

How to Provide Effective Training

Design, Deliver, and Make It Stick

Presented by:



Megan Silcott
Safety Consultant

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OSHA requires safety training in many of their regulations. Safety training is used to educate and address many hazards. If you are investing the resources in training, you want to make sure it's effective and is appropriate.



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Objectives

After today's session, you will know:

1. How to design effective training
2. How to choose the right delivery method
3. How to evaluate the impact of training

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Objectives: Start with the End in Mind

- Clarify the purpose of the training at the beginning
- What do you want your audience to know, feel or do after?
- Bullet points or write more specific objective

Example: By the end of this 90-minute session, participants will be able to identify and explain the three key components of an effective safety observation program with 90% accuracy on a post-training quiz.

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Set SMART learning objectives

S.M.A.R.T. = Specific, Measurable, Achievable, Relevant, Time-bound

Here's a breakdown:

<u>SMART Element</u>	<u>Description</u>	<u>Example</u>
Specific	Clearly define what the learner will do.	"Identify the 5 steps in the Lockout Tagout procedure."
Measurable	Progress or success can be observed or quantified.	"Score at least 80% on the safety quiz."
Achievable	Realistic given time, resources, and learner ability.	"Complete the forklift safety module in 1 hour."
Relevant	Aligned with job duties or performance improvement.	"Improve machine guarding inspections for maintenance staff."
Time-bound	Includes a clear deadline or timeframe.	"Demonstrate proper PPE usage by the end of today's training."

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Know Your Audience

- Identify the experience level, job role, and learning preferences of participants



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Know Your Audience

1. Experience level

- Beginners, intermediate, or experts

2. Job role

- Tailor content for frontline workers, supervisors, or executives

3. Learning preferences

- Visual (diagrams, videos)
- Auditory (discussions, lectures)
- Kinesthetic (hands-on demos, case studies)

Use a COMBINATION of all 3 to include all participants

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Know Your Audience

Ensure the content is relevant and practical for the audience

- Align topics with real-world scenarios and industry challenges
- Use examples that resonate with the audience's day-to-day work



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Choose the Right Delivery Method

Select the Best Format

In-person

- Classroom/Lecture/Demonstrations
 - Toolbox talks
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- New hire safety orientation (1-2 hrs)
 - Toolbox talks (10-15 min)
 - Regulatory compliance – OSHA (2-4 hrs)
split into sessions with breaks if longer than 2 hrs
 - Hands on- (2-6 hrs) - include breaks –
might need to split into several days



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Choose the Right Delivery Method

Virtual

- Zoom or Teams sessions
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- Consider shorter blocks

E-learning

- Online modules (LMS based)
- Interactive quizzes and videos



Match the method to your training goals and audience needs

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Choose the Right Delivery Method

Consider Accessibility and Technology

- Are there technology limitations or possible connectivity issues?
 - Outdated or incompatible devices
 - Unstable internet connection
 - Firewalls
 - Different comfort levels with technology – participants may struggle with logging in
- Have you ensured accessibility for all participants (captions, mobile access)?

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Use Engaging Techniques

Interaction

- Consider starting with Icebreakers
 - Acts as the first attention grabber of the class
- Incorporate quizzes, polls, and knowledge checks
 - Opinion Polls
 - “Do you agree with this strategy?”
 - “Which option would you choose?”
 - Knowledge Check Polls (T or F)
 - “Which of these is correct?”
 - “What does this term mean?”
 - Prediction Polls (make a prediction)
 - “Which trend will grow fastest?”



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Use Engaging Techniques

Interaction

Poll Tools



Mentimeter

- Best for professional presentations & conferences
- Great for large audiences

Slido

- Best for meetings & hybrid events
- Great for workshops

Kahoot!

- Best for classrooms & fun environments
- Competitive & fun

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Use Engaging Techniques

Interaction

- Use breakout groups for collaboration and discussion.
- Integrate role-playing and hands-on activities.
- Encourage active participation throughout the session.
- Make eye contact with your audience.



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Use Engaging Techniques

Interaction –
Designing Your Room to Make
Activities Work Best

U-shaped Style

- Ideal for interaction between you and the learners
- You remain the center of attention
- You can get close to each learner and maintain eye contact
- Not ideal with large groups



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Use Engaging Techniques

Interaction –
Designing Your Room to Make Activities Work Best



Boardroom Style

- Best for small groups where discussion is the focus
- You will always be behind someone in a full room
- No defined focal point in the room

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Use Engaging Techniques

Interaction –
Designing Your Room to Make Activities Work Best

Classroom Style

- Good for large groups
- Good for classwork
- Not much interaction between learners



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Use Engaging Techniques

Interaction –
Designing Your Room to Make Activities Work Best

Banquet Style



- Ideal for interaction between learners and small groups
- You can move around the room and interact with learners
- Can be used for large groups but can accommodate more people using a different layout
- Some will have their backs to you or to the content

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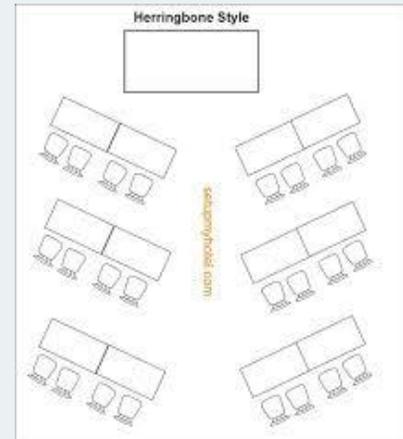
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Use Engaging Techniques

Interaction – Designing Your Room to Make Activities Work Best

Herringbone Style

- This arrangement can make smaller rooms easier to move around in
- Learners against the wall may not be able to move out of their seats with a full row



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Use Engaging Techniques

Visuals & On-The-Job Examples

- Use diagrams, infographics, and videos for clarity.
- Share real stories, case studies, and incident examples.
- Tailor examples to the audience's industry or roles.
- Connect content to real-life situations for better retention.

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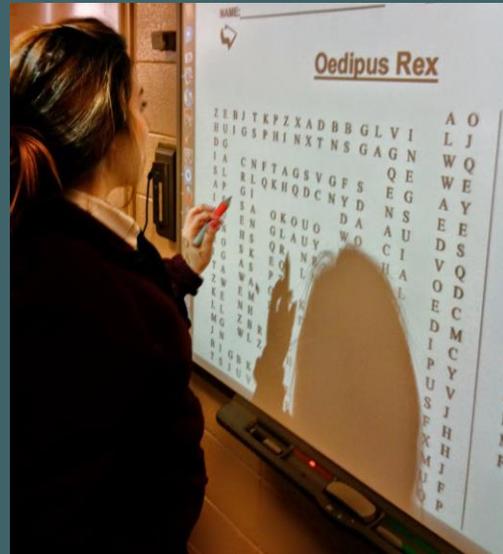
Practice and Application

Make it Stick

- Include realistic scenarios, case studies, or simulations
- Design activities where learners apply skills immediately
- Learners retain more when they do, not just listen

Example Applications:

- Role-playing a customer interaction
- Troubleshooting a sample software error
- Practicing a safety procedure with mock equipment



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Practice and Application

Effective Feedback

Feedback should be:

- Timely – right after the activity
- Specific – explain what was done well or needs correction
- Actionable – guide how to improve

Use a mix of: Instructor-led feedback, Peer review, Self-checks

Example Feedback Tools:

- Digital polls or quizzes with immediate scoring
- Group debrief after an activity

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Evaluating the Impact of Your Training

Assessing Learning

Use multiple methods to check what learners have retained and can apply:

- Knowledge Checks (quizzes, tests)
- Observation during hands-on activities
- Post-training assignments or projects
- Supervisor feedback on on-the-job performance



You should align your evaluation with the learning objectives

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Evaluating the Impact of Your Training

Gathering Feedback to Improve



Collect feedback on the training experience itself, including:

- Training content clarity
- Trainer effectiveness
- Relevance to job roles

Methods:

- Post-training surveys (anonymous = honest)
- Brief interviews or group discussions
- Follow-up surveys after 1–3 months

It is helpful to ask:

“What part of the training helped you the most? What could we improve?”

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Follow-Up and Reinforcement

Post Training Reinforcement Plan

Learning doesn't end at the session — it needs follow-up:

- Scheduled follow-up emails with key takeaways or tips
- Refresher courses or microlearning modules
- On-the-job coaching or check-ins
- 30/60/90-day follow-ups to track progress



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Follow-Up and Reinforcement



Ongoing Access to Support and Resources



Ensure learners aren't left on their own:

- Access to training materials, guides, and FAQs
- Clear point of contact for questions
- Online resource hub or LMS with self-paced support
- Peer mentors or discussion groups

It is helpful to ask yourself:

Can learners find help when they need it after training?

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Think about one upcoming training you're delivering:
What's one change you'll make to improve its effectiveness?

Great training isn't an event — it's a process. Plan it. Practice it. Reinforce it.



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Key Takeaways

Plan with Purpose

- Align training goals with job-specific outcomes

Engage Learners

- Use active methods, not just passive slides

Practice & Apply

- Let learners do, not just listen

Evaluate Results

- Measure learning and gather feedback for next time

Reinforce & Support

- Follow-up ensures training sticks

Give Feedback

- Timely and specific feedback drives improvement

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Questions?



Megan Silcott
Safety Consultant
614-890-0800 ext. 217
msilcott@safex.us
www.safex.us