

Friesen, Kaye and Associates



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The Experts in Knowledge Transfer
and Workplace Performance

On-the-Job Training: Design and Delivery

This customized session delivered in a consultative format, targets skills for trainers, instructors and line personnel providing instruction in one-on-one or one-on-a-few learning environments. You gain the hands-on experience required to design and deliver structured on-the-job training (OJT) programs and materials for new and existing employees.

Who Should Attend?

- On-the-Job facilitators and coordinators, subject matter experts, lead hands, line personnel and coaches involved with the planning and implementation of on-the-job training programs and support materials.

Key Benefits

1. Base your on-the-job learning initiatives on a strong instructional design foundation.
2. Use effective OJT to leverage formal learning and improve ROI for your organization.
3. Add a variety of interactive instructional methods to your trainer toolkit.
4. Return to work ready to design and deliver effective OJT programs.
5. Take home a comprehensive set of job aids, checklists, examples, and references that will help you succeed with future OJT projects.

Post-Learning Sustainment

As a participant in an FKA program, you are entitled to complimentary Post-Learning Sustainment:

- **Transfer Strategy:** one-hour online, live-facilitated coaching session (2-3 weeks post program) to maximize and reinforce learning.
- **One-Year Hotline:** connect with our experts to discuss your learning initiatives, lessons learned, successes, challenges and best practices.

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Objectives

Upon successful completion of this program, you will be able to:

- Assess the level of learners
- Develop a Model of Performance
- Create learner-centered objectives
- Use tests and applications to prove objectives have been met
- Integrate Adult Learning Principles into your OJT
- Determine the best content sequencing for learning
- Apply the Systematic Learning Process to OJT
- Develop effective OJT materials
- Deliver learning programs so that trainees are motivated to learn
- Conduct effective demonstrations
- Use questions to test for learner understanding
- Give and receive constructive feedback
- Identify strategies to handle difficult situations in your OJT environment
- Develop Performance Checklists
- Track OJT results

Agenda

Day One – Needs Identification and Analysis

- Introduction and Overview
- Needs Identification
 - Context Analysis
 - On-the-Job Training
 - Role of the OJT Coach
- Analysis
 - Population Analysis
 - Model of Performance
 - Exclusions

Day Two - Design

- Adult Learning Principles
- Objectives and Tests
- Transfer Strategies
- Systematic Learning Process
 - Motivation
 - Presentation Methods
 - Conducting Demonstrations
 - Testing for Understanding

Day Three – Development and Delivery

- Development
 - Performance Checklists
 - Tracking Systems
 - Training Aids
 - Instructor Guide/Lesson Plans
- Implementation
 - Preparing to Deliver OJT
 - Handling Difficult Situations
 - Questioning Techniques
 - Verbals and Non-Verbals
- Mini-presentations and Feedback
- Wrap-up

