

Online Safety Training

Z490.2, Implementing Online Safety Training & More

ASSE Puget Sound PDC

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INTRODUCTION

Learning Objectives

- Explain what Z490.1 and Z490.2 are
- Explain if online safety training is an effective training strategy
- Explain what blended learning is and why to use it
- List a few ways to use online safety training in a blended learning solution
- Perform a training needs analysis, including for online safety training
- Perform a learner analysis, including for online safety training
- List recommended steps of implementing online safety training at work

ANSI/ASSE Z490.1 & Z490.2

Write some notes for yourself about ANSI/ASSE Z490.1 and Z490.2

IMPLEMENTATION STEPS

Take this checklist home with you as a starting point for your online safety training journey.

Online Safety Training Implementation Steps	Your Notes
Make the business case	
Get support of management	
Determine safety training & online safety training needs (training needs analysis and learner analysis)	
Determine best “blend” of face-to-face & online safety training for each safety training need	
Get/create an online safety training delivery system	
Get/create online safety training courses	
Get employee buy-in/support	
Perform small online safety training “beta test” with small group of employees & get feedback	
Revise based on feedback	
Rollout & expand program	

Continually improve online training program & online safety training	
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TRAINING NEEDS ANALYSIS

When completing a training needs analysis, consider each of the following issues:

1. Identify performance gap
2. Identify cause of performance gap
3. Determine if training is proper solution
4. Create learning objectives for training
5. Create training

Here's a training needs analysis check sheet for you:

Training Needs Analysis Check Sheet	Your Notes
Identify performance gap/problem	
Identify the cause of the performance gap/problem	
Determine if training is the proper solution	
Create learning objectives for the training	

In addition, when you're considering online training as a training solution, think of some of the following issues:

- Can online training create knowledge/skills/abilities/behavioral change you're looking for?
- Is it appropriate for learning objectives?
- Is it appropriate for assessment needs?
- Is it appropriate for feedback needs and need to see consequences of actions/decisions?

Let's look at those "online-specific" issues a little more closely for two hypothetical training needs, Training Need X and Training Need Y, described below:

Training Need X

You have identified that 40 people at your site need to undergo 2-hour First Responder Awareness training for hazardous materials spill response. These employees are scattered over various shifts and your site operates 24-hours per day, 7 days per week. Per OSHA, employees who work in an area (or areas) where there is a potential to witness or discover an uncontrolled release of a hazardous substance and whose response actions will be limited to initiating emergency response procedures by notifying the proper authorities, must receive First Responder Awareness level training consistent with the requirements of 29 CFR 1910.120(q)(6)(i). They will also need annual refresher training for 2-hour First Responder Awareness.

Objectives: Employees must demonstrate competency in areas such as recognizing the presence of hazardous materials in an emergency, the risks involved and the role they play in their employer’s plan.

Training Need Y

In response to a near miss incident at your site involving a subcontractor and misuse of a faulty ladder, you have identified the need for ladder safety training. There are four subcontractors with a total of 60 employees that have the potential to use ladders at your site – the ladders in use could be owned by your facility or owned by the subcontractors. This site operates from 0600 to 1630, four days per week. You anticipate this training will consist of: 1) understanding ladder labels and markings, 2) electrical safety and use of ladders, 3) ladder inspection, 4) ladder use, 5) common ladder safety hazards.

Objectives: Employees must demonstrate competency in areas such as recognizing the different types of ladders and their uses, proper selection and inspection of ladders, and proper use of ladders in the work environment.

Training Need X	Appropriate (Y/N)? Why?
Can online training create knowledge/skills/abilities/behavioral change you're looking for?	
Is it appropriate for learning objectives?	
Is it appropriate for assessment needs?	
Is it appropriate for feedback needs and need to see consequences of actions/decisions?	
Training Need Y	Appropriate (Y/N)? Why?
Can online training create knowledge/skills/abilities/behavioral change you're looking for?	
Is it appropriate for learning objectives?	
Is it appropriate for assessment needs?	

Is it appropriate for feedback needs and need to see consequences of actions/decisions?	
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LEARNER ANALYSIS

When completing a learner analysis, consider each of the following issues:

1. Identify learner population
2. Age/age range
3. Gender(s)
4. Cultural background
5. Education
6. Previous work knowledge/experience
7. Learning preferences (written, online, class, hands-on, etc.)
6. Language(s) & fluency
7. Computer literacy
8. Personal interests
9. Motivating factors
10. Work schedule

Here's a learner analysis check sheet for you:

Training Needs Analysis Check sheet	Your Notes
Identify learner population	
Age/age range	
Gender(s)	
Cultural backgrounds	
Education	
Previous work experience	
Learning preferences (written, online, classroom, hands-on, etc.)	
Languages & fluency	
Computer literacy	
Personal interests	

Motivating factors	
Work schedule	

In addition, when you're considering online training as a training solution, think of some of the following issues:

- What are the employees' feelings about online training?
- Are there specific types of online training they like/dislike compared to others?
- What devices & "online infrastructure" is available?
- What scheduling issues exist?

Let's look at those "online-specific" issues a little more closely for the following hypothetical employees:

- **Senior Stanley:** 62-year-old male; 40 years seniority; started with company at entry-level position; worked his way up to operations lead; preparing for retirement; feels he knows everything about the company (and often does)
- **Mid-Level Mike:** 37-year-old male; been with the company 3 years; recent transfer from New York City; quickly rising up workplace hierarchy; sharp with lots of new ideas
- **Millennial Mary:** 23-year-old female; recent college grad; second "real job" since college; been with your company only a short time

Based on the information about and some "best guesses," fill in the table below.

	Senior Stanley	Mid-Level Mike	Millennial Mary
General feelings about online training			
Types of online training liked/disliked			
Devices & online Infrastructure?			
Scheduling issues?			

COURSES & BLENDS

Write some notes about online training courses & training blends here.

Use worksheet to match training need with delivery method you'd choose. Explain why. Work with partner.

Training Need	Selected Training Delivery Method(s)	Reason for Selection(s)
Lockout/Tagout Policy		
Lockout/Tagout Procedure for "Machine X"		
Haz-Com		
Forklift Operator Training		

Arc Flash		
Fall Protection		

DELIVERY SYSTEMS/PLATFORMS

Write some notes about online training delivery systems/platforms here.

GETTING EMPLOYEE BUY-IN

Write some notes about getting employee buy-in for online safety training here.

LAUNCH & CONTINUAL IMPROVEMENT TIPS

Write some notes about launching and continually improving your online safety training here.

GETTING “ACCESS” TO ONLINE SAFETY TRAINING

Here’s the ACCESS acronym for online safety training from today’s presentation. Use this to remind yourself and to write additional notes.

“ACCESS” Acronym	What It Means	Your Thoughts
Accountability	Each employee goes through modules individually and is assessed on their progress individually	
Communication	Standardized information is communicated in a variety of ways (text, audio, video, games, etc.) and reinforced through assessment	
Competence	The training program can help build competence and help create a learning culture	
Efficiency	Employees are able to complete online modules at their own pace	
Specificity	Each employee is assigned specific training relevant to their job	
Security	Employees can learn in a safe, supportive environment without fear of their incorrect answers being mocked by peers, take their time with difficult concepts, etc.	

PARTING THOUGHTS

An Invitation:

Both Morgan and Jeff invite you to connect/follow them on social media, through the ASSE Training and Communications Practice Specialty, and elsewhere as they “work out loud” to learn how organizations can improve operational & safety learning, create a learning culture, become learning organizations, and ultimately be more efficient, competitive, and safer.

Follow Morgan:

- The Industrious Hygienist blog: <http://industrious-hygienist.blogspot.com/>
- Morgan on LinkedIn: <https://www.linkedin.com/in/morgan-bliss-ms-cih-csp-8a870132>
- Morgan’s email: Morgan.Bliss@cwu.edu
- Morgan’s card: pick one up!

Follow or Contact Jeff:

- Convergence Training website: <https://www.convergencetraining.com/>
- Convergence Training blog: <https://www.convergencetraining.com/blog/>
- Jeff on LinkedIn: <https://www.linkedin.com/in/jeffrey-dalto-18b58a6/>
- Jeff’s email (shoot an email any time): jdalto@convergencetraining.com
- Jeff’s card: pick one up!

For more on safety and learning, consider reading:

- Peter Senge, *The Fifth Discipline*
- Todd Conklin, Sidney Dekker, Eric Hollnagel, and others in HOP, Safety Differently, Safety II, etc.
- Learning professionals such as Dr. Will Thalheimer, Connie Malamed, Patti Shank, Arun Pradhan, and more

Personal challenge:

In addition to compliance-based, top-down safety training at work, see what you can do to improve organizational sharing and capturing of knowledge, including knowledge shared from employee-to-employee and employee-to-manager/safety manager.

RESOURCES FOR LATER

Stop at the Convergence Training booth in the exhibition area to get a free USB that includes digital versions of this worksheet, the PowerPoint presentation used today, and the following free guides:

- Effective Safety Training Guide
- Blended Learning Beginner's Guide
- Guide to Writing Learning Objectives
- Online Safety Training Buyer's Guide Checklist
- Guide to Online MSHA Training
- Online Contractor Orientation Buyer's Guide Checklist
- DVD vs Online Safety Training Guide
- 10 Benefits of Online Safety Training & Real-Life Case Studies

Also, we've set up a blog article where you can view a 60-minute webinar that provides tips for evaluating online safety training and provides additional resources for many of the topics we discussed today, including things like making a business case for online safety training to your boss. You can find that blog post by entering the following shortened URL into your web browser:

<http://bit.ly/ASSEPugetSoundOnlineSafetyTraining>