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PUBLIC RISK SOLUTIONS
MEMBER OF PARAGON INSURANCE HOLDINGS, LLC

Guide to Establishing an Effective Employee Safety Training Program

Employee training is crucial to providing a safe working environment and reducing the risk and related cost of accidents and injuries. Consider the following when developing an employee safety program:

Initial Steps

Develop a custom training plan for each department's unique needs. Since each department may use different equipment, operate different hours, and have different exposures, a customized approach is essential to an effective training program.

- **Get buy in:** Leadership buy in and support will be critical to a long term training program. Meet with each department to demonstrate training needs based on injury trends and regulatory requirements. Communicate what is expected of them and the need to reinforce the training as needed with budget support and disciplinary action.
- **Responsibility:** Determine who will manage the training program within your department. This should be someone who is capable of providing training but also someone who can seek out training grant opportunities, research vendors, manage budgets, etc.
- **Schedule:** Once you have determined what topics you need to train on, establish a day per week/month that can become a designated training time. To be successful and send the message to employees that safety is a priority, you should always stick to this plan unless there is an emergency.
- **Be Prepared to Respond:** Be responsive. If employees bring up concerns, try to address them with leadership. Be prepared to back up what concerns are identified during training with new equipment, protective gear, procedural changes, etc.
- **Reinforce:** Work with Human Resources to understand what kind of action can be taken if training is not adhered to.
- **Reward:** Be there for your employees to demonstrate your commitment beyond the training classroom. Take the extra step to provide them lunch, provide awards if possible for effort not necessarily just for results, provide refreshments on hot days in the field, ask City/Town leadership to attend training, promote your departments training efforts by recognizing them on your website or local newsletter.





Tips for Delivering Effective Training

Training should be part of new employee orientation and continue throughout the employee's time within the organization. The type and frequency will vary depending on the employee's role.

There are at least six areas to consider when developing your training program.

1. Training needs: Plan training accordingly for personnel who may need job-specific certification or employees who may require federal, state or local certifications. Keep in mind:

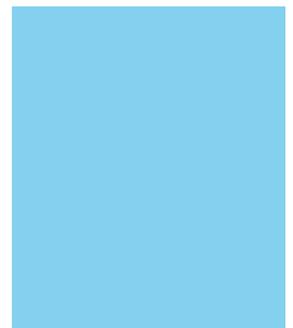
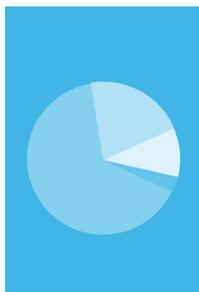
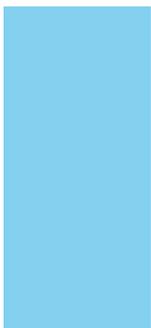
- Department-specific or job and equipment-specific safety training
- CDL requirements
- OSHA, EPA, state specific training, recordkeeping or notifications
- State law enforcement requirements
- Worksite traffic control
- Volunteer training
- Loss trend analysis and training response
- Emergency or disaster training

2. Teaching and learning principles: Take certain steps to achieve maximum retention of the safety materials you present to your employees.

- Make the training about employees and their safety.
- Deliver information in the order that maximizes understanding.
- Provide real-life examples that demonstrate the value of the information being presented.
- Use positive reinforcement and immediate corrective action to enhance motivation and encourage desirable habits.
- Recognize that everyone learns at a different pace. When possible, make accommodations for those employees who may need them.

3. Training medium: Evaluate the different methods and techniques available for administering your training program and determine which would be most appropriate for your organization. You might find different formats work for different departments.

- Classroom instruction and testing
- Videos and quizzes
- Online training
- On-the-job training
- Frequent tailgate training with teams before or after work shifts
- Professional trainers or outside conferences and seminars





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4. Implementation: Treat employees as professionals. The program must be engaging and interactive to help ensure retention of the material presented.

- Take enough time to cover the topic, but keep presentations short enough to stay interesting.
- Keep class size manageable.
- Avoid dry lectures or reading from presentation slides.
- Determine how much the class knows about the topic.
- Reinforce that this is about them.
- Instruct at the audience's pace.
- Use real-world and hands-on examples whenever possible.
- Do not present more information than your audience can master in a given sitting.
- Ask for questions and discussion, and make sure to involve numerous participants.
- Use activities that allow you to break the class into smaller groups.
- Keep the messages positive whenever possible.

5. Evaluation: Ask for feedback and evaluate participants to make sure that the information is being presented effectively and being retained.

- Distribute evaluation forms asking for feedback on the material, the presenters and the length of the presentation.
- Observe how the class is reacting to certain parts of the presentation.
- Provide a quiz or way to measure the audience engagement and retention.
- Track attendance to identify employees who still need to participate.
- Review accident and incident rates following the training to determine what areas may need to be covered again and which areas were covered effectively.

6. Recordkeeping: Determine if you are reaching everyone within your organization, and make sure you are in compliance with regulatory agencies and meeting your organization's goals. Ensuring that everyone has gone through required training also provides some protection against potential litigation.

- HR should maintain new employee-orientation training lists.
- Job-specific training should be maintained by those department heads.
- Every person should have a safety training file.
- Use attendance sheets for group training sessions.
- Develop a system to ensure training is provided in a timely fashion.
- Develop a system of incidents that would trigger the requirement for "refresher" training.

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