



Job Instruction Training (JIT)

» Controlling Your Workers' Compensation Costs Through A Better Work Environment

Job Instruction Training (JIT) is a logical outgrowth of Job Hazard Analysis. It is a proven technique for teaching new skills and safe, healthful work habits faster and more effectively. All new employees and those transferred to new jobs should receive JIT.

One of the first steps is trainer selection – preferably a supervisor or a skilled person within the department.

Regardless of who is selected, the trainer should:

- Know the job in question thoroughly
- Have leadership skills
- Have a desire to teach others
- Be friendly and cooperative
- Have a professional attitude toward the job and other employees

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Prepare to Instruct

- **HAVE A TIME TABLE:** How much skill should the trainee have by what date.
- **BREAK DOWN THE JOB:** List important steps and key points (safety is always a key point). Use a Job Hazard Analysis (JHA) breakdown to locate and identify hazards.
- **HAVE EVERYTHING READY:** The right equipment, materials and supplies should be in place and ready to go.
- **HAVE THE WORKPLACE PROPERLY ARRANGED,** just as the trainee will be expected to keep it.

Write the steps of each job in sequence, noting the safest, most efficient way. A thoroughly prepared Job Hazard Analysis will provide much of this.

Estimate how long a JIT session will last. Allow enough time in your schedule, depending on the complexity of the job and the trainee's previous knowledge and experience.

How to Instruct

Job Instruction Training should proceed in four steps—often referred to as the Four-Point Method.

1. PREPARE THE WORKER

- Put the trainee at ease
- Define the job and find out what is already known about it
- Get the employee interested in learning the job
- Place yourself in the correct position

Since this is a one-on-one experience, start by putting the worker at ease. Explain all responsibilities and procedures. Show the employee how the job contributes to the overall work of your firm—how it fits in. Emphasize the need for quality, production and safety.

2. PRESENT THE OPERATION

- Tell, show and illustrate ONE IMPORTANT STEP at a time
- Stress each KEY POINT (Safety is ALWAYS a key point)

Position yourself alongside the trainee so that he or she will see the job as it is done and not in reverse. Demonstrate and explain as you're doing the job. Ask the trainee to explain the process to you. If something has been missed or misunderstood, go back over it at once.

Demonstrate the use of all required personal protection equipment and tell why machine guards are important. Explain thoroughly all personal safety regulations. Encourage the employee to ask questions. Training should reflect intelligent conversation, not a sermon.

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Reducing Your Risk of Loss

Prepare to Instruct continued

3. TRY OUT PERFORMANCE

- Have the employee do the job – provide coaching and correct any errors
- Have the employee explain each KEY POINT to you during the process
- Make sure the worker understands
- Continue until YOU know the worker fully understands

Once you're sure the trainee understands the operation, it's time for a tryout under your careful supervision. As he or she performs the operation, have the worker explain each step, including the reasons "why" things were done. If the employee makes mistakes, explain calmly how to do things right. Work patiently with the employee until each step is mastered.

4. FOLLOW-UP

- Let the employee work independently
- Designate a person to go to for assistance
- Check frequently, encourage questions
- Taper off extra coaching and close follow-up

Job Instruction Training is a continuing process. Follow-up from time to time to be sure things are going well. Be sure the new employee knows where to find help.

Reduce Your Risk for a Loss

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