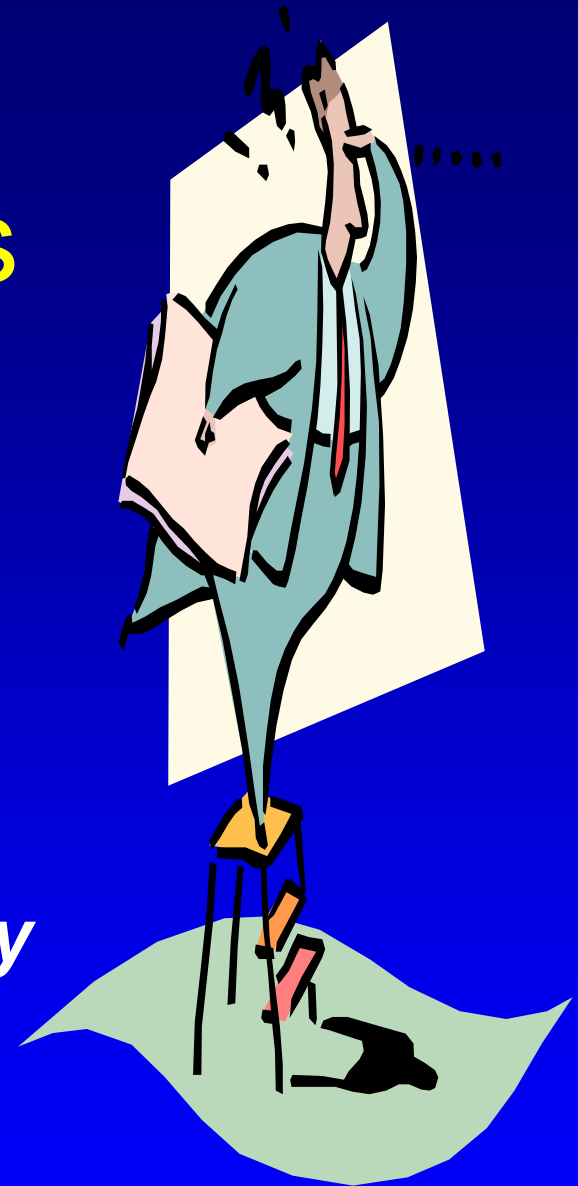
4 Keys to Memorable Training

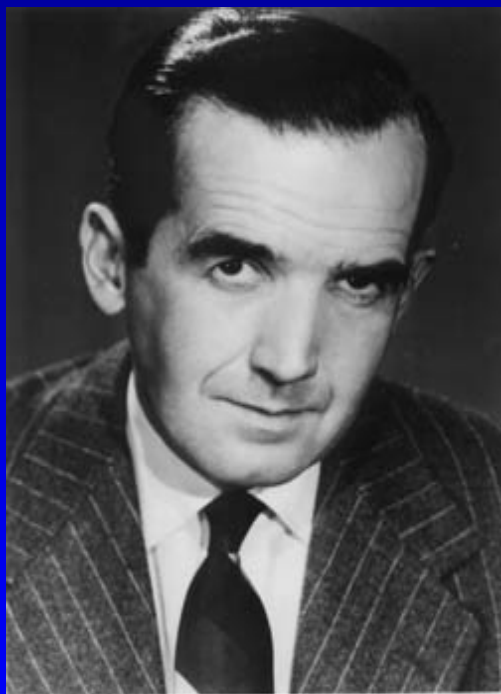
- 1) Positive Reinforcement
- 2) Socratic Method, Question
- 3) Tell a Story, Preach
- 4) Event, Game, Demo



Teaching Pitfalls & Remedies

- *Failure to persuade*
- *Failure to engage, interact*
- *Failure to listen*
- *Failure to explain another way*
- *Ignoring what you see*



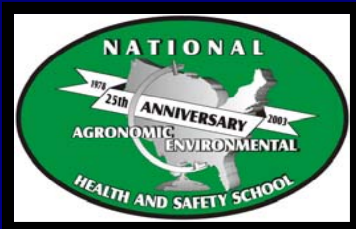


***“To be persuasive, we
must be believable.***

***To be believable, we
must be credible.***

***To be credible, we must
be truthful.”***

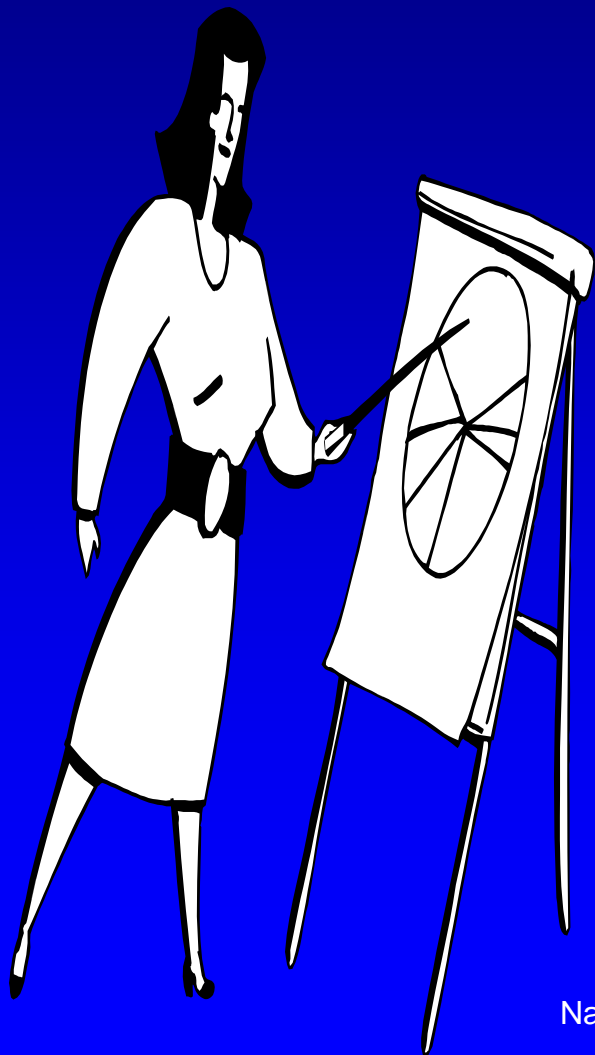
- Edward R. Murrow



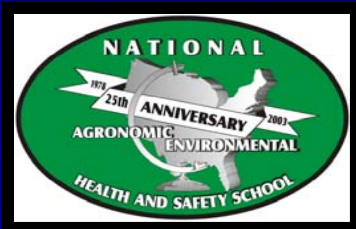
Successful Training

Elements of Persuasion

- Be Prepared
- Know the material
- Be Credible
- Common Ground
- Supporting Information
- Understand Emotions
- Understand your audience

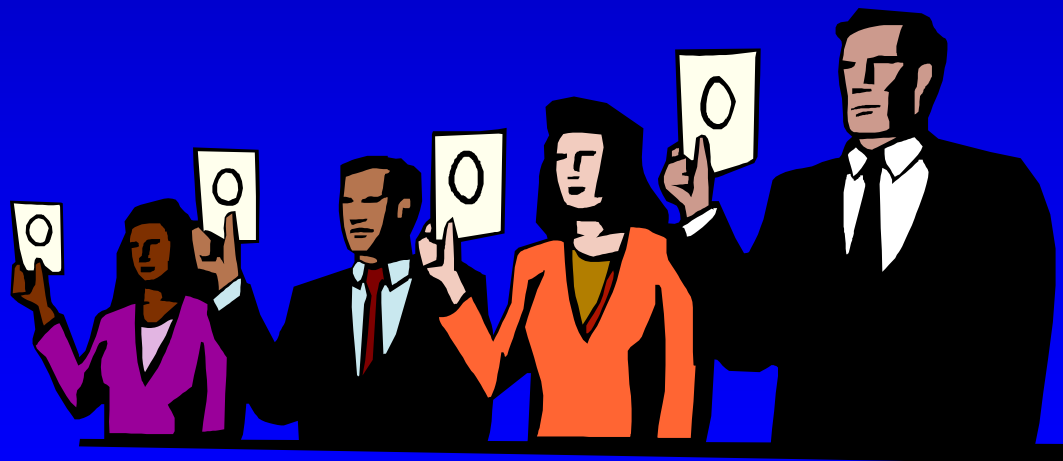


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Understand your audience

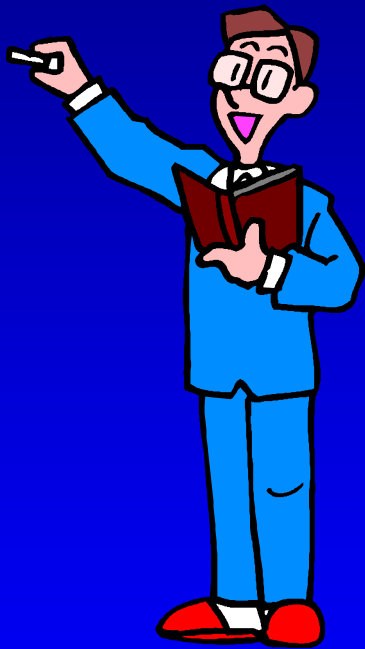
- Monitor Reactions
- Assess Body Language
- Talk with the audience



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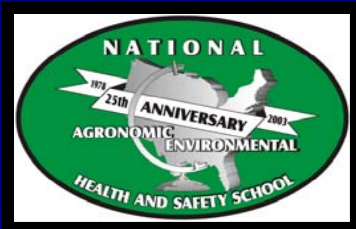
Engage the audience (notice the sleepy)



- ✓ Move, change your voice
- ✓ Ask a question
- ✓ Ask for a show of hands
- ✓ Be funny or outrageous
- ✓ Vivid examples, analogies
- ✓ Personal experience
- ✓ Break, if possible

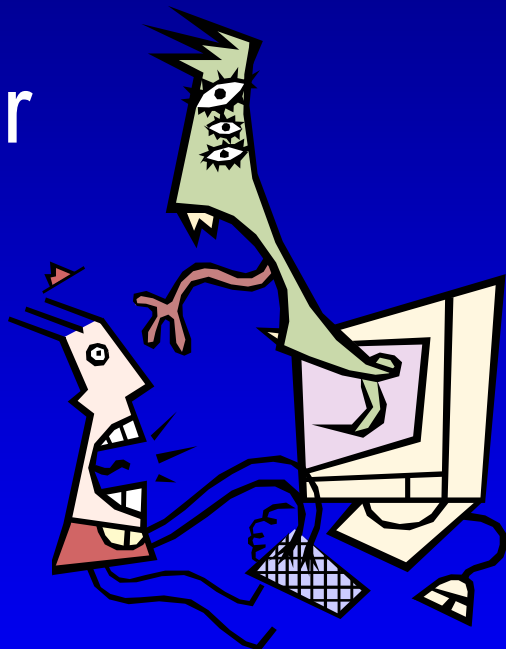


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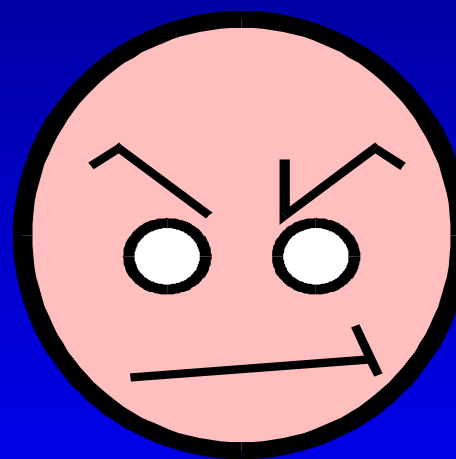


Listen for Resistance

Fear

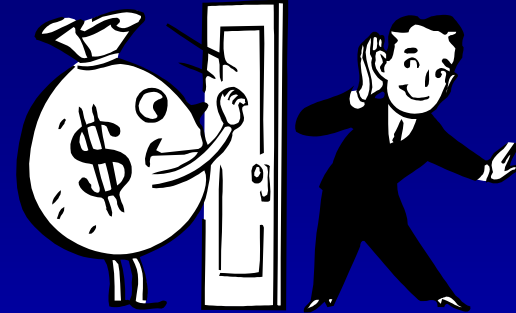


Distrust

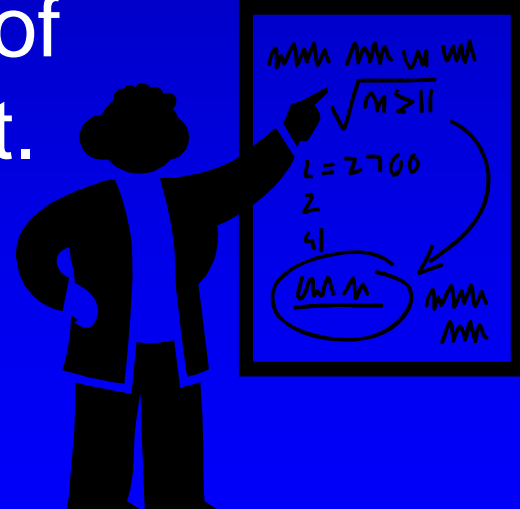




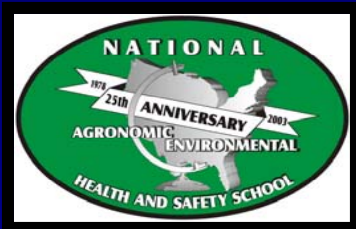
To teach, listen.



Explain it every way
you can think of
until they get it.

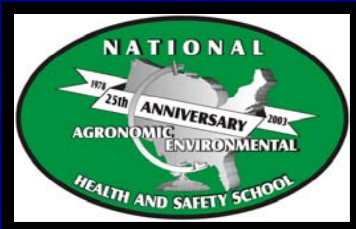


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Successful Training

- It isn't what you say, it's what they remember.
- If they didn't learn it, you didn't teach it.
- Picture your best teacher, become them.



Successful Training

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be a successful teacher.



Recap - 4 Keys to Memorable Training

- 1) Positive Reinforcement
- 2) Socratic Method, Question
- 3) Tell a Story, Preach
- 4) Event, Game, Demo