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Training Title: Furniture Warehouse Safety Training

Business Goal and Problem	<p>Problem: The accident and injury rate among new employees at Ames Furniture Warehouse is much higher than the rate among experienced employees. One-third of workplace injuries have been found to occur within the first year of warehouse employment. This is because new employees lack the knowledge and skills needed to demonstrate and apply safe practices in the warehouse, and they may not understand the risks associated with a particular job. Accidents and injuries cause employees to be absent from work and reduce their work productivity. The average number of days for employee absence due to workplace injury is 10 days.</p> <p>Business Goal: This training will ensure all new hires are receiving comprehensive safety training during onboarding, and that they understand the safety risks associated with warehouse jobs. After this training is employed, new employees will consistently implement safe practices in the warehouse. This will be measured through weekly checks done by warehouse supervisors during the first 4 months of employment for all new hires. The goal is for the accident and injury rate to decrease by 60% among new employees over this 4 month period. Decreasing the accident and injury rate among new employees will increase warehouse productivity because a safer warehouse means fewer disruptions, less downtime, and a more focused and productive workforce.</p>
Target Audience	<p>This training is for all new employees who are starting employment in the Ames Furniture Warehouse. These employees do have some previous experience with manual labor, and they were hired because they have some prior experience working in a warehouse setting.</p>
Learning Objectives	<p>Terminal LOs: LO 1- Wear the correct Personal Protective Equipment (PPE) in the warehouse every day. LO 2- Consistently implement safe lifting techniques with your body. LO 3- Consistently implement safe lifting techniques with a pallet jack.</p> <p>Enabling LOs: For LO1: <ul style="list-style-type: none">• Identify the Personal Protective Equipment (PPE) needed for warehouse safety:• List the mandatory PPE that is needed to be worn while working in the warehouse every day.• List the task-specific PPE needed to be worn while only performing certain warehouse tasks.</p>

	<p>For LO2:</p> <ul style="list-style-type: none"> • Recognize when to lift an object manually and when to use equipment for lifting. • Explain the safe steps for manually lifting objects with your body. • Use the correct body positioning when manually lifting objects. <p>For LO3:</p> <ul style="list-style-type: none"> • Recognize when to lift an object manually and when to use equipment for lifting. • Explain what a pallet jack is. • Explain the safe steps for using a pallet jack to lift large or multiple objects.
Training Recommendation	<p>Delivery Method: An e-Learning course created with Articulate Storyline.</p> <p>Approach: A continuous scenario used as an attention-grabbing hook in the beginning and appearing in various points in the training, including the assessment.</p> <p>Assessments:</p> <ul style="list-style-type: none"> • 2 short knowledge checks given during the e-Learning course for learners to practice and apply the content they are learning. • A performance-based assessment given at the end of the course.
Training Time	Approximately 15 minutes
Deliverables	<p>1 Storyboard:</p> <ul style="list-style-type: none"> • Outlining the course • Containing the script <p>1 e-Learning course:</p> <ul style="list-style-type: none"> • Developed in Articulate Storyline • Includes voiceover narration • Working .story file • Published SCORM files <p>1 Job aid:</p> <ul style="list-style-type: none"> • Outlining the 3 steps to safe lifting using the body and a pallet jack

Training Outline	<ol style="list-style-type: none"> 1. Introduction to course 2. Course navigation 3. Introduction to warehouse manager/scenario <ul style="list-style-type: none"> • Warehouse safety problems explained 4. Learning Objectives 5. What is PPE & Why is it important? <ul style="list-style-type: none"> • PPE = Personal Protective Equipment worn in the warehouse • 1st line of defense against workplace injury 6. Mandatory PPE worn every day in the warehouse & how it keeps you safe <ul style="list-style-type: none"> • Hard hat: protects against head injuries • Safety vest: makes you easily visible to moving vehicles & other employees • Long sleeved clothing: prevents cuts, scrapes, abrasions to your body • Steel toe boots: protects your feet against heavy items that may be dropped/fallen • Nitrile gloves: protects your hands from scrapes & cuts; also helps to grip boxes & furniture 7. Knowledge check #1 <ul style="list-style-type: none"> • Learners drag & drop to match mandatory PPE to their corresponding safety features 8. Task-specific PPE & how it keeps you safe <ul style="list-style-type: none"> • Some PPE is only required when performing certain warehouse tasks: <ul style="list-style-type: none"> -Face mask & safety goggles: worn while unpacking boxes: prevents you from inhaling dust/particles or getting dust in your eyes -Back support belt worn when manually lifting items: prevents back injuries 9. PPE Review <ul style="list-style-type: none"> • Recap of difference between mandatory & task specific PPE • Reminder of how vital PPE is to preventing warehouse injuries 10. Safe lifting importance

	<ul style="list-style-type: none"> Statistics about workplace injuries due to unsafe lifting practices <p>11. The 3 sequential steps to safe lifting using the body:</p> <ul style="list-style-type: none"> Step 1: Squat down with a straight back (do not bend your back!) Step 2: Lift straight up & use your legs for power (do not bend your back!) Step 3: Carry the item close to your body against your abdomen (do not bend over or carry outside of your power zone!) <p>12. Knowledge check #2:</p> <ul style="list-style-type: none"> Choose the photo that correctly illustrates the steps to safe lifting using your body <p>13. What is a pallet jack?</p> <ul style="list-style-type: none"> Tool used for lifting heavy items or moving several items at once <p>14. When to use a pallet jack?</p> <ul style="list-style-type: none"> Anytime you are lifting something weighing over 50 pounds <p>15. The 3 sequential steps to safe lifting using the pallet jack:</p> <ul style="list-style-type: none"> Step 1: Slide the forks underneath the pallet jack, centering them from front to back Step 2: Raise the load on the pallet jack by pumping the handle up & down to the desired height Step 3: Steer the pallet jack by pushing the handle in the direction you want to go (don't pull a loaded pallet jack; this can cause back injury!) <p>16. Final assessment/quiz (described below in assessment plan)</p> <p>17. Summary & Conclusion</p>
Assessment Plan	<p>Level 2 Assessment: The learner will be assessed in a graded format at the end of the course. There will be 5 questions that directly relate to the learning goals of this course. The questions will all be scenario based, and will consist of multiple choice and multiple responses. Learners must score 80% or higher to pass the course and will be given unlimited attempts to retake the quiz. Feedback is given to the learner regarding correct and incorrect answer choices.</p> <p>There will also be 2 quick knowledge checks during the course to apply the learner's knowledge after a certain amount of information has been covered. The knowledge checks are ungraded. Feedback is given to the learner regarding correct and incorrect answer choices.</p>

Level 3 Assessment: Three months after the training has been completed, these follow up assessments will occur:

- Warehouse supervisors/managers will be surveyed to determine whether workplace injuries have been reduced among new employees. Specifically, have they noticed a reduction in injuries among new employees, and have they noticed new employees regularly implementing safety techniques?
- A survey will be given to employees who took the course requesting their feedback regarding the course. Specifically: did the training help them to implement safe warehouse techniques, and how may this training have helped them in their job overall?