Training Employees to
Follow Protocols – A Checklist

Have you selected the right steps for training employees? Does training provide skills for your employees to work to their full potential and achieve a high level of protocol compliance?

Let's consider how you plan and do new-employee training and experienced-employee re-training. Compare your actions with the standards in this checklist. When making this evaluation, I like to use these scores:

1=never, 2=seldom, 3=often, 4=usually, and 5=almost always.

_____ 1. I keep each training session focused on a single skill.

_____ 2. I keep training sessions short. Less than 15 minutes is preferred.

_____ 3. I use the actual equipment for the job at the normal job site for training.

_____ 4. Using the work-site protocol as a guide, I (or an experienced employee) **demonstrate** the skill for the employee. I answer their questions about what I am doing.

_____ 5. I give the employee an opportunity to **practise** the skill just demonstrated.

_____ 6. I (or an experienced employee) observe the employee's performance and compare it to the protocol standards (**evaluate).**

_____ 7. When the employee's performance deviates too much from the protocol standards, I repeat the cycle of demonstrate-practise-evaluate until the employee's performance is satisfactory.

_____ 8. I use the protocols to both train new employees and to re-train experienced employees.