Training Adults New Technologies: in Practice with UNH Facilities

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WELCOME!

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Training Adults New Technologies: In Practice with UNH Facilities

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

Shelby Hoffman
SOLUTION: Training Program Development Incorporating Research

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

1. Incorporate Instructional stages
2. Adult Learning Characteristics

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

1. Low confidence effects training outcomes
2. Train the Trainer
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
Methods and Theory
Original Research

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