

# How to Instruct

*Practical methods to guide you in understanding instructing personnel in new jobs or skills.*

## **Before you Begin:**

1. Have the skills matrix and Job Instruction Sheet. Be Clear about what the learner must be taught in order to do the job efficiently, safely, with the specified quality and with an eye for continuous improvement.
2. Have the right tools, equipment, supplies and material ready.
3. Have the workplace properly arranged & 5S'd, just as the operator will be expected to keep it.
4. Get Ready! If you don't have a Job Instruction Sheet, write one. Read through it, simplify the language where you can. Check to make sure that it illustrates the process perfectly. Confirm you know all the Key Points.

## **Four Basic Steps of Instruction:**

### **Step 1 – Preparation** (of the learner)

1. Put the learner at ease.
2. Find out what they already know about the job.
3. Get them interested in learning the job.

### **Step 2 – Presentation**

1. Tell them, show them, have them tell you while you do it, then have them show you & then have them show & tell you.
2. Instruct slowly, clearly, completely and patiently, one point at a time. Do not let them perform a step until they have explained it to you (major step and key points)
3. Check, question and repeat. Make sure they really learn.

### **Step 3 – Performance Try-Out**

1. Test the learner by having them perform the job.
2. Ask questions beginning with why, how, who, when or where.
3. Observe performance, correct errors and repeat instructions if necessary.
4. Continue until you know they know.

### **Step 4 – Follow-Up**

1. Put them on their own.
2. Check frequently to be sure they follow instructions.
3. Taper off extra supervision into normal supervision once they are qualified to do the work.