

## **Training's big question: Did they "get it"?**

When companies offer training to employees, it can be hard to uncover whether the program ultimately was worth the time, effort and cost, according to an article in the Montgomery (Alabama) Advertiser.

Maybe you find workers aren't interested in attending safety workshops, or maybe they are willing to learn but not to change safety habits out in the workplace.

There are various ways you can assess how your training is going over. Look at attendance, observe performance—safe and at-risk behaviors—and have conversations about attitudes after training has occurred. Test scores are only one barometer, and a short-term indicator of what's been learned at that.

Most of all, walk around the shop and have conversations about how training is—or is not—helping your people work safely. Ask for suggestions for improvements. Listen closely.

Nothing beats simply asking employees: "What did you think of the training? Is it making a difference? How can we do it better?"

Remember:

- People can be very good in a classroom without being able to transfer safety knowledge to a job.
- It's one thing to know the ins and outs of a job, and it's another thing to do it safely.
- Just wanting to have a safe workplace is mere lip service. Training programs, if delivered without enthusiasm and forethought, are a sign that safety is really not a serious value at your company.