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Training Adults New Technologies: in Practice with UNH Facilities

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Training Adults New Technologies: In Practice with UNH Facilities

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By Shelby Hoffman

PROBLEM: How do I know this is a problem?

❖ Fewer knowledgeable people and more new employees

❖ Burden of training is disproportionate and not maintainable

❖ The workforce can't do their job

❖ Less inter-department support due to systemization at USNH

❖ Increase use of IWMS

❖ This is new for EVERYBODY

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SOLUTION: Training Program Development Incorporating Research

Structure

1. Platform for training sign ups
2. Mechanism for new hire path
3. Establish who additional trainers are

Methods

1. Modeling Training- Interactive
2. Simple Printed how-to hand outs

Design

1. Incorporate Instructional stages
2. Adult Learning Characteristics

Theory

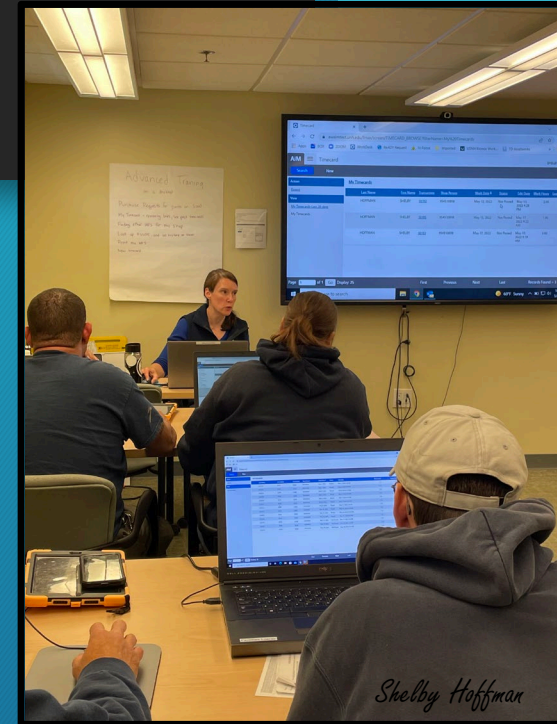1. Low confidence effects training outcomes
2. Train the Trainer

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Structure and Design Implementation Original Research

- Identified needs and responsibilities
- Related what position needs which training
- Advertise trainings
- Partnered with onboarding

- Developed Training Materials
- Each subject relatable and relative
- Time decisions

May 17th, 2022
Advanced Go User
Training

Methods and Theory
Original Research

- Used a Modeling Approach. Show and then do
- Hand outs
- Communicated expectations and confidence
- Celebrated!
- Evaluated
- Templates for trainers

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FINDINGS

14 Question Survey to each of the seven participants
- Results showed that:
    - Training time is "Just Right"
    - Easy to sign up for the training class
    - Confidence in training topics increased
    - Modeling Approach was considered "very effective"
    - Learning Checklist Handout was helpful
    - Cheat sheet was helpful
    - Sharing how the topics affected the learners in their ability to do their job "greatly contributed"

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Outcomes

- New Hires have a path of learning, reducing untrained time which causes frustration and feelings of lack of support

- Trainers know their responsibilities and have templates to create their own trainings using effective methods for adults

- Learners have increased confidence in the subject material due to more effective methods and accessibility to training.

- Burden of training is dispersed

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THANK YOU!