

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.

"Prior to implementing Structured OJT in our Central Shipping department, training for one critical function took six months. After providing Trainers in the area with delivery skills, training packages and evaluation tools, we have reduced the time to six weeks and achieved a higher level of consistency in both knowledge and skills among learners. FKA has played a key support role in helping us make these gains."

Rolly Astrom, ArcelorMittal, Dofasco.

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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

