
UNIT 11 TRAINING AND AWARENESS CREATION

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11.1 INTRODUCTION

Training is one of the significant elements in any industry. Training helps the employees in learning the new things, knowing what should do and what shouldn't and provides information. It provides an opportunity to the employees to learn their work properly, develop new ideas, and reinforce current practices and methods. Safety training is crucial for the preparedness of adverse situations. The objective of safety training and awareness creation is to provide the employees with skill and knowledge to identify and maintain good safety practices. Everyone in the workplace is vital as safety is concerned. Organizations need to provide information and instructions to the workers in order to ensure that they follow the safe working practices. It is the responsibility of top management to arrange safety induction or training

sessions for new employees or for the employees who are new to the site. Every employee will get benefited by safety training through reduced stress, fewer injuries and higher morale. Safety training as shown in Figure 11.1 in turn enhances profits, productivity and competitiveness whereas production cost, turnover and workers compensation rates lower.



Figure 11.1: Safety Training

Objectives

After Studying this unit, you will be able to:

- define safety training
- describe various methods of safety training
- list out various being its of safety training
- discuss safety training techniques.

11.2 METHODS OF TRAINING

A variety of training methods are used in business environment. All these methods can be categorized into two different categories. They are

i. On-the-job training methods

In on the job training method, employees are trained at the workplace while they are performing their actual job. A trainer acts as the instructor to train the workers by using hands-on-training which may be supported by classroom training.

ii. Off-the-job training methods

In this method, employees are trained at a site which is away from the workplace. This kind of method uses role play, case studies, lectures, simulation etc.,

On-the-job training

Job rotation
Internship training
Coaching

Off-the-job training

Role playing
Case study method
Brain storming

Under study training	Lectures, conference seminars
Committee assignments	Management education
Teaching machine method	Simulation

11.3 NEED FOR SAFETY TRAINING

Providing safety training helps the company in following aspects

- Ensures that the employees have sufficient knowledge to work safely and avoid unsafe acts.
- Builds a positive safety culture in an organization, where health and safety becomes priority to everyone.
- Protects the health and safety of the employees
- Helps the organizations in avoiding distress of accidents and injuries
- Contributes in making the employees accomplished in health and safety.
- Helps the management in avoiding the financial costs of accidents, such as lost production, damaged products etc.,

11.4 IMPORTANCE OF SAFETY TRAINING

Safety training protects the organization and ensures that all the employees are adequately trained in workplace safety. It helps the employees in recognizing the safety hazards and correcting them, and enables the top management to insure safe working environment. Safety training program is much more important for the industries that handle hazardous materials and equipment. Training creates the platform for employees to know about the workplace hazards and its controlling measures. It also provides the employees with necessary knowledge and skills required to perform their job safely and avoid the hazards. Safety training in present businesses scenario has become unavoidable because of the following elements

- Communications
- Computer skills
- Customer service
- Diversity
- Ethics
- Human relations
- Quality initiatives
- Safety

11.5 SAFETY TRAINING BENEFITS

- Educates employees on safety matters
- Creates awareness and understanding on workplace hazards
- Enhances knowledge and skills to perform job safely

- Minimizes workplace accidents and injuries
- Increases the employee commitment towards safe environment
- Enhances productivity and satisfaction
- Leads to improved work output and quality
- Minimizes the number of absences due to ill health or sickness
- Retain loyal employees
- Build a strong reputation

11.6 OBJECTIVES OF SAFETY TRAINING

The objectives of workplace safety training are given below

- To provide the employees with required knowledge and skills to safeguard themselves against unpredicted incidents.
- To make balance in the attitudes of the employees with the organizational objectives and policies.
- To minimize the number of damages that occurred to stocks, machineries and equipment.
- To reduce the losses/damages/accidents occurred to the humans
- To regularly communicate the skills among the employees
- To make the employees for promotions to higher jobs by delivering advanced skills
- To train the employees in effective material, machine and equipment handling

SAQ 1

- a) What are the different methods of training? Explain.
- b) Differentiate on-the-job-training and off-the-job training methods stating some examples.
- c) What are the benefits of safety training?
- d) Explain the importance of safety training.
- e) List out the objectives of safety training.

11.7 CREATING EFFECTIVE SAFETY TRAINING PROGRAM

Training generally involves giving information, instructions and practical knowledge of how the things are done. Providing training to a set of people is not much great job, but the greatness lies in on how effectively the training was conducted. This means that, how the people got benefited in attending the training and how they implemented in their course of action. To make safety training effective, the following aspects are to be considered.

Know the Need of the Employees

Training the employees with an unnecessary content makes the trainees bore and a waste of time too. That's why before initiating any training; know what the employee need, know what they are lagging in and know what the nature of their job is. Be precise and cut short the material of the training according to the company's requirements and the employee needs. This always enables the trainees to listen effectively and creates a positive impact on the training.

Be Applicable

Some of the safety training programs may not be applicable to all the employees. It is always better to spend time on training the employees regarding tools that they require to make their job safe and effective.

Hold Everyone Accountable

Make every employee accountable to the safety standards, starting from the top level manager to the shop floor worker.

Be Mobile and Adaptive

It is not possible to read a four hundred page manual. It is better to make the safety trainings agile, mobile and useful on-site.

11.8 ELEMENTS INVOLVED IN SAFETY TRAINING

Training Facility

A place where the training is undergone should have sufficient equipment, resources to instruct, interact, and educate the trainers and to conduct hands-on training if required. Training facilities must have required support staff and services to conduct training for each course offered.

Training Director

All training programs should be conducted under the instructions of a training director. Training director is responsible for the entire program to conduct smoothly, timely and efficiently. The training director must have two years of experience in employee education.

Instructors

Instructors are required and necessary for any course of training to uphold professional competency. An instructor is assigned to a training program if he has participated in any continuing education development programs in the relevant area or by successfully completing the refresher course.

The instructors are selected based on the following

- Evaluation of competency of instructor by the training director
- Previous experience in the relevant area
- On completion of train the trainer course relevant to their topics

Also the training director should review the instructor, which includes

- Observing instructor's delivery
- Analyzing class evaluations completed by the trainers during the previous year.
- Reviewing the observations with the trainer

Course Materials

Training director should accept and approve the course materials that will be used by the trainees. All the course materials need to be revised and renewed at least yearly. Materials and the related training equipment are maintained properly. The audio-visual content should be reviewed by the technical team either from outside organization or by an advisory committee.

Proficiency Assessment

Trainee proficiency can be assessed and evaluated by a written exam prepared by the training staff and director. Also skill demonstration is conducted for the assessment. Both these evaluate the knowledge and the skills of the trainee developed during the course of training. The minimum level of target required for proficiency will be decided by the training director.

Course Certificate

A printed certificate should be issued to all the trainees who successfully completed the training and fulfilled the requirements. The certificate should include

- Employee's name
- Title of the course
- Date of course
- Training provider name and address
- Authentic code on the certificate
- Signature of the training director and other concerned officials.

11.9 ROLE OF MANAGEMENT, MANAGERS, SUPERVISORS AND EMPLOYEES

Management

The management of the organizations should allocate the required funds and time to provide safety training. Also, employees during training time should be paid as per their regular services. The basic thing in training is to train in the language that the employees can understand. The management and employees, both are involved in developing a training program.

In order to carry employee responsibilities towards safety, everyone must understand the following

- Their duty in the organization

- Hazards which are to be controlled or prevented
- Ways of protecting themselves and others

All the above said goals can be achieved by

- Educating everyone on the outcomes of their actions
- Educating employees, managers and supervisors on their SMS responsibilities
- Educating all regarding the hazards and control measures
- Training all in indentifying, analyzing and reporting the hazards
- Training everyone on safe work practices and procedures.

Any safety training program should focus on the concerns of safety to find out the appropriate way in dealing with a hazard. Training should be given in the direction of removing the hazard entirely. If it is not possible, train the workers to safeguard themselves. Once the organization decides that the safety problems can be addressed well by training, then develop the goals of the program based on the needs.

Managers

Manager should trained in

- Their responsibilities in communicating the safety objectives and goals to their employees.
- Elements of SMS, and positive impact of various process that have on the organizational objectives,
- Their role in making assignments of safety program responsibilities, and granting authority and resources to perform the assigned tasks.
- Encouraging employee participation in safety activities

Safety training should accentuate the significance of managers showing their extreme commitment towards the safety program. Managers are expected to leave a good example by following the safety rules.

Supervisors

Special training should be given to the supervisors to enhance their organizing and leadership skills. They should be taught how to look into the hidden hazards in a workplace under their supervision. They should be also trained in maintenance of physical protection and reinforcing hazard training of employees through consistent enforcement and performance feedback.

After the successful completion of training supervisor's should be able to

- Detect and correct hazards in their workplace before they occurs or result in illnesses or injuries
- Provide psychosocial support and physical resources to promote safe work
- Provide effective recognition methods and discipline techniques
- Conduct on-the-job training

Employees

Employees get exposure about the basic workplace safety rules, site hazards, safe workplace practices and the role of individual in emergency situations. Safety training ensures all employees to understand the basic hazards by which people may get exposed and how to safeguard them from these hazards. All employees have to know that they are not expected initiate a new task until they have been properly trained.

11.10 STEPS TO CONDUCT SAFETY TRAINING

Step – 1 Determine Training Needs

Step – 2 Identify Training Needs

Step – 3 Identify Goals and Objectives

Step – 4 Develop Learning Activities

Step – 5 Conduct the Training

Step – 6 Evaluate the Program

Step – 7 Program Improvement

Determine Training Needs

It is prior important to know the need of safety training. Every problem will not be solved during a course of training. Some problems may relate to the equipment, procedure or it may be lack of employee motivation. Training may be necessary if

- Employees have poor knowledge
- Employees don't have required skills
- New equipment and machineries are installed
- New procedures are implemented.
- Need to change the behavioral aspect.

Once the training needs are determined, the next step is identifying the training needs.

Identify Training Needs

The necessity of providing a training is to ensure that all the employees will perform their job correctly and Safety. The following information helps in indentifying the training needs

- Records pertaining to accidents and injuries
- Reports relating incidents and near misses
- Inspection and audit reports
- Safety meetings
- Employee observation while performing job
- Employees suggestions

Once the organizations training needs are identified, it is also important to know which employees require training and in what area. Every employee need not to be trained in all areas. Training should be provided on relevant job procedures and safe way of performing jobs. If an employee is assigned a new job or machine, train that particular employee on that job. The following elements are considered while identifying the training needs.

- Size of the company
- Type of work performed
- Employee age
- Equipment type
- Time length of job

Identify Goals and Objectives

Objectives serve as stepping stones to reach the organization's goals. Objectives are to be taught well and planned for the success of safety training. Objectives should be concise, clear and measurable, and they should be communicated with the employees. The following are the four elements which are to be considered while developing safety objectives.

- Participants: know the people who are going to attend the training
- Behavior: what kind of behavior will the employee exhibit?
- Condition: Under what condition will the required actions are performed? What sort of equipment and materials are used?
- Standard - What is the target of the score to be achieved?

Develop Learning Activities

It should be clear about the type of events and activities that are to be used in a course of training. Different employees require different modes of training. Some require visual aids, some other require hands-on practice etc., It is very important to remember the use of activities that allows the employees to reach the safety training goals and objectives. After deciding the learning activities, prepare and develop the training material. Arrange the activities and objectives in the order that resemble to the tasks performed on the job. Employee will grasp the training content if it is relevant to their regular activities only. Also consider the following

- Determine your training method
- Select media
- Plan guides and tests

Conduct the Training

The success of the overall training depends on the how the training is conducted. Initiating the training by stating importance of safety by adhering lively examples gains the attention of the participants. Then teach them the objectives of training. After the objectives were taught, represent the relationship between the employee's interests, experiences and goals to the objectives in a pictorial form. Revise the content that has been taught so for,

which makes employees to digest and remember. For making training program effective, allow the employees to involve in the process of training. Allow the employees to

- Ask questions
- Actively participate in discussions
- Share their knowledge
- Involve in role-playing exercises.
- Experience the hands-on-practice

Evaluate the Program

A safety training program will be success only if the employees grasp from it, attain the pre-determined objectives and achieve the goals. Without evaluation, it is difficult to know whether the training objectives have been met or not.

Performance and learning abilities of the employees can be gauged by evaluation. Same sort of trainings can be arranged in the future if the employees equip the required skills and achieve the better results. But, if the training yield worse results, then improvements and modification are to be made in the training course.

Program Improvement

Based on the evaluation results, revisions and improvements are made in the training program. Revisions can be made in the order of delivering the course content; methods employed for training and content of course material.

The following changes can also be made in the training program

- New equipment
- Job responsibilities
- New procedures
- New hazards

SAQ 2

- a) What aspects need to be considered for making safety training effective? Explain them.
- b) What is the role of instructor and training director in safety training program?
- c) Describe the elements involved in safety training.
- d) Explain the steps to conduct safety training program

11.11 MONITORING THE TRAINING PROGRAM

Monitoring a training program is essential to make it meaningful and effective. It conforms what was planned before training and what is achieved.

It updates the information regarding the effectiveness and benefits of the training received. It also informs about the employee ability to attain training objectives and goals. Further, monitoring the progress of employees through a systematic evaluation and observation ensures the success of training program. It also ensures that everything goes smoothly as per schedule. Both the supervisor and trainers play a vital role in the process of monitoring. During a monitoring process the following actions may occur

- The supervisor should examine the performance of employees of assigned tasks.
- The supervisor should ensure that necessary prerequisites have completed before initiating work.
- The supervisor should interact with employees which provides the info regarding the progress of the employee and identifies the areas that employee require further training.
- The employee and supervisor should complete training documentation.

11.12 SAFETY TRAINING PROGRAM EVALUATION

Since cost of a training program is so high, organizations have realized about enforcing Effective Training Program (ETP) to enhance job efficiency. Effective Training Programs (ETP) can be achieved through continuous evaluation. In evaluation process, trainers will interview the employees, supervisors and managers who have undergone the training program to know the training effectiveness and get the suggestions for further improvements.

Training evaluation helps in determining whether the goal of enhancing employee performance and safety has been met or not. The outcome of the training evaluation will highlights the strengths and weakness of training program that need to modified or improved.

The following actions are done during an evaluation process.

- Employee attendance during training sessions will be considered and analyzed. Training doesn't show any impact on those who are irregular. Absenteeism indirectly indicates problems of weak presentation and training content during the course of training.
- Pre-training and post-training accident and injury rates will be compared. The time period being compared need to be long enough for arriving significant differences and to check whether the training has made any difference or not.
- Based on the evaluation outcomes i.e., strengths and weakness, modifications are considered for the next phase of training programs.

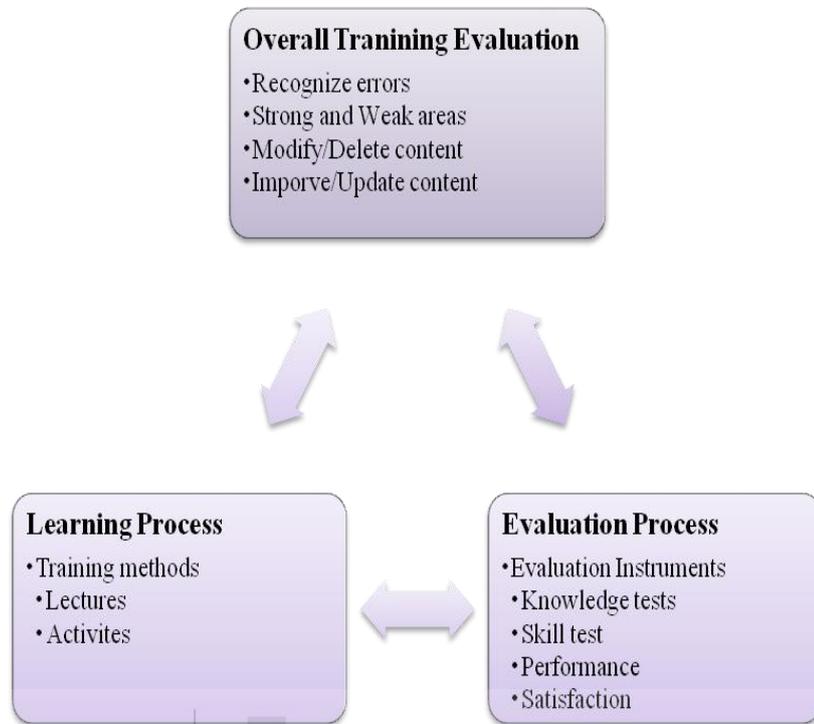


Figure 11.2: A Model for Training Evaluation

SAQ 3

- What is the need for monitoring a training program?
- Explain the safety training evaluation process.

11.13 TRAINING MATRIX

Employee training is a key component of any safety program. Safety training provides the basis for enhancing the safety and also the well being of employee in a workplace. A training matrix is a planning as well as a communication tool which is used by the health and safety managers and professional to keep track of an organization's training needs. The training matrix guides the managers and supervisors in identifying the common training requirements of an employee. This tool is also helpful for scheduling training and also for resources allocation. It can also be used to evaluate the employee performance and to support a remediate action plan or to enhance organizational compliance with company policies or government regulations.

A training matrix is generally drafted as an electronic spreadsheet (usually in Microsoft Excel). Rows and columns are created with headers such as job position or employee name, specific training topic, training dates, and other useful information.

Step – 1

First, give the serial numbers and fill the left hand column with the employee names and job positions of the employees who should be trained.

S No.	Name	Role								
1	Nitish	Supervisor								
2	Srinivas	Technician								
3	Ravinder	Technician								
4	Akshay	Technician								
5	Upender	Technician								
6	Kumar	Quality Engineer								
7	Sujith	Project Engineer								

Step – 2

Next, each topic can be used to fill out its own column on the training matrix.

S No.	Name	Role	Leadership	Helpdesk software	Operations	Maintenance	Presentation	Inspection technique	Customer service	Written communication
1	Nitish	Supervisor								
2	Srinivas	Technician								
3	Ravinder	Technician								
4	Akshay	Technician								
5	Upender	Technician								
6	Kumar	Quality Engineer								
7	Sujith	Project Engineer								

Step – 3

The last step is to place an “x” or use a specific color code to indicate which training topics by column need to be scheduled and completed by that employee.

	Needs training
	Advanced skill
	Basic skill
	Critical to role

S No.	Name	Role	Leadership	Helpdesk software	Operations	Maintenance	Presentation	Inspection technique	Customer service	Written communication
1	Nitish	Supervisor	Green	Yellow	White	Green	Yellow	Red	Yellow	Green
2	Srinivas	Technician	White	White	Green	Yellow	White	Green	White	White
3	Ravinder	Technician	White	White	Green	White	White	Red	White	White
4	Akshay	Technician	Red	White	White	White	White	Red	White	Yellow
5	Upendar	Technician	White	White	White	Yellow	White	Yellow	White	White
6	Kumar	Quality Engineer	Green	Yellow	White	White	Green	White	Red	Red
7	Sujith	Project Engineer	Green	Yellow	White	Red	Green	White	Yellow	Green

11.14 INCENTIVES, RECOGNITION AND REWARD

The purpose of rewards, recognition and incentives is to provoke employee participation and build ownership in the safety culture. The management and managers should always remember to recognize an employee who reinforcing safe behaviors in a workplace and appreciate them if their actions lead to meet safety goals. Appreciating and recognizing at the same time in same place or during an event where other employees also present, gives a message that, employees get appreciated and recognized for maintaining safety work culture and also for being safe.

By providing incentives either in the form monetary or non-monetary benefits encourages the employees to put an extra effort in protecting organizational resources and also encourages them to be active in promoting an environment of safe work culture. Some of the monetary or non-monetary benefits are shown in the Table 11.1. Most of the business organizations recognize employees through an email announcements or newsletter. But this doesn't serve the job well, because at the end of the day employee should enjoy the recognition for his accomplishments. So the organization can put a step forward and bid a tangible reward to the employee in the form of gift cards, mementos, medals, bonus, tours etc., The more an employee make surroundings safe without any incidents, the bigger the reward. Organization can also provide vacation period to the employees who really involve in safety matters.

Table 11.1: Monetary and Non-Monetary Rewards

MONETARY	NON-MONETARY
Salary	Job security
Bonuses	Flexible work hours
Stock options	Working conditions
Profit sharing plans	Training opportunities
Paid time off	Career development
Pension schemes	Employee discounts



Figure 11.3: Safety Champion Award and Safety Incentive Card

11.15 SAFETY CAMPAIGNS

Conducting Safety Campaigns

Workplace safety campaigns have found to be a predominant element of industrial safety programs. Though it is an old idea, but it has gained popularity in the recent decades as it really works well. By enhancing workplace safety campaigns, organization can greatly improve their staff morale, productivity and minimize costly mistakes. The main motive of safety campaign is to change the behavior of employees.

The following components can be used for inspiration of safety campaign

- A theme or motto
- Mission statement
- Awareness-raising facts
- Definition of targeted hazard
- Frequently asked questions
- Summit

Safety Campaign Essential

For a successful safety campaign, careful study and preparation are absolutely vital. Before initiating the safety campaign, some major decisions need to be taken. They are

Campaign's Budget

It is not essential to make the campaigns lengthy and costly. The following are some ways in which organizations can opt during their campaigns

- Glue the posters in the prominent place to ignite the awareness of safety
- Arrange refresher safety training
- Update the safety procedures
- Organize a safety themed exhibition and provide relevant information.

Be Specific

Be specific and focused on the type of injuries, hazards and practices that is to be targeted during a campaign. Being general about the safety awareness will not work all the time.

Choose a Name

Name the campaign that the company is going to organize with the relevant lines. Name indicates the motive of the campaign.

For example: It's time for a change or the road to zero.

Determine the Campaign Content

A campaigning can be done in many ways. After deciding the name and motto of the campaign, it is to be decided that what content and activities are to be involved. An organization can choose any of the following activity based on its relevance.

- Arranging guest lectures
- Fire drills
- Employee suggestion schemes
- Handling courses
- Health screening
- Community awareness events
- Any kind of demonstrations

Choose the Campaign Partners

Organizing a campaign in association with the external bodies adds value to the campaign. Interactions with the external bodies will enhance the campaign output and the employees can know the actual

The following are some external bodies who can be involved as a campaign partner.

- Police officers
- Fire department
- PPE vendors
- Emergency management team
- Disaster planners
- Safety subject experts
- Emergency medical technicians

- Schools and colleges
- Local trade associations and so on.

Think About the Timing of Your Campaign

Make sure your safety campaign does not conflict with other organizational volunteer drives or initiatives. You don't want your campaign launched while workers are distracted by building renovations, department relocations, major ergonomic installations, or safety consulting implementations. Make sure you have the best available window of opportunity.

Give the Entire Organization a Sense of Mission

Your mission statement should be short and pithy for promotion on banners, signs, posters, and placards. But be ready to elaborate to really get your workers engaged.

Having workers sign a safety pledge or safety agreement at a public event is another popular way to get them engaged.

Keys to a Successful Safety Campaign

The following are essential for successful safety campaign.

- Convener:** No event takes place without an organizer. So for a campaign, convener is necessary to coordinate the event
- Sponsor:** Any form of campaign requires some financial support. Sponsors provide the required budget for the campaign and plays a key role in the overall success of campaign
- Discipline:** Everyone should be in a same pace, reading same script and promoting same message. Undisciplined campaigns lose its seriousness
- Digitalization:** creating videos and promoting the campaign through twitter, facebook makes the campaign more effective
- Volunteers:** volunteers help in conducting the campaign smoothly

SAQ 4

- What are the essentials of safety training? Explain.
- What is a training matrix? How it is used to know the requirement of a training?
- How safety campaigns are used for awareness creation?

11.16 SAFETY PROMOTION

The need of safety promotion is to inculcate the employees in enhancing their own safety behavior and also that of their co-employees. This in turn supports the organizations to reach their safety goals. The motive of safety promotion includes enhancing safety awareness at all levels of organization and confirming the betterment of safety of employee. It is the management support through effective leadership and commitment that makes safety promotion program effective and efficient in changing attitudes and behavior of employees. Safety promotion includes the actions that are agreed to modify environmental and safety related behaviors is as shown in Figure 11.4.

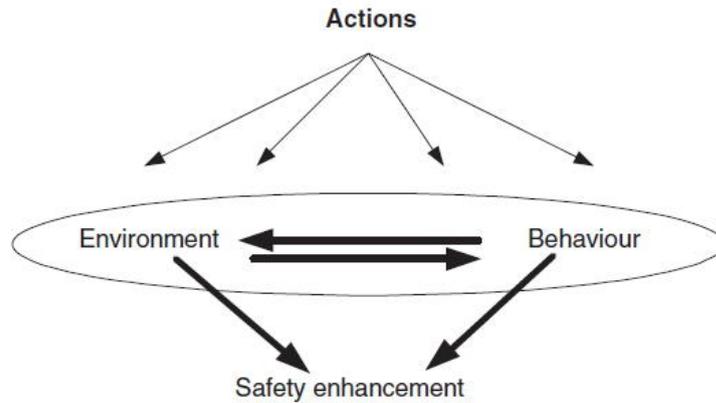


Figure 11.4: Safety Promotion

11.17 EMPLOYEE MOTIVATION

The concept of safety promotion is directly related to employee motivation. There is a lot of confusion of how the employees get motivated towards new behaviors or change in old ones. Also there is a mere confusion between terms attitude and behavior, and one has to address the following questions.

- Does behavior change occur without attitude change?
- Is it necessary to change the attitude before behavioral change?
- Does attitude change cause behavior change?

Answers to the above questions are ambiguous. Some people may believe that the motivation can be accomplished by changing external behavior. Some other may feel that the change in attitude is necessary for behavioral change. Both these views influence the conduct of safety promotion.

11.18 SAFETY TRAINING TECHNIQUES

Safety training differs in number of aspects when compare to other trainings. Safety trainings are conducted for the workers who have been working in the organizations. Some workers are new to their job/field and some other may be older or experienced than the trainer. Moreover, safety training is a goal oriented in which identifying and controlling the hazards are the main objectives.

Considering all above said points, safety training has to be conducted using certain sort of techniques. Practical approach and hands-on-practice are important than the theory.

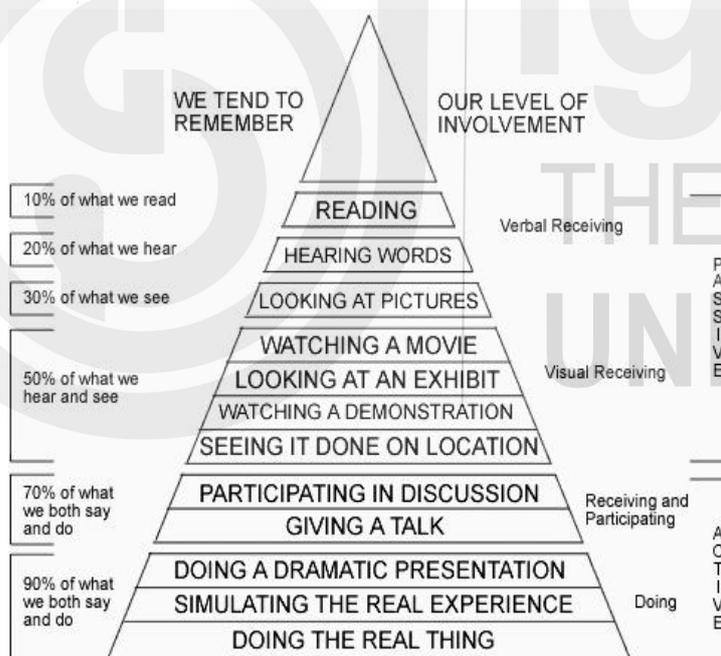
Safety training techniques should aim in encouraging the trainees for the overall involvement. This can be achieved by rewarding them for active participation and recognition them for the achievement. A trainer can make the subject interested using different learning styles. Some of them are as shown in the table 11.2.

Table 11.2: Safety Training Techniques

Visual	Power point presentations, info-graphics, charts, tables, videos etc.,
Interactive	Interviews, group discussions, debating
Oral	Lectures
Print (Hard Document)	Reading manual, reports and solving assignments
Movement, Action	Live demonstrations, role play

From the Dale's cone of learning theory, people remember 10% of what they read, 20% of what they hear; 30% of what they see; 50% of what they see and hear; 70% of what they say and write; and 90% of what they do as they perform a task. The Dale's cone of learning theory which relates to learning processes and instructional design is as shown in Figure 11.5. It also shows the impact of learning input on learning outcome of the people.

Keeping this theory in view, variety of safety training techniques should be used for easy understanding and remembering. Most commonly used techniques are discussed below.



Cone of Learning (From Edgar Dale's Experience, 1946)

Figure 11.5: Dale's Cone of Learning Theory

The following are some of the techniques used in safety training

- Icebreakers
- Lectures
- Group discussions
- Question and answer sessions
- Case studies
- Role playing

- Brain storming
- Hands-on-training
- E-Learning

Icebreakers

It is always advisable to begin the training session with an icebreaker. An icebreaker is an event used to welcome the participants and warm up the training session. Icebreaker makes the participants to know each other and prepare them ready for the training. In safety training, icebreakers are used to grab the attention of participants and to begin the program smoothly making it more interesting.

There are three main types of icebreakers

- Fun and funny ice breaker
- Speed meeting icebreaker
- Your favorites – an icebreaker

Lectures

Lecture is a technique of presenting ideas and facts to the trainees. It is important to note that the facilitator should make the lecture short (15-20 min) to make it easy and understand. It is beneficial to make the lectures lively by adopting practical sessions.

Group discussions

Group discussions are the exchange of knowledge and thoughts among the participants in a group. In safety training, group discussions are used to exchange experiences and information, to solve the problems and to build understanding. For an effective group discussion, team effort is important.

It is very important to follow the rules during group discussion. Some of them are

- Only one person have to talk at a time
- Others have to listen
- Look at the person who is talking
- Try to understand their view
- Discuss your thoughts
- Discuss one subject at a time

Question and Answer

The duty of a facilitator is to make the participants to talk more. This can be achieved by question and answer method. This method helps the facilitator to begin a discussion and know whether the participants are interested or not. It also helps in determining the participants knowledge and understanding. By this method, every participant will get actively involved in the training session.

Case studies

Case study training technique is an absolute way to train the participants about workplace safety. This technique provides the information in a dramatic way that holds the attention and interest of participants. Case studies deal with the real time problems and issues where participants may encounter while performing their job. This technique helps in improving the problem-solving, critical thinking and decision making skills.

Role Playing

This is an effective learning technique where participants perform an action of a situation under the supervision of a trainer. It is an on-spot activity because no script will be given for the participants. Facilitator explains the situation to a group of members, who then performs an action. This technique helps in practicing skills and procedures what they have been taught. This also fills the gap between theoretical knowledge and practical application.

Brainstorming

Brainstorming is technique in which the participants are encouraged to offer ideas on a problem or an issue. Brainstorming involves all participants to generate ideas to address a situation or to solve a problem. It helps in stimulation the creating thinking capability of participants

Hands-on-training

This type of techniques is beneficial for training new equipment and new procedures. This method determines whether the participant has learned the required skill or not. Hands-on-training allows participant to experience their own job and in some case others job too.

E-Learning

The benefit of safety training through e-learning technique is that participants all over the world can learn at any time. This is preferred when large numbers of participants are located in different locations. The advantage of this technique is providing training without times barriers and space and also proves cost-effective. It is a best method of learning, any learner or trainer can learn the techniques mocoedures from the best teacher in the world. This is the beast advantage of e-learning.

11.19 SAFETY TRAINING TOPICS

Injury and Illness Prevention

- Responsibility
- Compliance
- Communication
- Hazard Assessment
- Accident/Exposure Investigation
- Hazard Correction
- Training and Instruction
- Recordkeeping

Slip Trip Falls

- Statistics and codes

- Types of injuries
- Where are the slip, trip and fall hazards?

Workplace Ergonomics

- Sitting – Benefits and Challenges
- Sitting Posture
- Standing – Benefits and Challenges
- Keyboarding
- Moving – Benefits and Challenges

Fire Safety

- Elements of a Fire
- Types of Extinguishers
- Fire Extinguisher Anatomy
- What are the limits of a Fire Extinguisher?
- How to use an Extinguisher?

Heat Illness Prevention

Driver Safety Training

- Un Safe Driving Statistics
- Distractions that lead to Risky Driving Behaviors
- Reasons for causes of Collisions
- Safe Driving Precautions
- Reporting Auto Accidents

Safe Lifting

- Risk involved in Lifting
- Forces Involved in Lifting
- How to Reduce Lifting task
- How should you lift? And models of lifting
- lifting Tips

Electrical Safety Training

- Electrical Hazards/Injuries
- Controlling Electrical Hazards
- Electrical Outlet Safety
- Extension Cord Safety
- Power Strip Safety
- Cord Placement to Prevent Hazards

Preparedness

Disease Prevention

11.20 SAFETY AWARENESS

In the process of being safe, employees have to think about safety in everything what they do. This is called as safety awareness. In simple terms safety awareness is building safety into the way that you think about things. Safety awareness is a constant realization that every employee must have in all situations. It is beyond what employees learn in the safety training sessions and at safety meetings. Being constantly aware of how employees handling the equipment at work and being able to recognize hazards is critical in mitigating safety-related risks.

Things like safety posters and charts may be used in the prominent locations in the workplace, so that worker may read daily before they start their work. Events like Safety Awareness Week or in-house training sessions can help employees to think about the safety regularly. Safety should be a natural part of business, not a once in a while thing that's brought up in meetings or training sessions.

Safety Awareness Do's

- Plan the task before you start
- Consider safety as most important responsibility
- Keep your job area clear of spill, tripping, fire and falling hazards.
- Use protective clothing, PPE etc.,
- Clean your hands thoroughly before you eat or drink
- Check whether the work area has proper ventilation or not.
- Check the tools and equipments before using them
- Choose appropriate tool for the job
- Know what to do in emergency
- Always pay attention to what you are doing
- Take the help of your colleagues when you are unsure of what to do

Safety Awareness Don'ts

- Don't drink or eat in and around the work area
- Don't use a defective tools and machines.
- Don't work on hazardous jobs, such as jobs in confined spaces.
- Don't ignore a safety hazard
- Don't ignore others' unsafe practices
- Don't allow others to talk while you are on job.
- Don't take shortcuts.

Safety Awareness through Safety Posters

One way of making the employees to keep thinking about safety is placing safety sign boards at the prominent location in a workplace. These will grab the attention of the employees and makes them remind at every time when they see it. Safety posters also help in giving cautions, messages or information. This will help newly joined employees to know about the safety cautions in that particular workplace. Some of the important safety sign boards as shown in Figure 11.6, which can be placed in the workplace.



Figure 11.6: Safety Sign Boards

11.21 NATIONAL SAFETY DAY

National Safety Council (NSC) which was constituted in the year 1966 by ministry of labor, Govt. of India laid down the role and functions to develop a voluntary movement on safety, health and environment. 4th March of every year is observed as National safety day to create awareness about the workplace safety. Its aim is to make the employees attentive towards their responsibility in making workplace safe and healthy. As a part of National safety day, everyone who is concerned with the safety and health will take the safety and health pledge as an oath. The safety and health pledge is given in the following paragraph.

Safety and Health Pledge

“On this day, I solemnly affirm that I will rededicate myself to the cause of safety, health and protection of environment and will do my best to observe rules, regulations and procedures and develop attitudes and habits conducive for achieving these objectives.

I fully realize that accidents and diseases are a drain on the national economy and may lead to disablements deaths, harm to health and damage to property, social suffering and general degradation of environment

I will do everything possible for the prevention of accidents and occupational diseases and protection of environment in the interest of self, family, community, organization and the nation at large”

SAQ 5

- (a) Explain any five safety training techniques.
- (b) Write a short note on Dale's cone of learning.
- (c) List out some of the safety training topics.
- (d) What is safety promotion?

11.22 LETS SUM UP

The objective of safety training and awareness creation is to provide the employees with skill and knowledge to identify and maintain good safety practices. Everyone in the workplace is vital as safety is concerned. Safety training protects the organization and ensures that all the employees are adequately trained in workplace safety. It helps the employees in recognizing the safety hazards and correcting them, and enables the top management to insure safe working environment. The management and managers should always remember to recognize an employee who reinforcing safe behaviors in a workplace and appreciate them if their actions lead to meet safety goals. The motive of safety promotion includes enhancing safety awareness at all levels of organization and confirming the betterment of safety of employee. Safety training techniques should aim in encouraging the trainees for the overall involvement. This can be achieved by rewarding them for active participation and recognizing them for the achievement. Things like safety posters and charts may be used in the prominent locations in the workplace, so that worker may read daily before they start their work. Events like Safety Awareness Week or in-house training sessions can help employees to think about the safety regularly. Safety should be a natural part of business, not a once in a while thing that's brought up in meetings or training sessions. National safety day is to create awareness about the workplace safety. Its aim is to make the employees attentive towards their responsibility in making workplace safe and healthy. As a part of National safety day, everyone who is concerned with the safety and health will take the safety and health pledge as an oath.

11.23 ANSWERS TO SAQs

SAQ 1

- a)
- b)
- c)
- d)
- e)

SAQ 2

- a)

**Introduction to
Industrial
Safety Management**

b)

c)

d)

SAQ 3

a)

b)

SAQ 4

a)

b)

c)

SAQ 5

a)

b)

c)

d)



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