



TLC

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To whom it may concern:

About two years ago I was asked to participate in a 'Training Within Industry' course that focussed on the use of a process entitled On The Job Training (OJT). I will admit that I did so with some skepticism as my thoughts were "What could a couple of "outsiders" to my field have to offer in terms of training and delivery?" Boy was I wrong!

The instructors Kevin Sheppard and Jeff Griffiths simplified the process to 4 steps which could be applied to most, if not all, tasks. This not only simplified the teaching method but it also simplifies the delivery method by having the "teacher/instructor" to think of the task as a series of tasks/processes in terms of necessity and safety. In other words is it a Key Point that requires emphasis.

I have found that by utilizing this method anyone, no matter their experience level can be taught new tasks and because of the effectiveness and simplicity of the method can in turn teach someone else. As a result I have seen consistency of quality; efficiency, productivity, and safety go up. This has lead to more time for me as an owner manager to work on other areas of my business that require it, less time devoted to retraining, babysitting and hand holding, and therefore increased profitability. It also empowers my workforce and increases their morale because they gain confidence and a feeling of worth.

I would recommend this experience to anyone interested in growing or streamlining their company.

Sincerely,

Paul Doornbos CLT, CLP



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