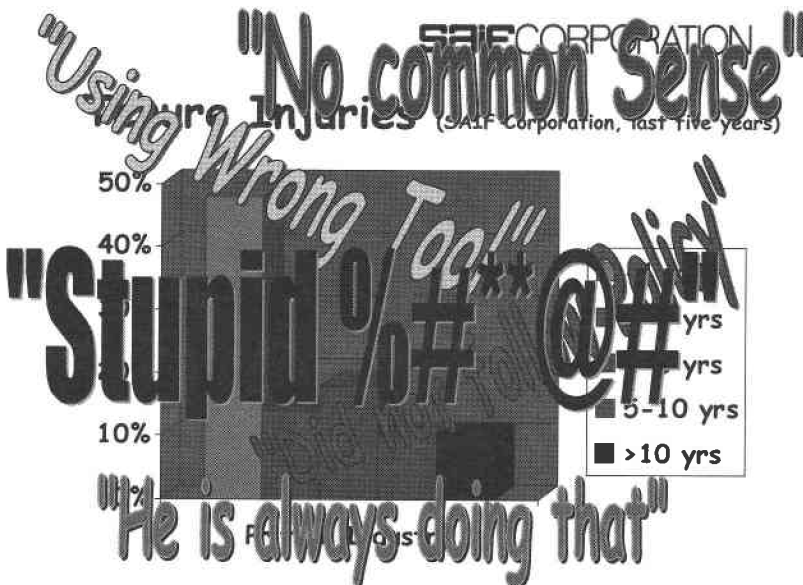


# 100% RETENTION, HOW TO GET IT IN SAFETY AND WORK PRACTICES

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**SAIF CORPORATION**

## Agenda

- "A" Form
- ROI
- The Process
- How we Retain.... Learn
- A Couple of Exercises

# Exercise One

## How Management see's it !!

### McGraw Hill, Fundamental Skills of Managing People


Workers	Importance	Managers
• 1	*Interesting Work	5
• 2	*Appreciation of Work Done	8
• 3	*Feeling Being in on things	10
• 4	Job Security	2
• 5	Good Wages	1
• 6	Promotion/Growth in company	3
• 7	Good Working Conditions	4
• 8	Personal Loyalty to Employee	7
• 9	Help on Personal issues	9
• 10	Tactful Discipline	6

# Exercise Two

**What Degree of Retention do You  
want your training to accomplish?**

- ☐ 10%
- ☐ 20%
- ☐ 30%
- ☐ 90%
- ☐ 100%

## **We Retain (learn)...**

- 10% of what we READ
- 20% of what we are TOLD (TELL)
- 30% of what we SEE
- 90% of what we DEMONSTRATE
- We give 85 times more attention to visual detail than auditory detail.
- When we talk to each other 78% of the time we are not understanding the same thing !!
- So what does that say about training 

# Training Process

- Tell them (20% Retention)
- Show them (30% of Retention)
- Have them Demonstrate what you have told and shown. (90% Retention)
- Observations.... 100% Retention
  - *Do you have an observation program?*

## Expected Results

### Your Investment / What you get

• Time

- Increased Understanding
- Increased Retention
- Increased Willingness
- Increased Job Satisfaction
- Better Quality
- Better Production
- Decreased Defects
- Decreased Errors
- Decreased Injuries (ZERO)

# But.... It's not the tool, it's the Process That is Important !!

<b>Supervisors Areas of Training</b> (Supervisor tells, shows, and demonstrates) (worker can only perform duties of those areas checked ✓ in the shaded boxes)	✓	<b>Worker demonstrates competency and understanding. Note areas of additional coaching</b>	✓	<b>1<sup>st</sup> Observation Date</b> (Within three days)	✓	<b>2<sup>nd</sup> Observation Date</b> (Within two weeks)	✓
Trainer/Observer: Date:		Trainer/Observer: Date:		Trainer/Observer: Date:		Trainer/Observer: Date:	
Overview of department, supervisors, workers, duties and how it fits with other department responsibilities and duties.		Demonstration of understanding of organization overview, tool use, PPE, and process used. Provide positive feedback even for corrections.		15-minute observation of tool, PPE, duties and Process. Provide positive feedback		10-minute observation of tool, PPE, duties and Process. Provide positive feedback	
Workers specific job duties:							
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<b>Equipment and (required PPE)</b>							
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Body							
Feet							
Hand							
Respiratory							
Hearing/Noise							
Fall Protection							
Other:							
<b>Incident Reporting</b>							
Report Immediately							
Accident Analysis form filled out with supervisor							
Keep supervisor informed of doctor instructions							
<b>Observations Program</b>							
Scheduling of time							
Positive feedback							
<b>Other</b>							

**A  
"Tool"**

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Basic Areas



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<b>Other</b>			



# EXERCISE THREE

The Roman Numeral Watch Company

Who knows the Roman Numerals to Twelve?



## In Summary

- Invest The time.....
- Be Organized.....
- Don't Overload .....
- Be Tactful .....
- Don't be Impatient .....
- Be Someone's Light.....

