Agenda

✓ Current Stats – Training’s Impact on your Operations
✓ Spring Training – Preparing your Training Game Plan
✓ Setting the Line Up – Building your Training Program
✓ Scoreboard – Managing Your Metrics
✓ Taking the Championship – Training ROI
✓ Questions?
How many of you feel your food safety training program is robust and very effective?

• Yes, I have an effective food safety training program.
• No, my food safety program needs some help.
Current Stats - Training’s Impact on your Team
Reduce Turnover

- U.S. voluntary turnover rate (US Bureau of Labor Statistics): 23.4%
- Average pay for manufacturing employee: $35,000
- Replacing an employee costs 0.5 to 5 times that employee's annual salary: $17,500
- Annual cost of turnover for a firm of 100 employees: $402,500

http://www.gallup.com/businessjournal/106912/turning-around-your-turnover-problem.aspx#3
Improve Workplace Safety

- Annual cost to US economy for workplace injuries and fatalities: $198.2 B
- Recordable illness and injuries in food manufacturing in 2013: 71,000
- Workplace injuries from employees with less than 1 year on the job: 40%
- Days away from work for non-fatal injuries: 1.3 M

* National Safety Council
**Occupational Safety and Health Administration
Increase Productivity

- 70% American workers not-engaged or actively disengaged
- $550 B Dollars in lost productivity per year

http://businessjournal.gallup.com/content/162953/tackle-employees-stagnating-engagement.aspx
Engagement Stats

Better training leads to higher engagement. Companies with more engaged employees perform better in key areas:

- Greater Customer Satisfaction (30%)
- Greater Employee Productivity (15%)
- Less Employee Turnover (26%)
- Less Employee Absenteeism (20%)

Source: “Global Trends in Employee Engagement” (North American results cited), Hewitt/Queens University
Spring Training - Preparing your Training Game Plan
Introduction
Today’s Discussion

- Identify It
- Implement It
- Prove It
- Review It
Identify It

- Competency-based
- What the employee needs to know to do their job
- Identify
  - Employee groups
  - Topics
Implement It

- Create training tools
- Keep it simple
- Keep it fun
- Delivery method = the task being taught
Prove It

• How do you know training is working?
• Go back to the competencies
• Think beyond quizzes
Review It

• Refresher training
• Go back (again) to the competencies
• Is this training (still) working?
Summary

- Identify employee groups
- Identify competencies for each group
- Develop procedures
- Create the training
- ASSESS
  - Think outside the quiz box
- Reassess for sustained benefits
Setting the Line Up – Building your Training Program
Hit It Out of the Park

100% knowledgeable
100% confident
100% of the time
Focus on your Players

Most solutions are built for **office workers**.
- Limited direct impact on safety, quality, yield & productivity
- Low risk environment
- Tenured, career tracked professionals
- English fluent
- Computer access & skills

Alchemy is built for **the production floor**.
- Direct impact on safety, quality, productivity
- High-risk, hazardous environments
- High turnover, seasonality, & temp workers
- Multiple languages & education levels
- Limited access to computers
Alchemy’s Employee Engagement Roster

The 3 most important elements of your employee engagement program:

- Training
- Reinforcement
- Compliance
Training

Learning Methods
- Interactive group learning
- eLearning
- Kiosk

Multilingual Courseware
- Hundreds of industry-focused courses
- Designed by learning experts
- Validated by regulatory & trade associations
- Verified comprehension with games & quizzes
- Customizable to meet your company needs
The Forgetting Curve

Ebbinghaus’ Forgetting Curve
(How much of something do we forget each day?)

- Very quick loss
- 20 min (58% left)
- 1 hour (44% left)... already halfway gone!
- 1 day (33% left)
- 6 days (25% left)

Day 1  Day 2  Day 3  Day 4  Day 5  Day 6

senseandsensation.com
Reinforcement

Mobile Coach App
• Coach employees with pre-set, on-the-job observations
• Provide audit-ready documentation

Digital Signage
• Reinforce key training topics with short videos
• Improve control & message quality to entire company

Huddle Talk Guides
• Empower team leads with training-coordinated guides
• Provide consistent messaging across lines and shifts

Coordinated Posters
• Reinforce training topics with strategically placed posters
• Keep critical concepts top of mind
Repetition + Reinforcement = Retention

- Intentional “booster events” that reinforce training are proven to reverse the forgetting curve
- In time, less direct reinforcement is needed for retention
- “Always On” awareness materials ensure content stays fresh and top-of-mind
Ensuring Compliance

• FSMA requires individuals be trained to carry out their food safety accountabilities

• SQF certification requires
  – Food safety must be communicated to employees (Alchemy training, huddle talks, posters, digital signage)
  – Demonstration of competency (Coach Observations)
  – Training records and registers (Alchemy Manager)

• OSHA publishes a list of objectives for each topic that must be met during training
  – Awareness of safety topics must be accompanied by unique hazards at the worksite (Alchemy Creator)

• Several states are mandating Sexual Harassment training with specific requirements on content, trainer qualifications, and length
Alchemy provides real-time tracking, documentation, and reporting to verify:

- Training attendance
- Training comprehension
- Correct application of training
- On-the-floor reinforcement and corrective actions
Scoreboard – Managing your Metrics
How many of you are measuring the effectiveness of your training?

- Yes.
- No.
Scoreboard

• Who is the program leader?

• Measure activities occur as planned

• As activities become habit, begin measuring the results
  – Impact to plant metrics
  – Learning retention
  – Survey culture
  – Competence

• Lagging versus Leading Indicators
## Scoreboard

<table>
<thead>
<tr>
<th>Who?</th>
<th>What?</th>
<th>Why?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Champion</td>
<td>Fill out set up sheet</td>
<td>Turn in for grade</td>
</tr>
<tr>
<td></td>
<td>Train Supervisors</td>
<td>100% Completion within XX time</td>
</tr>
<tr>
<td></td>
<td>Activity Sheet</td>
<td>Turn in each month – all activities complete by assigned date</td>
</tr>
<tr>
<td></td>
<td>Observations</td>
<td>Observe each supervisor deliver a huddle talk one time per month.</td>
</tr>
<tr>
<td></td>
<td>Collect all Metrics</td>
<td>Provide feedback/reinforcement</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Monthly reporting</td>
</tr>
<tr>
<td>Supervisors</td>
<td>Talks delivered weekly</td>
<td>Have employee huddle sign HG – list supervisor name, date &amp; time.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Champion collects each month and assign a grade/percent completion.</td>
</tr>
<tr>
<td></td>
<td>Observations</td>
<td>Conduct XX observations per month.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Observe employees putting into practice what they have learned.</td>
</tr>
<tr>
<td></td>
<td>Survey</td>
<td>Supervisor perception of program and materials. Feedback for improvement.</td>
</tr>
<tr>
<td>Learners</td>
<td>Pre and post-test</td>
<td>Difference in scores pre versus post</td>
</tr>
<tr>
<td>Plant</td>
<td>Survey</td>
<td>Perception of materials – improvements</td>
</tr>
<tr>
<td></td>
<td>Metrics</td>
<td>Reports on near misses, reporting, etc. – delta of before and after Comms</td>
</tr>
</tbody>
</table>
How many of you review training metrics and react to trends on a regular basis?

- Yes.
- No.
Don’t Collect Data Just to Collect Data

- Find home plate
- React to ALL trends
- Change up your game plan
- Think outside the box
- Celebrate every hit, every inning
- Determine root cause for errors
- Celebrate the wins!
Taking the Championship – Training ROI
Drive Behavior Change

“People do what you inspect, not what you expect.”

– Louis Gerstner, Jr., IBM
Increase Knowledge Retention

17% increase
knowledge retention across ALL workers

36% increase
knowledge retention among workers needing it MOST

"I recommend Alchemy training and Communications Program to every food company. It’s really helped us improve the overall quality of our product."

—Deborah Walden-Ralls
Co-owner & VP of Risk Management
Green Valley Pecan Company

https://www.youtube.com/watch?v=wehvRact9BI
Improve your Bottom Line

“With Alchemy we improved efficiency by 32% while reducing recordable injuries by 50.”
— Mark Gallamore, Continuous Improvement Manager

“We’ve had 0 HACCP deviations and 0 foodborne illnesses. It all begins with the frontline worker, and giving them the tools they need.”
— Jack Ridge, Director of Food Safety and Quality

“With Alchemy training, we are saving about $84,000 per year in reduced waste. Plus efficiency savings equate to well over $500,000 per year.”
— Randy Josephs, VP of Operations
THANK YOU