

MONTHLY TIP - JANUARY 2018

Tips for Providing Effective Training

Many of us find ourselves tasked with training others to perform specific job-related skills. Such skills include general job responsibilities, paperwork, data collection, delivering praise and reinforcement, de-escalation techniques, and implementing behavior plans, to name just a few.

All too often such training takes one of two forms:

- Handing the trainee a piece of paper with the relevant information and having the trainee read it
- Telling the trainee what to do

Neither of these approaches are effective ways of teaching someone to perform a particular job skill.

Effective training involves consistently implementing the following components:

1. Instructions – The trainer provides instructions. Written instructions are preferable.
 - a. The instructions identify and define the skill(s) being taught.
 - b. The instructions identify all relevant times and places the skill(s) will be used, and materials needed to perform the skill(s).
2. Model – The trainer describes the skill(s) and models it for the trainee in a realistic role-play context or natural environment.
3. Rehearsal – The trainer allows the trainee to rehearse the skill in the role-play context or natural environment.
4. Feedback – The trainer provides feedback on the trainee's performance of the skill. The feedback:
 - a. Begins with a positive or empathetic statement.
 - b. Identifies both the parts of the skill(s) performed correctly, as well as those performed incorrectly.
 - c. Specifies how to change/improve correct performance.
 - d. Solicits questions for clarification.
 - e. Describes next actions.
 - f. Ends with a positive or empathetic statement.
5. Repeat – Steps 3-5 are repeated until the trainee performs the skill(s) successfully without assistance.

* You may notice the irony of this tip that stops at the "Instructions" step! Irony aside, hopefully it still provides some helpful information for your consideration and training endeavors!

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Miltenberger, R.G. (2008) Behavior Modification: Principles and Procedures, Fifth Edition. Belmont, CA: Wadsworth. Reid, D. H. "Working with staff to promote positive behavior support: Recommendations and common mistakes."

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BEHAVIOR SERVICES

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Upcoming Events

Behavior Conference

Monday, April 9, 2018

Marshall, MN

or

Tuesday, April 10, 2018

Brookings, SD

~Registration Now Open!~