



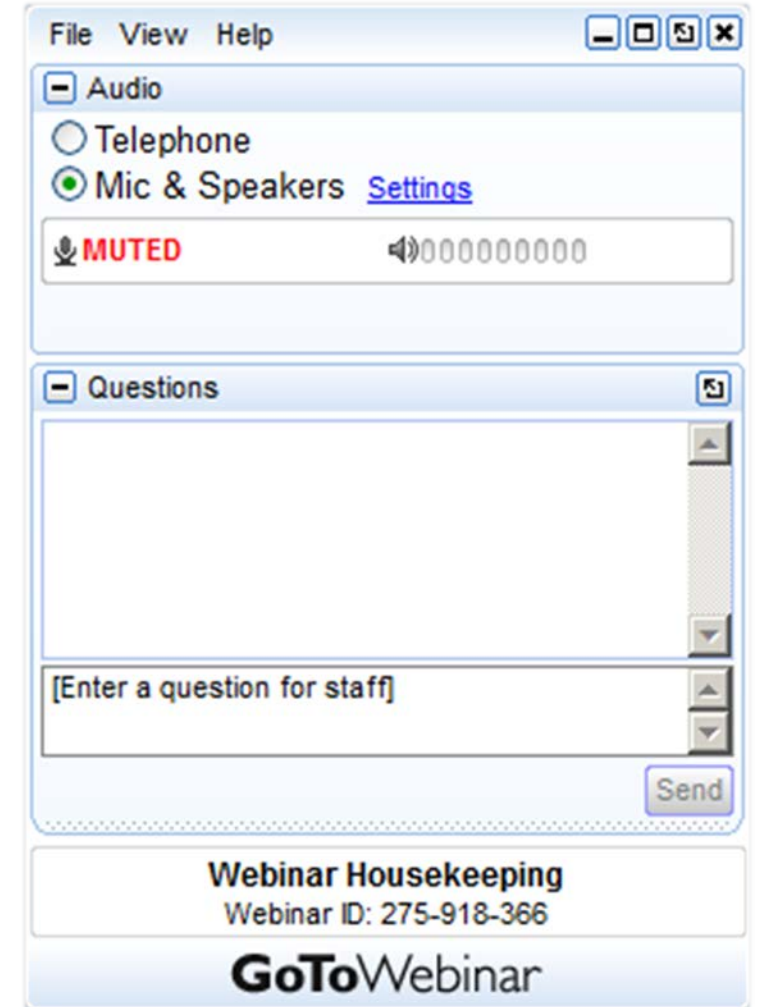
24/7 Communications: When Training Alone Isn't Enough

Speakers: Holly Mockus, Jeff Moores, & Marcus Slaughter
March 23, 2016



Welcome!

- Audio Options:
 - Choose “Mic & Speakers” to use computer speakers
 - Choose “Telephone” to dial in using info provided
- All lines are in listen-only mode
- Please post your questions at any time
- A link to the recording will be emailed shortly after the event



Today's Speakers



Holly Mockus
Product Manager



Jeff Moores
Sr. Director, Communications



Marcus Slaughter
Safety Coordinator



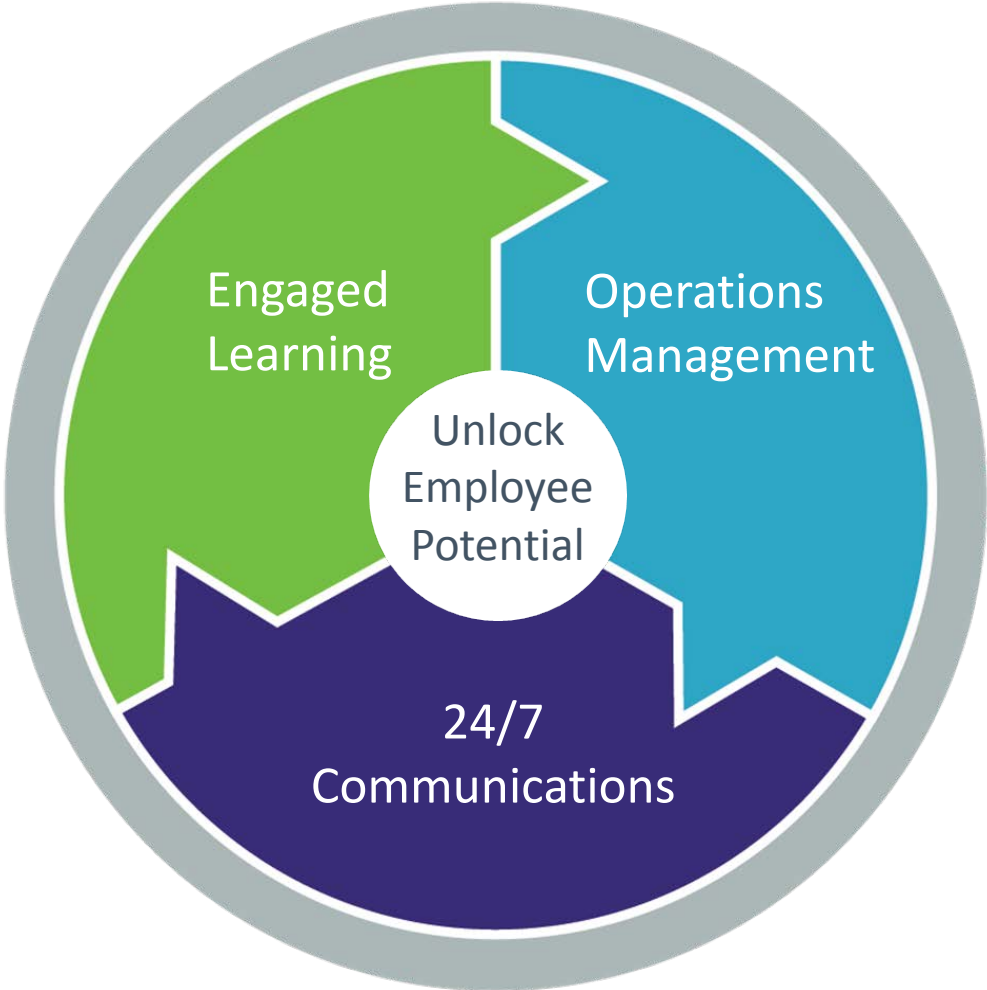
Agenda

- Learning & Development
- Why 24/7 Communications?
- 24/7 Communications in Action
- Return on Investment
- Q & A

Learning & Development



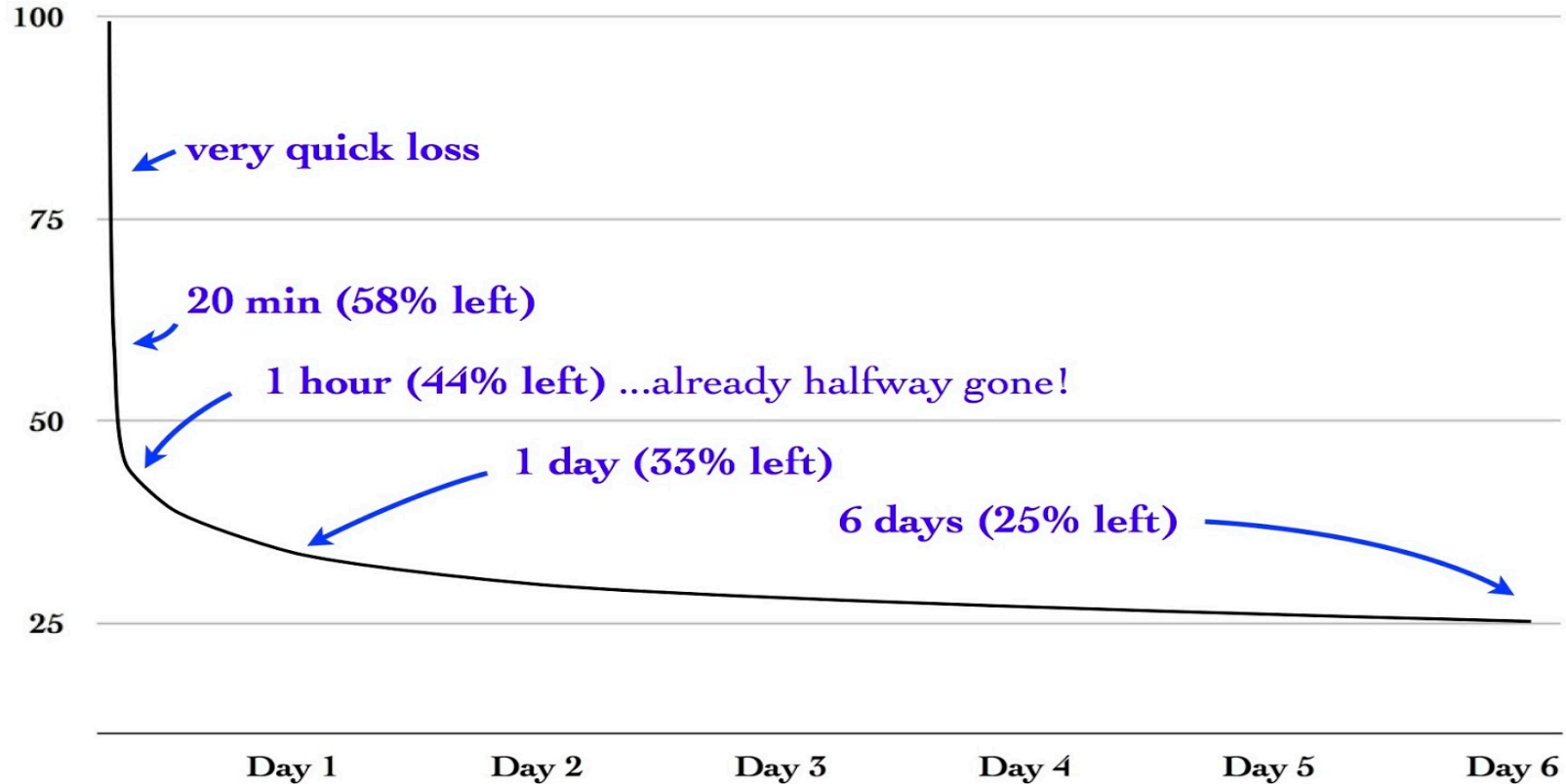
Learning & Development



Training Alone

Ebbinghaus' Forgetting Curve

(How much of something do we forget each day?)



senseandsensation.com

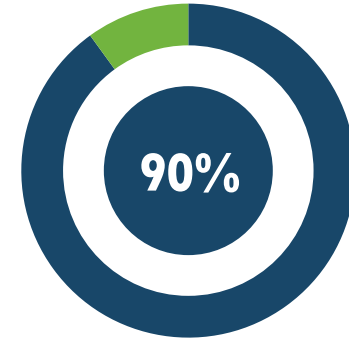
Training Alone is Not Enough



<15% of learners
successfully apply
what they learn



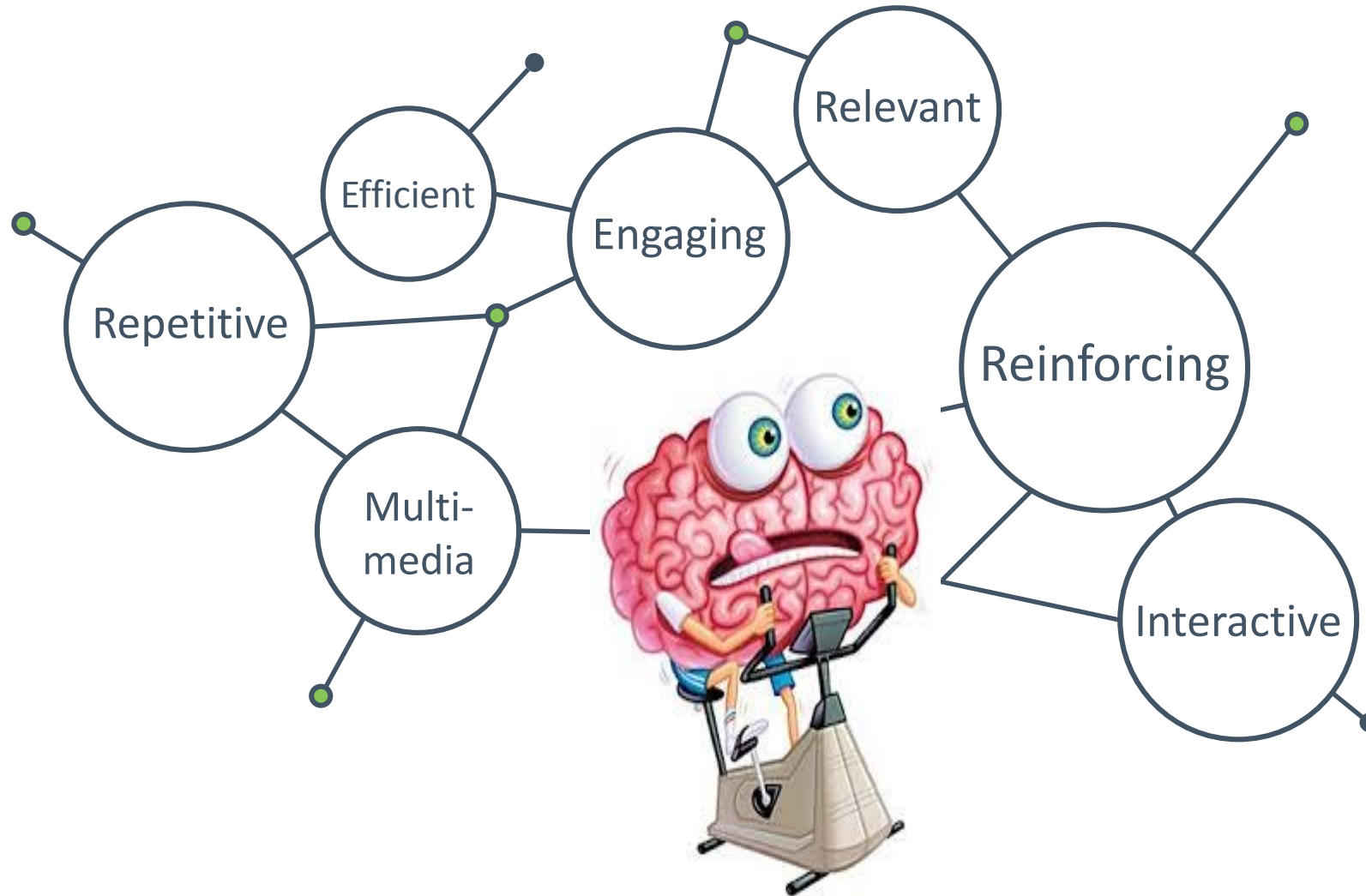
80% of
content is
forgotten
within 30 days



90% of content
is forgotten after
one year

<http://www.slideshare.net/GoGrovo/grovo-corp-microlearningtrainingtrainerplaybook>

Cerebral Cement



Why 24/7 Communications?



What is 24/7 Communications?

24/7 Communications is all about:


- Reinforcing training
- Always being “on” - 24/7/365
- Building the right behaviors throughout your workforce
- Strengthening Supervisor/Employee relationships
- Decreasing accidents, near-misses and overall results



80% of
content is
forgotten
within 30 days

Why is it Effective?

- Picks up where today's training drops off
- Utilizes and engages the Supervisor; arguably the most direct way to your employees
- Because it works



Designed around the concept of “Drip Effect” or “Drip Theory”

Let's take a look...



Team Talks



Employee Observations & Coaching



Passive Tools, Including Posters



Engaging Digital Content



Tying it All Together

When fully integrated into your training program, 24/7 Communications:

- Stops the “loss” and reverses the trend
- Greatly improves knowledge retention
- Decreases accidents and near misses
- Improves results and team morale
- Provides a coordinated message across the organization



80% of
content is
forgotten within
30 days

24/7 Communications in Action



Implementation

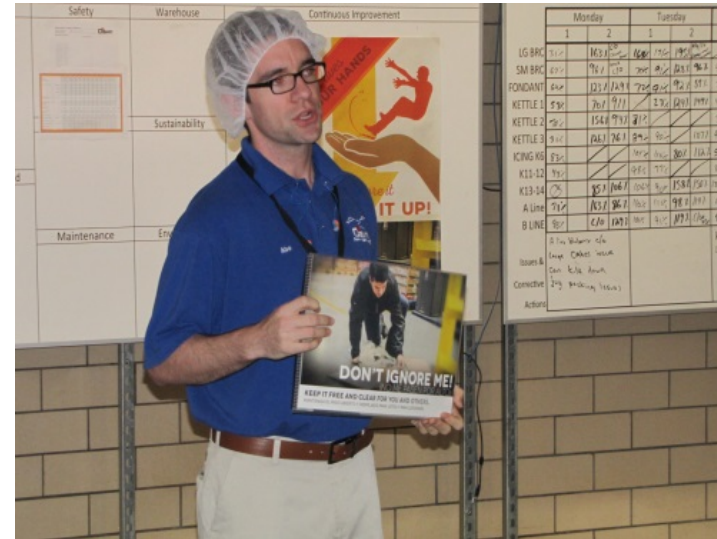
- Current state of training
- Program explained by Holly and Jeff
- What are the goals? What will they look like?



80% of
content is
forgotten
within 30 days

Team Involvement

- Preparation of supervisors and team members
- Initial training – feedback from all involved



Hands-on

- Digital content:
 - Computer/ monitor that reads media content
 - Mp4 video files on continuous loop
 - Posters placed in highly visual areas (trafficked?)
 - Player training courses scheduled with team members
 - Huddle talks
 - Coach observations



Results

Time	Total Case Injury Rate (TCIR)
General Industry Standard	7.0
Dawn Denver <i>Prior to 24/7 Communications</i> Beta (September 2015)	8.82
Dawn Denver <i>After 24/7 Communications</i> Beta (December 2015)	5.49
Dawn Denver as of March 2016	4.25



Increase of Reporting on 24/7 Communications Topic (Slips, Trips & Falls)*
20%

*Observations & Near Miss Reporting recorded in the Safety, Quality Data Management (SQDM)

Additional Insight

- Limited by number of tablets so leveraged printouts to allow all supervisors and safety committee members to participate
- Tools are very turnkey and user-friendly



Return on Investment



Training Alone is Not Enough - Poll

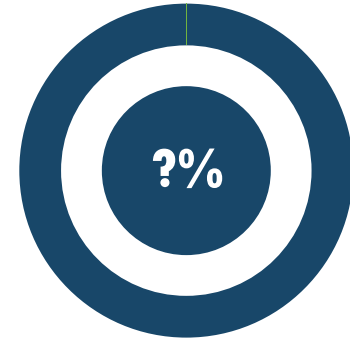


???

of content
is forgotten
within 30 days

<http://www.slideshare.net/GoGrovo/grovo-corp-microlearningtrainingtrainerplaybook>

Training Alone is Not Enough - Poll



??% of content
is forgotten after
one year

<http://www.slideshare.net/GoGrovo/grovo-corp-microlearningtrainingtrainerplaybook>

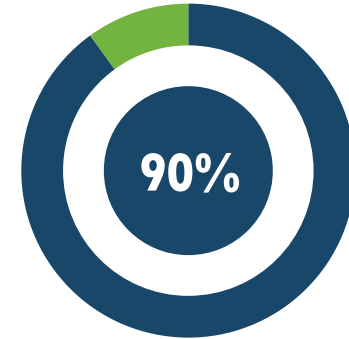
Training Alone is Not Enough



<15% of learners
successfully apply
what they learn



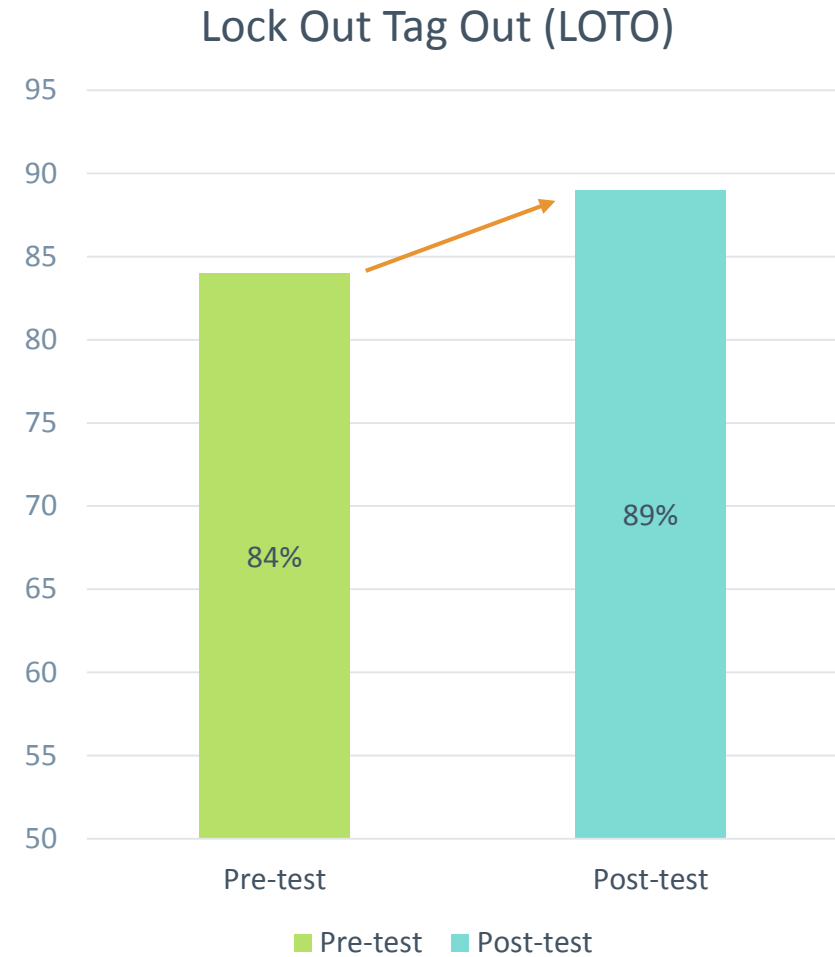
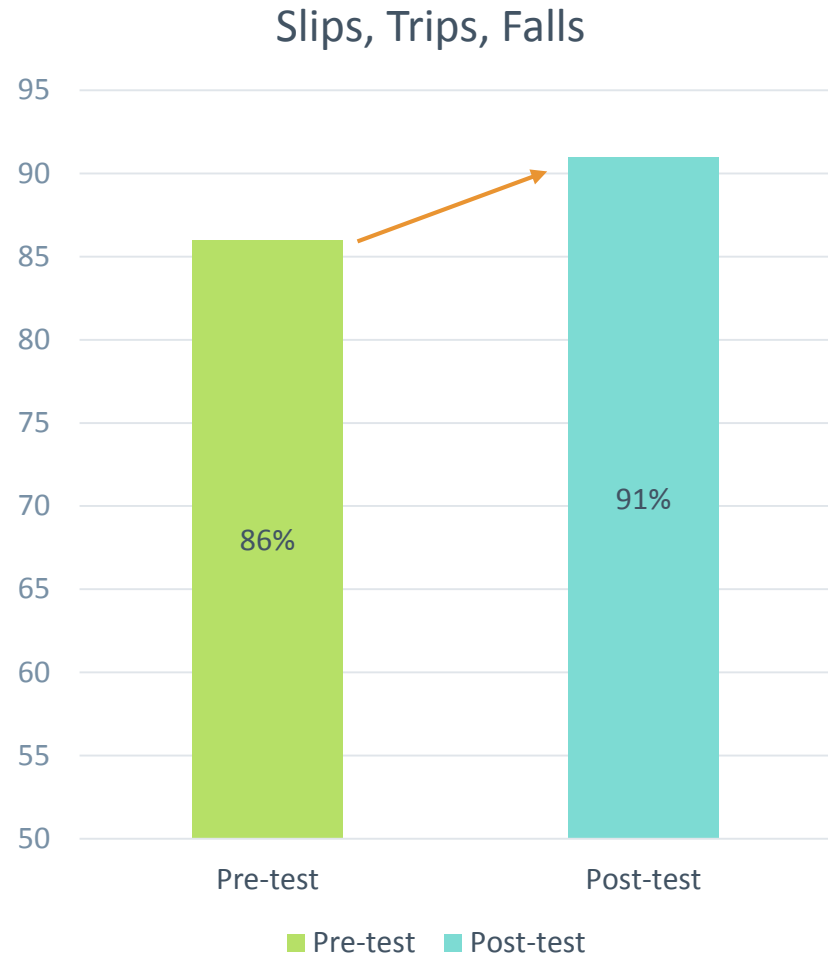
80% of content
is forgotten
within 30 days



90% of content
is forgotten after
one year

<http://www.slideshare.net/GoGrovo/grovo-corp-microlearningtrainingtrainerplaybook>

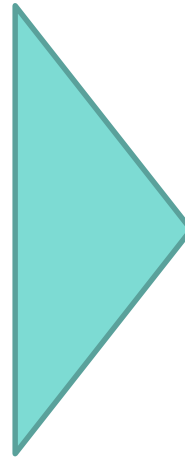
No More One and Done!



Return on Investment

Company

- Decreased turnover
- Increased productivity
- Brand protection
- Consistent quality
- Repeat sales
- Employee engagement
- Culture stability
- Safe behaviors



Community

- Self supporting
- Family provider
- Community support
- Long term employability
- Skills development
- Economic stewardship
- Health and wellbeing
- Safety proponent

Creating an Optimized Workforce

Training

Group-based / e-Learning / Kiosk
/ Create your own with Creator



Communications

High impact digital communications,
posters, and huddle guides



Coaching

Employee observation /
on-the-job trainings / SOPs



Deliver

Perform

Drive

Front-Line Culture

Food Safety

GMPs / HACCP / GFSI schemes / 24/7 audit-readiness / Supply Chain Credibility

Workplace Safety

OSHA regulatory standards / Safe behavior / Minimize risk and cost

Operational Excellence

Increasing yield and productivity through efficiency and engagement

Resource: PCQI Certification Onsite Training

BACKGROUND

- New FSMA regulations require that key personnel in charge of managing the Food Safety Plan at a company must be a “Preventive Control Qualified Individual.”
- The Food Safety Preventive Controls Alliance (FSPCA) has partnered with the FDA to develop course curriculum to meet the “Preventive Control Qualified Individual” requirements.
- Companies have a specific amount of time to comply depending on their size.
- Alchemy will offer an FSPCA-approved classroom training to be PCQI certified.





WHO SHOULD ATTEND


- QA Directors and Managers
- QA Supervisors
- Operations Managers
- SQF/BRC Practitioners and Auditors

LOCATIONS

 Philadelphia, PA
April 19-21

 Portland, OR
May 24-26

 Chicago, IL
June 15-17

 Visit link below for more details and locations

Register at: www.alchemysystems.com/PreventiveControl

Q&A



THANK YOU