

Deliver and Assess Training

PART OF THE PERFORMANCE-BASED LEARNING SERIES

When improving operations or production line performance requires additional skills and knowledge, the Luminance training solution typically has two parts: illustrated Learning Guides and Performance-based Training.

- The Learning Guides present the how-to of the job with step-by-step precision. Imagine saying to Fred the expert, “Hey Fred, can you show me how to ...?” A Learning Guide in hand is like having Fred on call. When you’re learning, it shows you how. When you are doing the job and need a reminder, it shows you how.
- Performance-based training means participants learn to the job. They don’t just “get the idea” or “become familiar with...”. When Luminance trains, participants are coached to do the job illustrated in the Learning Guide. We use customized Competency Checks to give the organization the proof and participants the know-how and confidence to do the job.

An organization has the option of having their people deliver this training. If you have individuals with the time, interest, and aptitude (we’ll check this) to be trainers who can economically deliver training as needed over an extended period, then we can prepare them for you.

In our 1-day Deliver and Assess Training course, designated staff learn to deliver performance-based training the way Luminance consultants do. Learners observe and practice using processes and Learning Guides that are customized for your site. Each course graduate is certified in performance-based training basics and is ready to implement Luminance training.

Included:

- Individualized coaching and feedback for 2–5 learners
- Course materials customized to incorporate local documents and processes
- Customized manuals for class use and future reference
- A documented assessment for each learner



Objectives

The core goal of this course is to ensure that your training team deploys your performance-based Learning Guides correctly and effectively. Through course activity that models factory floor training, learners become skilled at implementing all parts of a performance-based training program:

- Using knowledge elements to establish foundations for job-related skills
- Providing demonstrations for actual job tasks on live equipment
- Providing learner-centered practice opportunities
- Providing performance-based feedback that reinforces training best practices and builds learner confidence
- Certifying learners using Competency Checks

Extending the course to managers & supervisors

For managers and supervisors, first-hand experience delivering training:

- ensures they understand and know how to best support performance-based learning
- can increase participation from all shifts in reviewing documents and establishing best practices for training development
- sends a clear message to trainees that management values and endorses training
- builds a common understanding of the training process and delivery
- reinforces the value of assessment (Competency Checks) and tracking tools (Skills Matrices) and their consistent use

Learner Feedback

“The training session was both informative and interesting. The guides are direct and simple. Training should not be difficult if the basic skills learned are applied.”

“Precise. Kept everyone involved. Gave illustrations. Gave everyone a chance to voice opinion. Highly recommend to all cell and team leaders.”

“Great job. Your knowledge of the material is very high and it shows. I like the excitement you bring to the learning process. You kept my attention the entire class. Thanks.”

“This class was very positive and motivational. It will be helpful for new operations and [training] other operators coming from another line or department. It positively puts everything in order step by step.”

“I really enjoyed the training and the hands-on role playing. The training will be very beneficial to our factory and will be a great addition in all our departments. Thanks Jonathan for your great feedback and patience.”

“Thank you Jonathan. I enjoyed your class very much. I know we will value our training and use it in many ways. Thank you again!”

“The training was very interesting and fun. I enjoyed the interaction that we did, as well as the hands-on [activities]. The training was kept light and we kidded with our co-workers. Jonathan didn’t mind repeating things until we finally got it. I learned a very different approach to training than I had used before.”

“This training really helped to sharpen my skills in delivering training. In the area of [giving] feedback was good, in that I was trained to concentrate on the task [performance], not the person.”

“Great job in presenting the training program so that everyone stays on the same page. It was easy to put in use all aspects of the job [of Trainer].”

“I feel better prepared and the part that helped me the most was how I should work on my approach to giving feedback positive first, then watch, saving comments till the end.”