



Education and Training

14

Education and Training

Learning objectives

- Why is training important?
- How can training be done in retail food establishments?
- What should you consider when creating a training plan?
- How do you know when the training worked?

Creating a Training Plan

A good training plan involves answering the following questions:

- WHY are you doing the training?
- WHO is being trained?
- WHAT are they learning?
- WHERE, WHEN, and HOW MANY?
- HOW will you teach it?
- HOW WILL YOU KNOW IT WORKED?

How to train?

- Using Videos
- Visual Aids
- Role playing
- Training Manuals
- Discussions
- Demonstration
- Computer based training
- ON the job training

WHY are you doing the training?

- Are there any current issues that need immediate attention?
- What outcomes does upper-level management expect?

WHO is being trained?

Things to consider about the trainee:

- What department are they from?
- Are they managers or employees?
- What is their average level of knowledge, skills, and abilities?
- Are there any language barriers?
- How old are they?
- Do they have varying levels of education?

Age can make a difference

Born:	Veterans 1922-1942, 52 million	Baby Boomers 1943-1960, 73.2 million	GenXers 1960- 1980, 70.1 million	Nexters 1980-2000, 6.7 million
Work ethic	Dedicated	Driven	Balanced	Determined
View of authority	Respectful	Love/Hate	Unimpressed	Polite
Training type	Traditional Classroom	Lifelong learning Read selectively	Computer- based Interactive Read less	Interactive Technology- based Read more

WHAT do they need to know?

- Assigned duties
- Handling emergencies
- Health and hygiene
- Foodborne illness prevention
- Cleaning and sanitation
- Use of equipment and utensils
- Accident prevention
- Department SOPs and GRPs
- Customer relations
- Company policies and procedures
- Food Allergens
- How to respond to contamination events

WHERE, WHEN, and HOW Many?

- Where will the training be held?
- How much time should I spent on training segments?
 - Short sessions – 30 to 45 minutes at a time
 - Break up longer classes with activities and interaction
 - Give people a chance to try out their new skills
- How many people will be trained at a time?

How Will You Teach It?

- Keep it simple
 - Don't overload the session with information
- Have a clear goal for the training
- Make it fun
 - Use activities
 - Involve the participants
 - Use visual aids, props, computers when appropriate
- Treat everyone with respect
- Take advantage of training moments.



How Will You Know it Worked?

- How will you know that your training was effective?
 - Provide follow-up and reminders
 - Observe people doing the job
 - Retrain employees on skills as needed
 - Use written tests with caution
 - Give praise when the job is well done.



Session 14

Concepts to remember

- Training can help reduce employee turnover, lower costs, encounter fewer accidents.
- A good training plan is essential.
- Make training simple, fun, and interactive.
- Your learners make a difference in how the training should be conducted.
- Evaluate the effectiveness of the training when it's over.

Remember!

- **When creating a training plan be sure to plan for the following:**
 - Why are you training?
 - Who is being trained?
 - What do they need to know?
 - Where, when, and how many?
 - How will you conduct the training?
 - How will you know it worked?

Who is responsible for ensuring training for employees in how to prevent Foodborne Illness?

- a. Health department
- b. FDA
- c. USDA
- d. CDC
- e. PIC

Who is responsible for ensuring training for employees in how to prevent Foodborne Illness?

- a. Health department
- b. FDA
- c. USDA
- d. CDC
- e. **PIC**