



Training Delivery Methods

There is more than one way to teach staff members what they need to know and do to keep food safe. As a manager, you must consider both the staff and the subject area you are teaching so that you can choose the best method.

When choosing training methods, think about what would work best in your operation. Some operations use a traditional method, such as on-the-job training (OJT). Others use a more activity-based approach. No single type of training works best, because everyone learns differently. Using many methods will provide the best results.

On-the-Job Training



Many operations use experienced staff members to teach learners while on the job, as shown in the photo at left. Learners repeatedly perform tasks while the trainers tell them how they are doing.

OJT teaches skills that require thinking and doing. It's good for training one staff member at a time, but it can also work for small groups. It's good for teaching skills that require watching someone do the task the right way.

Success depends on the ability and skill of the person doing the training. Therefore, you must choose the trainer carefully. Before using OJT, you should also recognize that it takes experienced staff away from their jobs. Additionally, it's not as effective for training large groups of people.

Classroom Training

Today's workforce expects training that will entertain and teach them. This can be challenging, but it's not impossible. Using an activity-based approach to training can be very effective. People learn by doing, instead of just being told what to do. Therefore, your training should include activities that require staff to do something.

Staff should also take part in learning activities. You must create a learning environment that encourages your staff to ask questions and allows them to make mistakes in that environment. You must also make your staff responsible for their own learning.

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You can use many activity-based training methods to teach food safety to your staff.

- Information search
- Guided discussion
- Demonstration
- Role-play
- Jigsaw design
- Games
- Training videos and DVDs

Information Search

Some people are curious and like to explore things on their own. You can make use of their curiosity by having them find food safety information themselves rather than telling it to them. Here's how to do it.



- 1 Put staff in small groups.
- 2 Give them questions that they must answer in a set amount of time.
- 3 Give them the following types of tools to answer the questions.
 - Operations manuals
 - Job aids
 - Posters, such as the one the manager in the photo at left is using
 - Employee guides
- 4 Bring groups together and have them talk about what they learned.

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Guided Discussion

Another way to teach food safety concepts is to ask your staff questions that draw on their knowledge and experience. Your goal is to make them think and discuss their thoughts. Each time learners answer a question, you should follow with another question.

Using this approach, a training session on calibrating thermometers might go something like this.

Instructor: How can you find out if a cooked chicken breast has reached the right temperature?

Learner: Use a thermometer.

Instructor: How can you make sure a thermometer's reading is right?

Learner: Calibrate it.

Instructor: How do you calibrate a thermometer?

Learner: By using the ice-point method or the boiling-point method.

Demonstration

Many times, you will teach specific food safety tasks by showing them to a person or group. Demonstrations are most effective when you follow the “Tell/Show/Practice” model. Here’s how to do it.



1 Tell

Tell the learner how to do the task. Explain what you are doing and why.



2 Show

Show the learner how to do the task.



3 Practice

Let the learner do the task. As extra practice, have the learner explain how to do the task before showing how to do it. Tell the learner how he or she is doing throughout the practice.

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Role-Play

Many trainers use role-play to teach concepts. However, some learners don't like role-playing because it puts them on the spot. Role-play can work if you handle it the right way. Here's how to do it.

- 1 Prepare a script in advance that shows the right or wrong way to perform a skill.
- 2 Find two volunteers and give them time to rehearse the script. Do this early in the training session. As an alternative, the instructor can play one of the parts in the role-play.
- 3 Have the volunteers act out the script.
- 4 Ask the rest of the group to decide what the role-players did right and what they did wrong.

Jigsaw Design

There is an old saying that goes, "You've learned something when you can teach someone else how to do it." The jigsaw method follows this principle. Here's how to use it.

- 1 Put learners in small groups.
- 2 Assign a specific food safety topic to each group.
- 3 Tell each group to read about their topic, discuss it, and decide how to teach it to the other groups.
- 4 Take one person from each group and form new groups.
- 5 Have each member in the new group teach his or her topic to the other group members.
- 6 Bring the groups back together for review and questions.



Games

A game, as shown in the photo at left, can help make difficult or boring information seem more exciting. You can also use games to practice information that has already been taught. To be effective, games must meet the following criteria.

- Easy to play
- Fun
- Meets all time frames
- Easy to bring to the training site
- Easy to change for the audience and content

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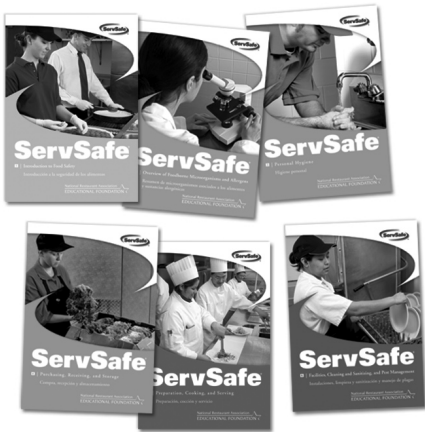
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Training Videos and DVDs

In the training world, there is a general belief that learners remember the material in their training sessions in the following ways.



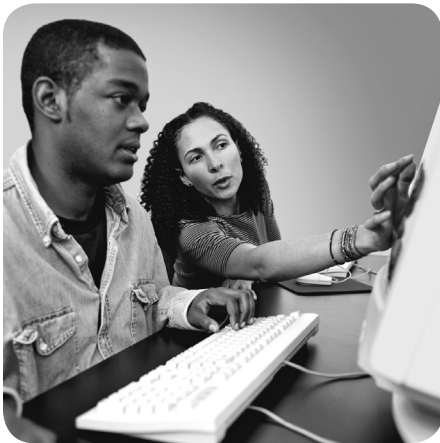
- 10 percent of what they read
- 20 percent of what they hear
- 30 percent of what they see
- 50 percent of what they see and hear

Using videos and DVDs, as shown in the photo at left, will help your staff see and hear their food safety training, making them more likely to remember it. Video is also very useful for teaching skills that involve motion, such as calibrating a thermometer.

If your staff is learning food safety on their own by video instruction, you should give them print materials as a supplement.

Technology-Based Training

Many operations use technology-based training to teach food safety, as shown in the photo at left. This includes online training and interactive CD-ROMs. Technology-based training lets you deliver training when and where your staff needs it. It's most appropriate in the following situations.



- Staff works in different locations and/or needs the same training at different times.
- It's costly to bring staff to the same place.
- Staff needs retraining to complete a topic.
- Staff has different levels of knowledge about a topic.
- Staff has different learning skills.
- Classroom training makes staff nervous.
- Staff needs to learn at their own pace.
- You want to collect specific information, such as time spent on different topics, test scores, number of tries until the training is finished, and/or problem areas.

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