



JOB INSTRUCTION

STEP 1 – PREPARE THE WORKER

1. Put the person **AT EASE**
2. State the **JOB**
3. Find out what the person **ALREADY KNOWS**
4. Get the person **INTERESTED** in learning the Job
5. Place the person in the correct **POSITION**

STEP 2 – PRESENT THE OPERATION

1. **SHOW** the operation
2. Tell, show **IMPORTANT STEPS**, one at a time.
3. Do it again, stressing **KEY POINTS**
4. Do it again, stating **REASONS** for key points

Instruct clearly, completely and patiently; don't give them more than they can master at once.

STEP 3 – TRY OUT PERFORMANCE

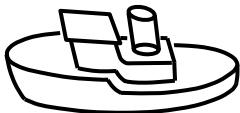
1. Have the person **DO THE JOB**; correct errors
2. Have the person explain each **IMPORTANT STEP** as they do the job again
3. Have the person explain each **KEY POINT** as they do the job again
4. Have the person explain the **REASONS** for each Key Point as they do the job again

Make sure the person understands.
Continue until YOU know THEY know.

STEP 4 – FOLLOW UP

1. Put the person **ON THEIR OWN**
2. Designate **WHO** the person goes to for **HELP**
3. Check on the person **FREQUENTLY**
4. Encourage **QUESTIONS**
5. **TAPER OFF** extra coaching and close follow up

**IF THE WORKER HASN'T LEARNED,
THE INSTRUCTOR HASN'T TAUGHT.**



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HOW TO GET READY TO INSTRUCT

1. Make a Time Table for Training

Who to train...

For which work...

By what date...

2. Break Down the Job

List **IMPORTANT STEPS**

Answers “What do I do next?”

Logical advance of the work

Something is transformed

Maximum 8

Select **KEY POINTS**

Answers “How do I do it correctly?”

Safety matters are always Key Points

Tips or Tricks

Knack

Tolerances

State **REASONS**

Answers “Why do it this way?”

Law or policy

Consequence when you don’t do the step correctly

3. Get Everything Ready

The proper equipment, tools, materials and whatever else is required to aid instruction

4. Arrange the Worksite

Neatly, as in actual working conditions