

Orientation & Training

for the next generation

Lee Lawrence

CRST, NSCO, ME, RSE, G. Dipl. SR&S

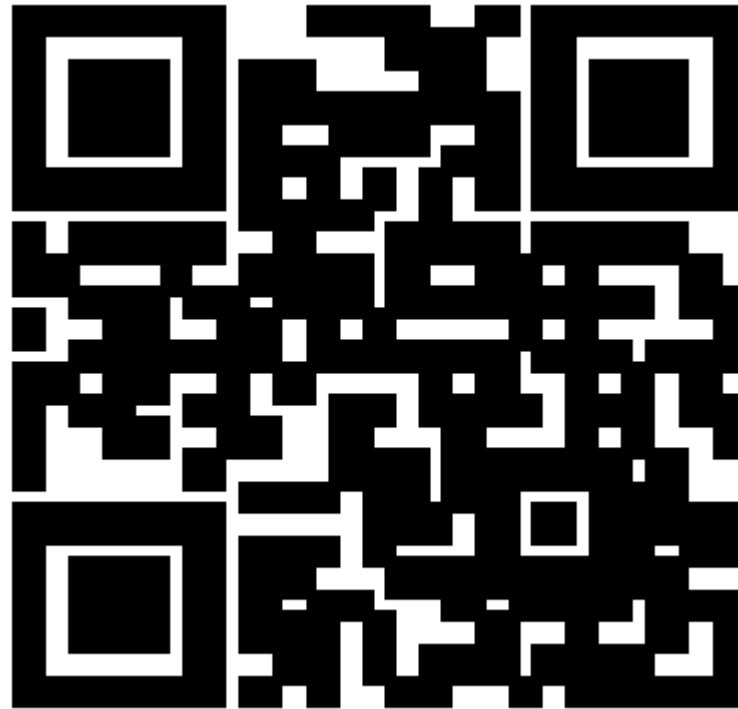
Email: lee.lawrence@gemba-group.com
Ontario: +1-226-920-8381
Atlantic: +1-902-316-3381

<https://www.linkedin.com/in/lee-lawrence/>



www.classpoint.app

Class Code in upper corner



Health & Safety Success

How do you describe Health & Safety Success?



Word Cloud

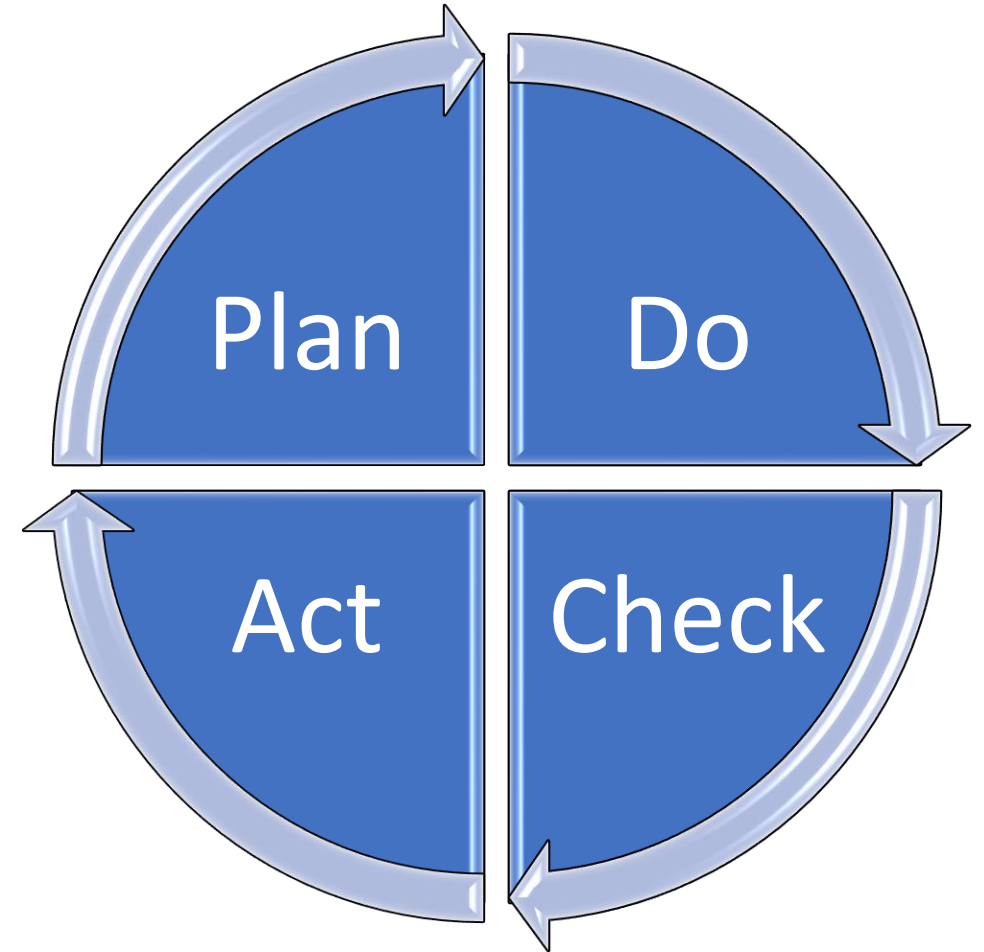
What is your biggest challenge with new and young employees?



Word Cloud

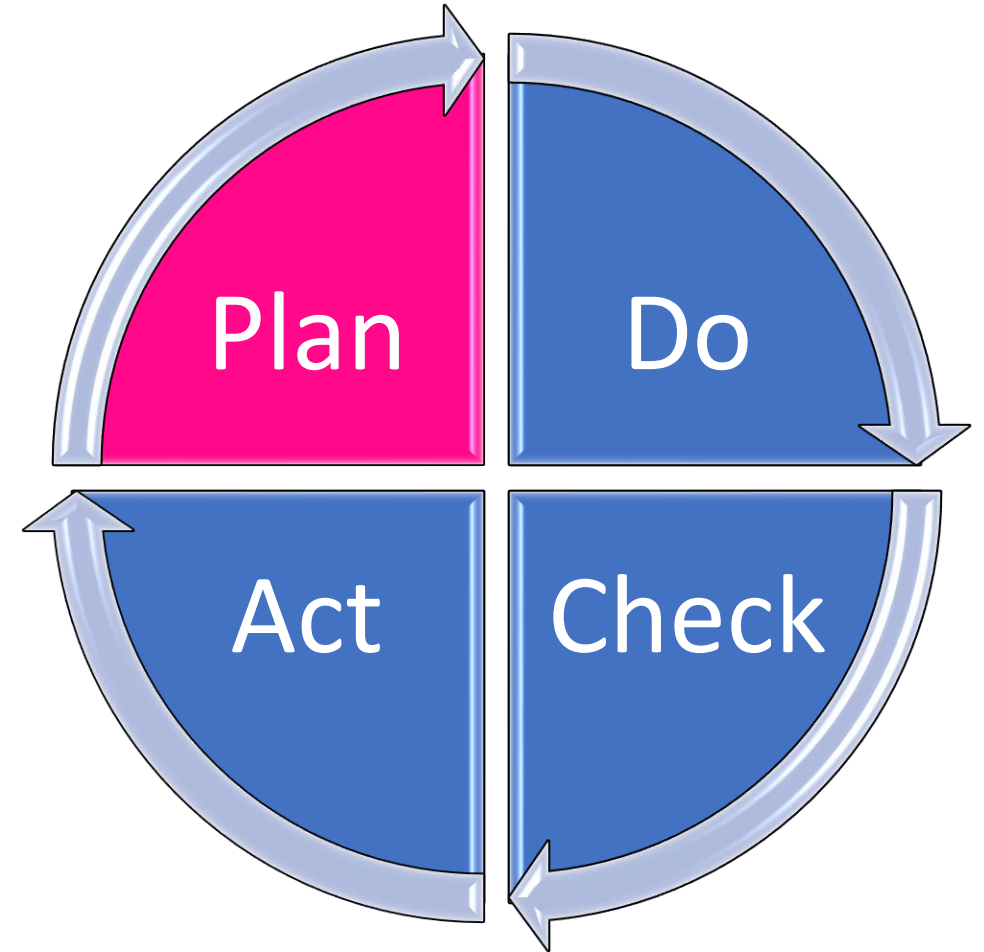
The PDCA for Continuous Learning

- Used in Quality Control and Operations
- Measure and Evaluate how successful your Orientation is
- Allows for Change Management
 - Processes
 - Equipment
 - Scope of organization
 - Language barriers
 - Improvements in DEI demographics



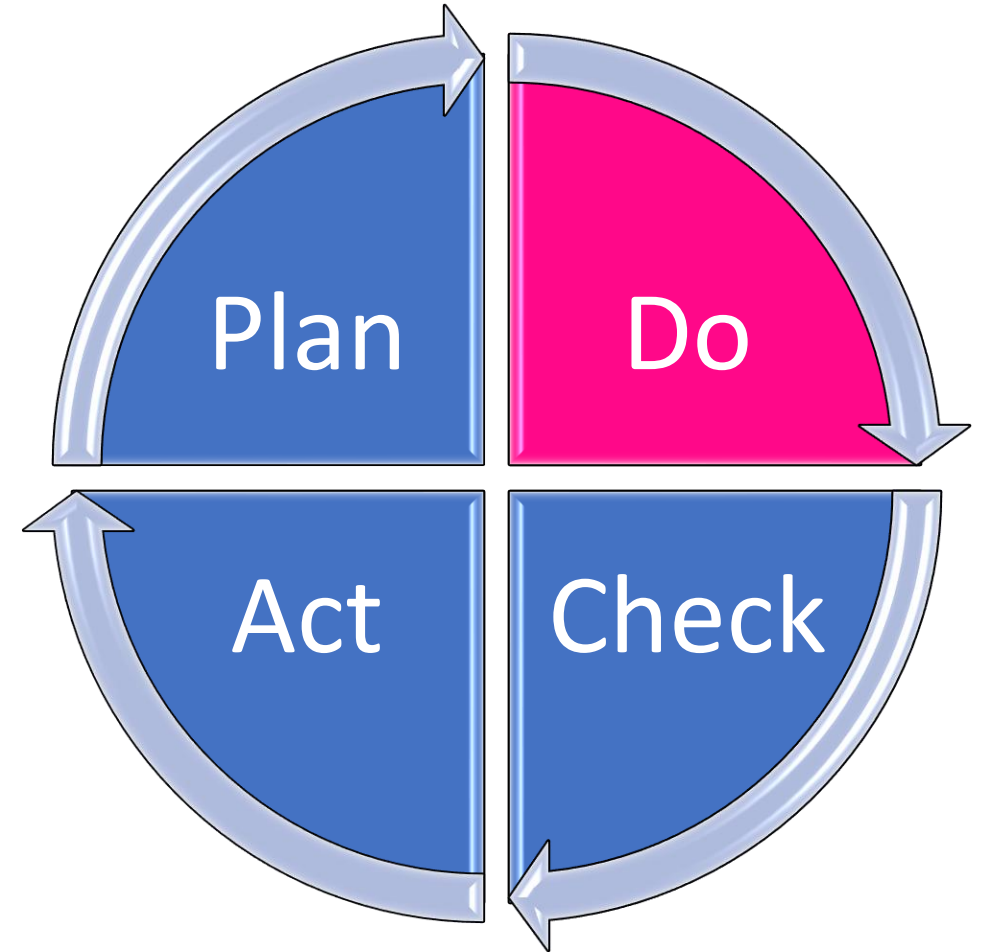
PLAN

- What do we want Orientation to achieve?
- What information do we want to give?
- Who are we giving this information to?
- How will we deliver the message?
- How will we measure competency?
- How will we measure success?



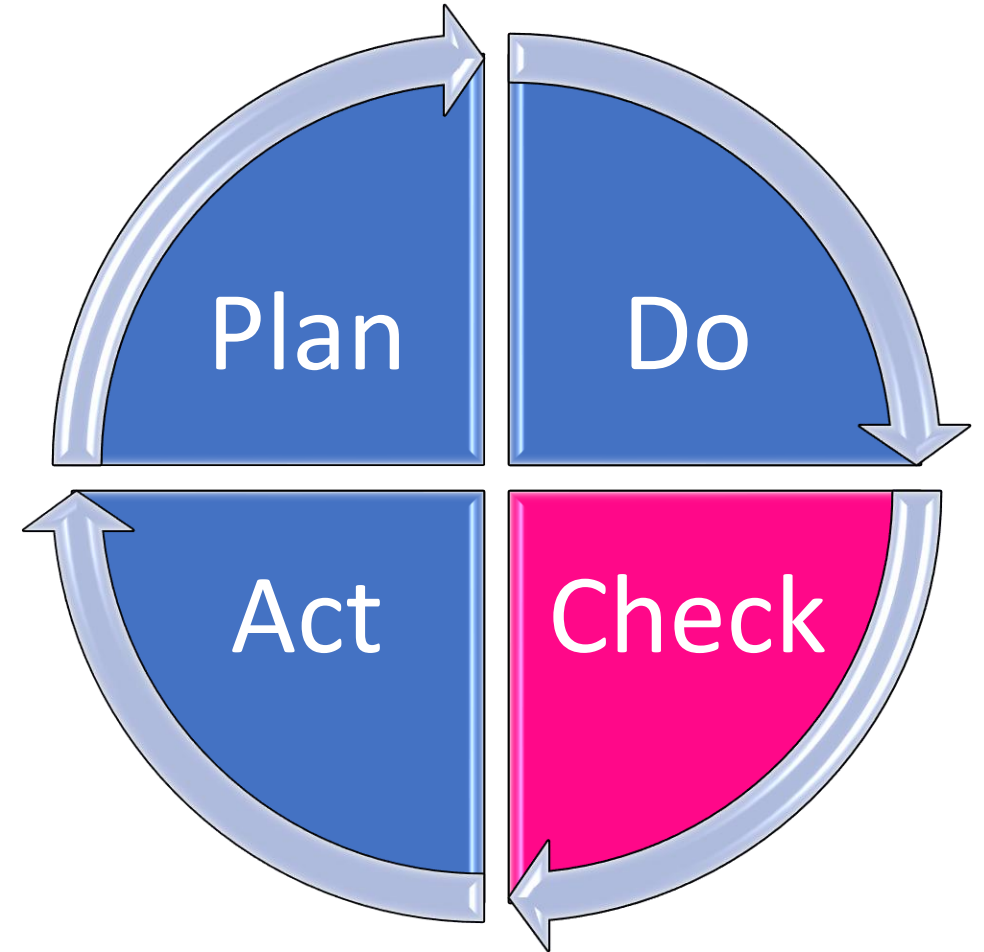
DO

- Engage stakeholders and experts
- Develop your Orientation Program
- Test it on experts
- Deliver to new workers



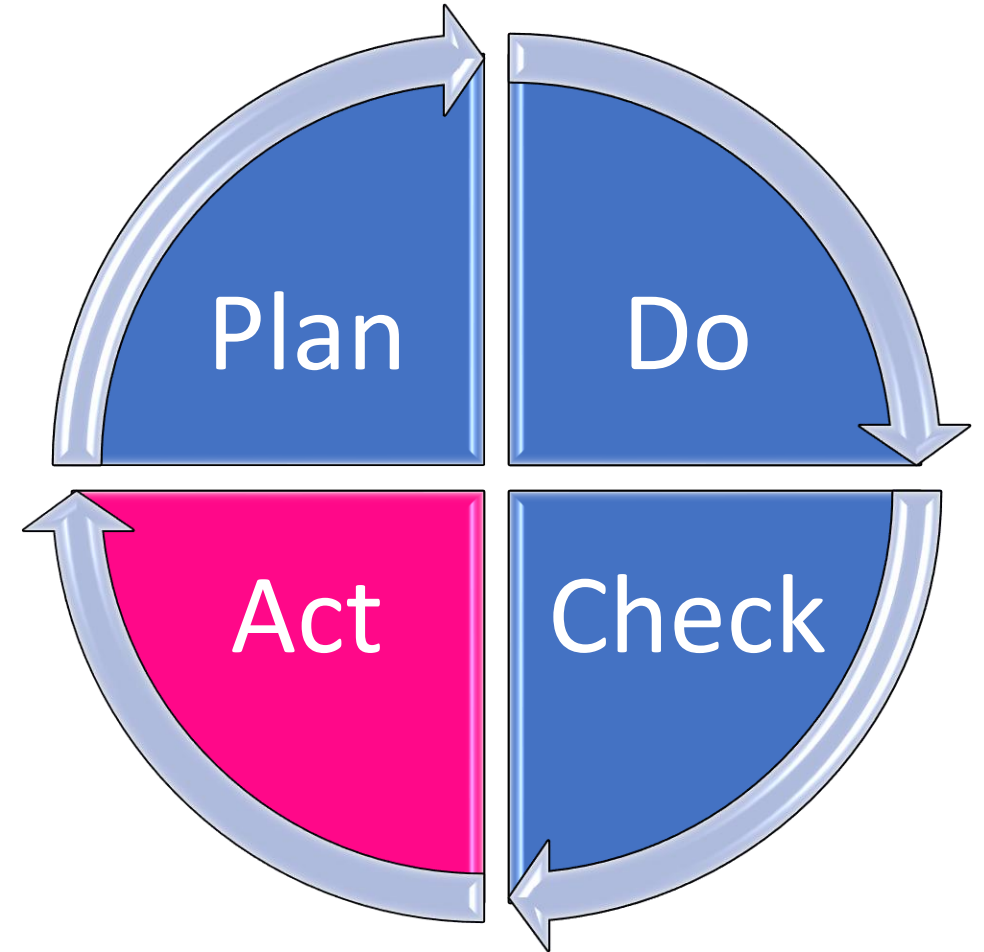
CHECK

- Participant evaluation surveys
- Evaluate facilitator
- Supervisor competency audits
- Review safety indicators and incidents
- Were there complaints about delivery methods?
- Are there any gaps in knowledge?
- Does the content need to change?



ACT

- Use Lessons Learned from Check
- Engage experts
- Adjust goals and objectives?
- Adjust methods of delivery?
- Adjust content weighting?
- Adjust audit schedule of workers?
- Adjust measurables?



Leaders are Educators

- On the Job Training (OJT)
- Passing on your knowledge and experience
- Stopping your worker before they make a critical mistake
- Always watching your team for growth opportunities
- Changing your coaching methods for each worker



Orientation & Training



Continual Improvement Process

Orientation & Training



Delivery

- Compliant
- Relevant
- Concise

Orientation & Training



Assessment

- Competent
- Consistent
- Periodic

Orientation & Training



Feedback

- Honest
- Two Way
- Timely

H&S Competency

- What makes someone competent
- Why are orientations so critical
- Compliance to legislation and regulations
- Integrate safety into quality and production training
- Importance of engaging your audience
- On-going process (PDCA)

New & Young Workers

What do we know?

- We can't assume that new workers have knowledge of the tasks
- There's no such thing as common sense
- Fresh eyes can help our more experienced workers stay safe
- Additional training and information will always be necessary

What You Don't Know Campaign

- Workers Compensation Board educational campaign
- Directed at Workers aged 15 - 24
- Additional supports for Employers
- Fantastic resource for Employers of New Canadians and Foreign Workers



<http://www.wcb.pe.ca/Workplace/WhatYouDontKnow>

Engaging a New Generation of Worker

How do you currently Orientate and Train?



Word Cloud

How do we effectively Orientate and Train?

- eLearning
- Video Orientation (YouTube / Survey monkey)
- Introduction from Senior Leaders
- Pictorial Hazard Assessments
- Video SOPs
- On-going assessment from Supervisor
- One on One feedback sessions
- Positive Reinforcement

Introduction from Senior Leaders

Your workers need to know:

- They're not just a number
- Their safety matters
- There are many ways that they contribute to the company's success

Welcome Videos



Video Orientation



eLearning



Pictorial Safe Operating Procedures

Video SOPs

On-going assessment from Supervisor

It's critical that your Supervisors are constantly:

- Coaching their teams
- Giving positive reinforcement
- Performing On the Job Training (OJT)
- Having one-on-one feedback sessions with each worker
- Enforcing rules and correcting unsafe behaviours

??

