

Design Document

Training Title: Safe Practices in Warehouse Operations: Equipment Safety (a 3 part series)

Part 2: Proper Lifting Techniques

Business Goal and Problem	Workplace accidents can result in increased costs through medical expenses, worker's compensation claims, and potential lawsuits, the goal is to apply learned safety techniques to real-life scenarios in the warehouse environment to prevent injuries.
Target Audience	Warehouse employees who directly engage in warehouse operations, including material handling, inventory management, and equipment operation.
Learning Objectives	<p>Terminal LOs:</p> <ol style="list-style-type: none">1. Discriminate proper and improper body mechanics and lifting techniques to reduce the risk of injury.2. Prepare clean workspaces to prevent environmental hazards.3. Appraise personal factors that may increase injury and select appropriate measures to keep oneself and others safe. <p>Enabling LOs:</p> <ol style="list-style-type: none">1. Define biomechanics and its relevance to lifting.2. Identify the anatomical structures involved in lifting and their roles.3. Understand the concept of leverage and how it affects lifting mechanics.4. Understand the potential risks of improper lifting.5. Recognize environmental factors such as uneven surfaces, confined spaces, or cluttered spaces.6. Understand the role of load characteristics such as weight, shape, and size of objects.7. Identify personal factors such as fatigue, lack of training, or pre-existing injuries that may increase susceptibility to lifting.
Training Recommendation	<p>Delivery Method:</p> <p>This course is designed as an eLearning course through Articulate Rise 360. This format will allow employees to complete asynchronously, future new hires can complete as a part of the onboarding process.</p> <p>Approach:</p> <p>This training will be scenario based to increase learner relevance. There will be interactive elements throughout the course and a graded assessment to ensure mastery. Follow-up walkthroughs with feedback to the employee would help increase employee transfer to the workplace.</p>
Training Time	20 minutes

Deliverables	<ul style="list-style-type: none"> • 1 eLearning authored in Articulate Rise
Training Outline	<ol style="list-style-type: none"> 1. Introduction 2. What is Workplace Safety? <ol style="list-style-type: none"> A. Components of safe warehouse operations <ol style="list-style-type: none"> 1. Lifting techniques 2. Clean workspace 3. Self-awareness 3. Workplace Safety Examples <ol style="list-style-type: none"> A. Proper lifting B. Clean workspace C. Self-awareness 4. Let's Practice <ol style="list-style-type: none"> A. Workplace Scenario <ol style="list-style-type: none"> 1. Kayla 2. Alex B. Caution Quest, safety challenge game 5. Conclusion 6. Workplace Safety Quiz
Assessment Plan	<p>Level 2 Assessment:</p> <ul style="list-style-type: none"> • One final graded assessment with five scenario based questions and feedback to guide learner understanding. Questions are aligned with the learning objectives. • Learners must score 80% or higher to pass. • Learners are given unlimited attempts to pass the final graded quiz. <p>Level 3 Assessment:</p> <ul style="list-style-type: none"> • On the job observations to see if learners are implementing customer service strategies with members (three months after training) • Member survey results to analyze customer satisfaction and determine any correlations to member services staff (quarterly)