

Job Instruction and Communication Skills

To maintain efficiency and productivity, it is essential for staff to be trained to do tasks in the right way. This course has been designed for delegates with the responsibility of instructing others, to learn how to deliver systematic and thorough practical training at the shop floor level.

Who should attend?

Those whose role involves teaching others in practical skill areas.

Course Objectives

Delegates will be able to:

- Specify the benefits of using a systematic instructional approach
- Analyse a job and develop a systematic training programme to teach the job to others
- Use and complete an appropriate set of documentation to assist in giving job instruction
- Develop an awareness of the KEY issues involved in providing excellent levels of customer service

Course Details

Duration: 2 Days
Time: 9.00 am to 4.30 pm
Location: Mtt, Bedford (Open Course)
or on Company Site

Course Cost

Standard course costs apply



Accredited Centre,

OCR Approved Assessment Centre

and  SEMTA Awards Ltd Approved Assessment Centre

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Course Content

- Course Overview
- Benefits of using systematic job instructional techniques
- Analysing the job
 - Tasks
 - Key learning points
- Documentation
 - Task Breakdown Sheet
 - Training Support Document
 - Assessment Job Sheet
 - Practical exercise
- Effective Communication Methods and Skills
- Job Instructional Techniques
- How People Learn
- Preparation for Delivery
- Evaluation and Review

NOTE: This course is highly interactive and participative with practical exercises forming a key component of the learning experience.



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