

CASE STUDY



SNAPSHOT

Assignment:

Develop training for employees in the product packaging area

Our Client

Shearer's Foods, Brewster OH

Project summary

Create a complete curriculum leading to certification as Packaging Machine Operators

Client needs

An instructional developer able to synthesize existing materials with veteran-operator knowledge to create a complete curriculum of engaging, easy-to-use training materials

Special challenges

Past training was done mainly via hand-me-down knowledge, with skilled employees passing information along informally

What WordKraft provided

Total curriculum development and training material production

Deliverables

Instructor and learner guides, self-instructional e-learning modules, job aids and assessments



Assignment:

Develop complete, instructor-led curriculum for hourly employees in the product packaging area

OUR CLIENT

Shearer's Foods
Brewster OH

www.shearers.com

PROJECT SUMMARY

Shearer's Foods was in growth mode, with plans for a new facility and continued production expansion. As the company continued to grow, it became clear that the traditional method of pairing Packaging Machine Operator (PMO) prospects with skilled operators provided uneven and inadequate training. Rather than creating a culture of consistent quality, this approach resulted in each new PMO learning the unique methods used by their mentor.

With funding from a State of Ohio training grant, Shearer's contracted with the Corporate University at Kent State Stark to create a more consistent, high-quality training program. WordKraft, working as a consultant to Kent State, independently created the complete training program.

WHAT THE CLIENT WANTED

There was little or no training time set aside for PMOs. They had to be trained on an as-available base, when their production schedule allowed.

The flow of the existing training process wasn't well defined. Shearer's wanted a well-organized and sequenced curriculum that could still be accessed on an ad hoc basis. Information had to be packaged in discreet modules, with much of the information delivered via e-learning.

One or more designated Shearer's trainers would follow each PMOs' progress, documenting the completion of each learning block. To ensure proficiency, practical assessments were needed that required demonstration of skills and knowledge.

All of the training materials would be housed in, and accessed via, a new section of the company intranet. This would allow trainers to access the most current version of all documents whenever needed.

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CASE STUDY

Assignment: Curriculum for product packaging employees
Our Client: Shearer's Foods, Brewster OH



SPECIAL CHALLENGES

The past practice of pairing new PMOs with skilled veterans resulted in uneven training and the passing down of some poor and/or inappropriate information. We had to identify and codify the best practices for the job.

WHAT WORDKRAFT PROVIDED

We launched the project with a visual map of all required skills. This map became our curriculum outline. WordKraft worked closely with the Shearer's lead trainer. This dedicated individual had no formal training experience, but had accumulated a binder full of training content.

Useful content from the existing training materials was extracted and organized. WordKraft built on that content through exploration and investigation, then vetted the new information with the Shearer's trainer.

To relieve Shearer's trainers from responsibility for presenting basic job information, we developed more than 50 self-instructional e-learning modules.

PMO candidates reviewed one or more modules, then had their knowledge tested. If they passed the knowledge check, they proceeded to additional content. If they failed, they could retake the module and reattempt the knowledge check, or ask their trainer for assistance.

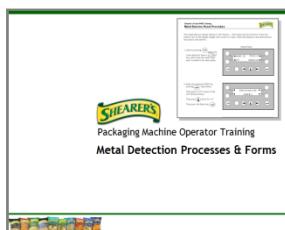
Most modules were supported and reinforced with job aids and checklists that the learner could use on the job.

Training followed a curriculum outline that identified each topic, delivery format and related course materials. The Shearer's trainer used this outline as the candidate's training checklist.

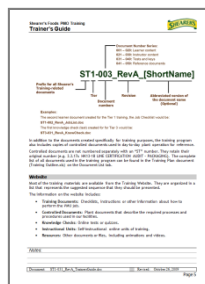
When the learners felt they were ready, they requested a skills assessment. Using a checklist, the Shearer's trainer watched the candidate demonstrate each of the skills and documented their success. Successful completion resulted in trainee certification as a PMO.

DELIVERABLES

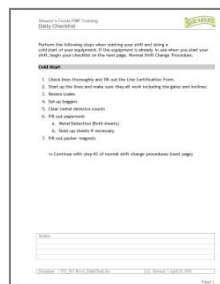
+50 E-learning
Modules



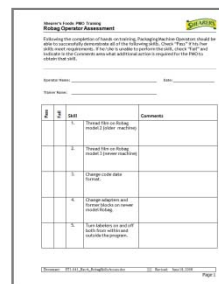
Instructor/
Learner Guides



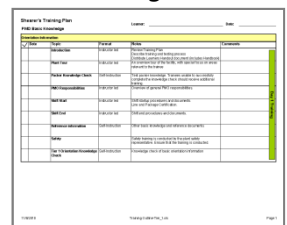
+25
Job Aids



Skills
Assessments



Curriculum Outline/
Training Plan



(contact us to see samples of any of these documents)

What's your training need?

WordKraft supports clients with instructional development for employees and customers. You can rely on WordKraft to provide a total training package for operator/technical skills, leadership/supervisory skills and other topics. Working with your experts, we can develop an affordable, effective training approach. Call us or visit our website to learn more.

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