



Roadmap to Successful Remote Training

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Overview of Session

- Remote training challenges
- Case study one
- Case study two
- Lessons learned
- Summary

Remote Training Challenges





Challenges during the pandemic

In many organizations workers were sent home to work remotely.

Employees continued to require training.

Prior to Covid, remote ergonomics training primarily focused awareness of a topic.

Trainees not familiar with the use of new and emerging technologies to support remote learning.

Common questions regarding synchronous remote training

Can remote training address be used to enhance skill acquisition?

Can previously delivered in-person topics be conducted remotely?

Can training be delivered for multiple sites at the same time?

Can we give effective feedback on physical tasks remotely?

How does training have to change to remotely deliver it effectively?

Can we keep people engaged people engaged remotely?

Preparing to train remotely

- 1. Training Development
- 2. Training Preparation
- 3. Training Delivery

Case Study One

KOHLER

- Multi-national organization.
- MSI incidents increasing.
- Ergonomic awareness and maturity varied.
- Business streams varied.
- Model to develop local teams.
- Site access limited due to COVID restrictions.

Training Development

Step One: Review of incident data – pre-pandemic and 12 months after start of pandemic.

- Allowed for selection of key sites and business streams to focus on.
- Highlighted nature of injuries and severity.
- Highlighted where in the facilities, we should target

Step Two: Meetings with health and safety leads - to determine current site challenges

- Long working hours due to Covid – overtime characterized most sites
- Demand for product was very high

Step Three: Determine level of maturity related to ergonomics

- Some sites had safety staff trained in ergonomics and were applying ergonomics into the facility on a limited basis
- Most sites had very limited ergonomics knowledge past the safety advisor at the site level

Training Development

- Key Decisions:
 - Education and training would need to be introductory in nature focusing on key principles and strategies to address them.
 - Analysis tools needed reflect the MSI risks within the facilities
 - Each site would select key members for team from the following areas:
 - Employee representatives
 - Supervision
 - Engineering
 - Safety
 - Each site would select 2 case studies considered a priority within the facility– to apply the tools, generate solutions and apply change process.
- An initial training session would be conducted as a pilot training and then it would be revised based on attendee feedback.

Training Prep



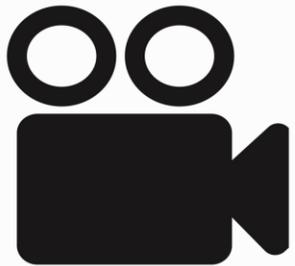
Setting the stage – highlighting data reflecting the need to address ergonomics at a local level

Customization - slides and examples so content was relevant

Selection of analysis tools – easy to understand and visual

Generation of a solutions guide - to assist participants with solution generation

Training Prep



- Customization - sites forwarded video, pictures and any supporting documentations on the jobs/tasks selected
 - Guidance of preparing videos and pictures
 - Physical demands analysis
 - Employee concerns related to the tasks

Analysis Tool Selection



- MSD Screening tool
- RULA
- REBA
- Liberty mutual calculators

Solution Guides



Training Delivery

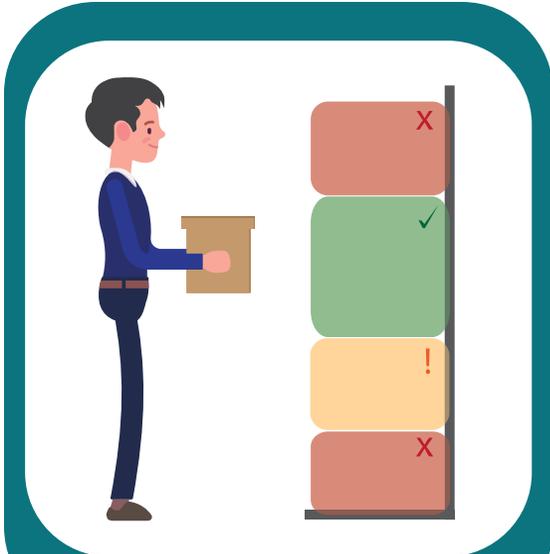


- Length - 4 hour
- Scheduled breaks every hour
- Breakout activities facilitated interaction and movement
- Identified a facilitator for each site
- Summarized key learnings at end/beginning of each session
- Debriefed what worked and didn't

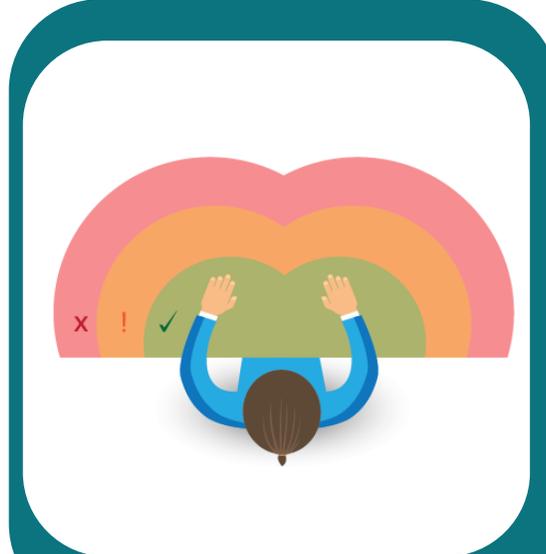
Pilot Program Findings

- Session length was appropriate.
- Sessions needed to have clear goals, objectives and expectations.
- Facilitators were critical to ensure attendees were applying concepts appropriately.
- Whenever good visual aids could be provided, it aided learnings
 - Motion caption analysis
 - Visual representation of principles and concepts
- Time to be out on the floor could be reduced if groups prepared with good video prior to sessions.
- Collaboration and sharing between sites needed to build on good communication tools – mics and video.
- Analysis tools needed to be adjusted to aid understanding and application.
- Reinforced that sites would be supported by ergonomists.

• KEY ERGO PRINCIPLES •



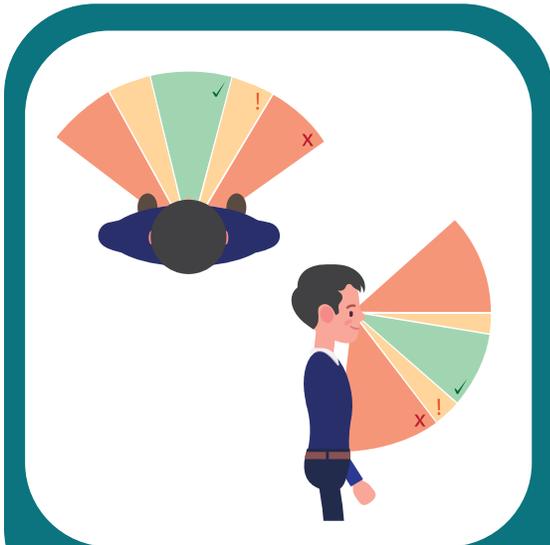
Keep it off the floor



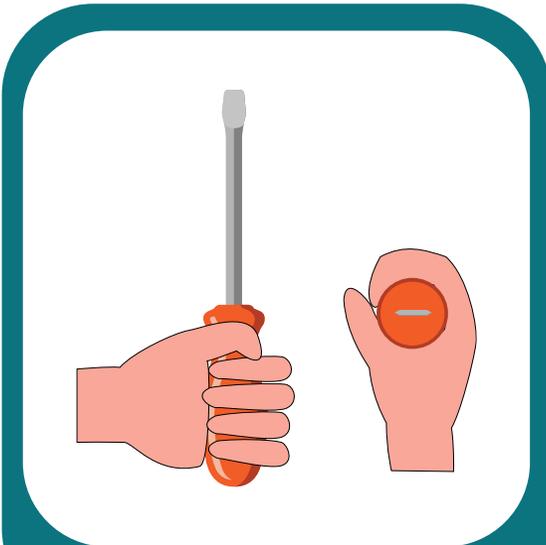
Keep it close



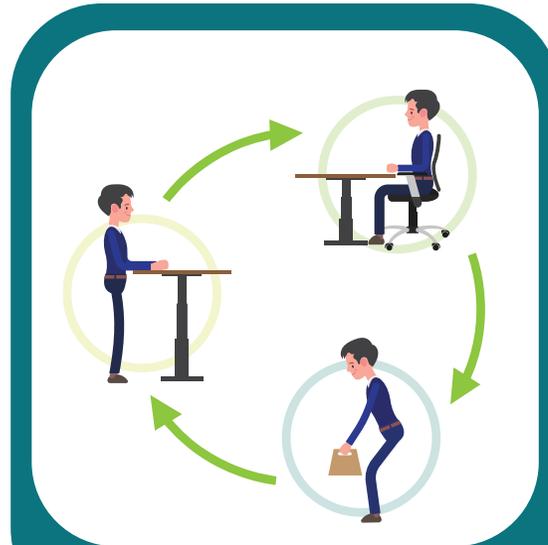
Hands below shoulder



Look straight ahead



Get a good grip



Change it up

Department:

Job Title:

Location:

Date:

Keep it off the floor

- Use lift assist devices
- Minimize floor level work (use tables, benches, and stands)
- Place commonly handled and heavy items at waist height
- Limit lifting more than 23kg (50lbs) by hand
- Use a partner, ideally close to your size and strength
- Bend at your hips
- Keep the object close to your body or between your legs
- Allow the body to recover by switching activities.



Keep it close

- Arrange your workspace so commonly used or heavier items are directly in front and close to your body
- Perform the most frequent tasks closest to your body
- Move unused items away to create a clutter-free and easy-to-use workspace
- Take a minute when you start work to move things where you want them
- Move your feet so your spine doesn't have to twist



Hands below shoulder

- Stand on a raised surface or platform to reduce the actual working height. This will help your shoulders and neck
- Some tools can use extensions to do the reaching for you
- Use temporary clamps or fasteners to hold objects in place and allow you to use both arms for your work
- Light-weight tools will reduce the overall load on your shoulders if you must work overhead
- Find other tools/assists to limit overhead work



Look straight ahead

- Set up your workspace to look straight ahead
- Characters or graphics on a screen can be enlarged, or the work can be better lit so you can easily see
- Reducing glare lets you see better and helps prevent sore eyes
- Position computer screens and objects requiring visual attention at or below eye level to match your vision and the task
- Adjust the distance of your work or screen to about an arm's length from your eyes



Get a good grip

- Arrange your work so your wrists are in a strong, natural position when performing gripping tasks
- Choose a tool that matches the task. Bend the handle, not the wrist
- Replace or modify tools that don't fit your hand, are slippery, vibrate, or dig into your hand
- If the task requires one hand to hold an object for the other to work on it, use a tool or clamp to secure it, freeing your other hand
- Repair or replace tools that have strong vibration or kickback



Change it up

- Design work so that there are working rests, micro breaks and different activities built in that allow the body to recover
- Even a seemingly light task, like using a computer mouse, needs recovery time built in
- Organize your day to include a range of different tasks. Switch between tasks that load different parts of the body
- Job rotation should not be the only fix for MSD hazards. Work to eliminate or reduce the hazards



Project Status

- Conduct first in-person session June 2022
- Some participants will still attend virtually
- 1-day refresher for ergo teams to highlight program elements, expectations address application and interpretation of analytic tools.
- Support ergo teams with access to certified ergonomists

Case Study Two



Case Study Two



Continuing Care Safety Association

The CCSA has internal staff who were providing body mechanics training in person and remotely, and were looking in incorporate video analysis technology in to their existing training.

A number of topics were to coverered with their internal staff;

- Review of body mechanics using their existing training.
- The use of video analysis technology.
- Tips on training remotely



Training Development

A review of existing training materials was completed.

Discussions were held with the client to determine what knowledge attendees needed to gain, and how much time they would require to complete practice items between sessions.

This training was presented in 3, 2 hours sessions, 1 month apart. The time in between sessions was required as attendees had items to complete and submit. Extra time was required to allow for operational constraints.

You need a Champion – AKA a Facilitator



A local facilitator/moderator/champion is a must!

Prior to training utilize your facilitator to:

- Confirm what technology that is present in the training facility.
- Confirm they are comfortable with troubleshooting if necessary.
- Complete a dry run with the presenter on the platform that will be used, in the room training will occur (if it is a group session).

Training Preparation



The delivery platform was Zoom.

The same contact helped answer questions during the training development, and preparation for the training delivery.

There were no hands-on activities occurring during the training, so a decision was made not share the slides with attendees ahead of time.

Training Delivery



Find a dedicated quiet space while you are online.

The use of a headset can help manage background noise, which may be distracting.

Turn off programs such as Outlook which may have pop-up notifications.

Manage your available wi-fi.

Have your camera on for introductions and Q&A at the end.

Training Delivery - Have an Icebreaker



Including introductions and an ice breaker is still important when teaching remotely.

Benefit include:

- It will feel more like an in-person class.
- You will start to build a relationship with your attendees.
- Participants should feel more comfortable to ask questions and actively participate once they have spoken the first time.

Training Delivery



Turn camera off while presenting. This saves on bandwidth and is less distracting.

Ask the remote sites to use mute to avoid audio feedback.

Encourage the remote sites to unmute themselves as necessary to ask questions.

If you do not like using presenter mode on PowerPoint, consider having a hard copy of the slides.

Training Delivery – Engaging Participants



Plan on asking if there are any questions at regular intervals. Remember that the remote sites will need a bit of time to unmute themselves to be able to respond.

If the participants are quiet, have the local contact either encourage questions or ask some for the class.

Call on specific attendees rather than asking ‘Does anyone have any questions?’ People are more likely to speak if asked directly. In a smaller class you will have the opportunity to call on everyone.

Using video to provide feedback

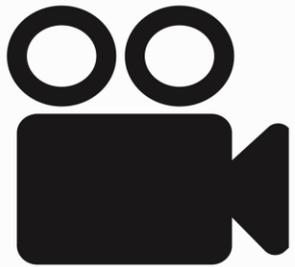
Video feedback has been used in sports for years.

Recording an activity has many benefits;

- Participant can see themselves.
- The activity can be viewed in slow motion.
- The playback can be paused.
- The video can be shared, or viewed at a later date.
- The video can be analyzed using postural analysis software.



Video Training Prep



Using video to view participants complete activities remotely can allow a trainer to view the hands-on activities without being in the same place.

Preparation for watching activities remotely during training is essential.

1. Local facilitator is required to take the video.
2. Method to collect and share the video must be tested.
3. Consider other logistics - is it possible to video, does your collective agreement allow for attendees to be video taped?

Using Video During Training



Before starting the activity to be video-taped, be sure attendees are comfortable with that activity.

Confirm consent without anyone who will be taped.

Make sure they understand that the video will only be used for the current training, and no other purpose.

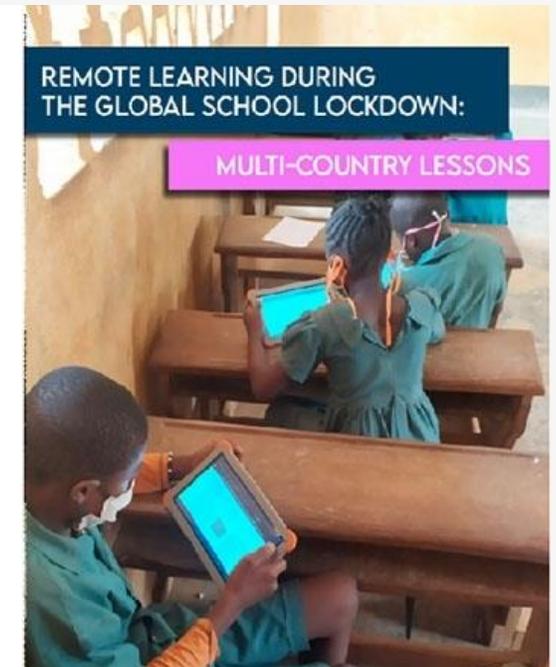
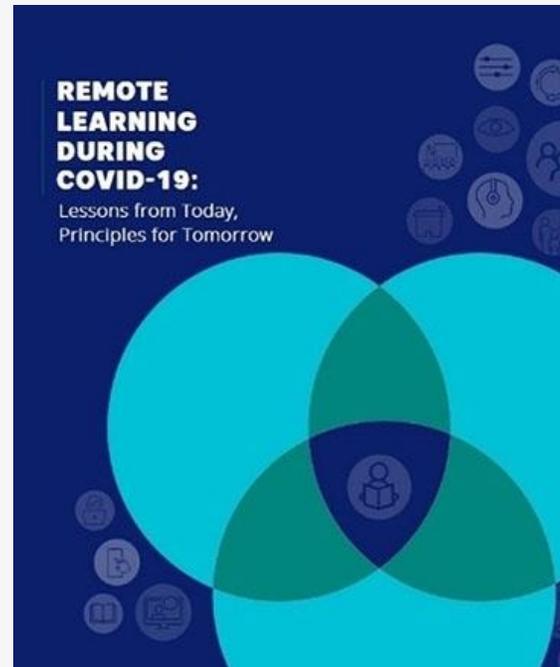
It is best if the playback can be watched by the instructor and attendees together, allowing the instructor to provide feedback.

Key lessons from the literature

Availability of technology is a necessary but not sufficient condition for effective remote learning

Teachers are more critical than ever

Education is an intense human interaction endeavor



Key lessons from experience

- Need to understand your target audience.
- Dry runs for the technology are highly recommended.
- An onsite facilitator are needed before and during.
- Attendees need to be engaged by the trainer.
- Length of training and breaks need to be adjusted.
- Successful remote training IS possible!

Questions?

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