



# **A Template for Keeping Your Employees Trained**

# Introduction

- John Nelson – Director of Safety and Training for Russell Reid Waste Hauling and Disposal
- 20 years in the waste hauling and disposal industry.
  - 10 years in Hazardous Waste Industry
  - 10 years in Non-Hazardous Industry

# Russell Reid Waste Hauling and Disposal

- Business started in 1964 as Mr. John Company
- Acquired Russell Reid Septic Company in 1981
- We currently employ 250 employees in seven locations

# Service Area

- New York and Philadelphia metropolitan areas



# Agenda

- Benefits of training
- Required training
- Job specific training
- Training topics
- Responsibilities
- Adult learning
- Training resources

# Benefits of Training

- Staying competitive is the key to sustainability.
- Training your staff is essential to achieving that goal.

# Benefits of Training

- Increase job satisfaction and morale among employees
- Increase employee motivation
- Increase efficiencies in processes
- Reduce employee turnover
- Risk management, e.g., safety training, diversity training

# Ongoing Training

- Regular training is an investment that helps employees develop their careers while giving your business a highly skilled workforce and a competitive advantage in the market.



# What if they leave after I train them?

- "The only thing worse than training your employees and having them leave, is not training them and having them stay."

Henry Ford

# Required training

- DOT Regulations (Hours of Service, Drug and Alcohol, Vehicle inspections)
- OSHA (Confined Space, Hazard Communication, Excavation Safety)
- EPA/State Environmental Departments (Transportation and Disposal of Waste)

# Job Specific Training

- Vacuum truck operations
  - Septic tank pumping
  - Grease trap cleaning
- Jetting
- Customer service

# New Hire Orientation Training

- Sexual Harassment
- Seatbelt Policy
- Cell Phone Policy
- Paperwork
- Vehicle Inspection
- Hours of Service
- Hazard Communication

# Responsibilities

- It is important that the employee and the employer understand their responsibilities and make every effort to achieve the objectives of the training.

# Definition of Training

- Training involves an expert working with learners to transfer to them certain areas of knowledge or skills to improve in their current jobs
- Communication is 100% the responsibility of the person offering the message.

# Communicating

- Explain to them what they are going to learn
- Ask them to tell you what they think they are there to learn
- Ask open ended questions
- Ask them what they learned

# Adult learning

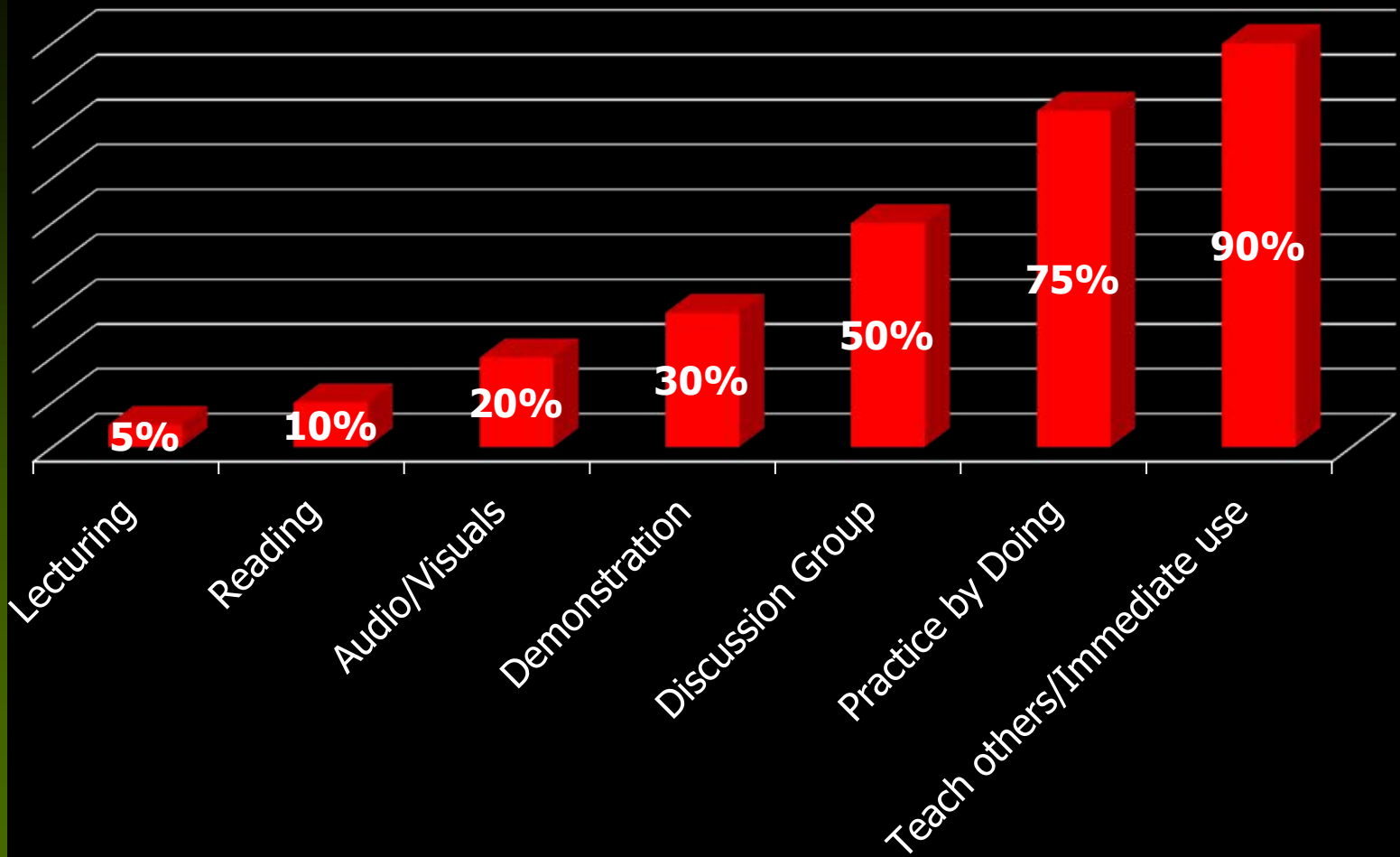
- Adults learn best when:
  - they want to learn and have clear objectives
  - they see the value of immediate use for what they are learning
  - their experience and knowledge is recognized and can be used in the learning process



# Retention rates

|                            |     |
|----------------------------|-----|
| Lecturing                  | 5%  |
| Reading                    | 10% |
| Audio/Visuals              | 20% |
| Demonstration              | 30% |
| Discussion Group           | 50% |
| Practice by Doing          | 75% |
| Teach others/Immediate use | 90% |

# How much do we retain?



# Training Adults

- Different types of learners
  - Visual learners
    - Give them something to read
  - Audio learners
    - Just tell them
  - Tactile learners
    - Let them touch it, feel it

# Training Adults

- Tell them
- Show them
- Let them tell you how it is done
- Let them do it
- Evaluate and give them guidance

# Training Resources

- [www.fmcsa.dot.gov](http://www.fmcsa.dot.gov)
- [www.osha.gov](http://www.osha.gov)
- [www.nawt.org](http://www.nawt.org)
- [www.psai.org](http://www.psai.org)
- [www.nowra.org](http://www.nowra.org)

# Training Resources

- Workers Compensation Insurance Company
  - Videos
- Vendors
  - [www.satelliteindustries.com](http://www.satelliteindustries.com)
  - [www.gardnerdenver.com](http://www.gardnerdenver.com)
- Outside companies
  - J.J. Keller
  - Business and Legal Resources

# Training Resources

- Create your own material
  - Playbook (A “How to book” for each task)
  - Employee handbook

# When to train

- When employee is hired
- New equipment is introduced
- Required recurring training
  - Required by regulations



# Scheduling

- For new hires OJT
  - Give new hire a copy of training schedule
  - Who is training them
  - Subjects they are supposed to learn
  - Document all training
- For existing employees
  - Set up a schedule with topics
    - Every month, quarter, etc.
    - Document with sign in sheets

# Scheduling training

- Where can I find the time to do all of this?
- We are always busy.
- You are never too busy to improve your employee's skills

# Questions?