



## Welcome

Welcome to our fifth newsletter. Please feel free to contact us if you would like to discuss any aspect of the newsletter - our contact details are at the bottom of this page. You are most welcome to forward this to your friends and colleagues.

## The Systems Approach to Training

Recently I attended an excellent presentation by Grigor McDonald, one of my fellow NZATD (New Zealand Association for Training and Development) committee members.

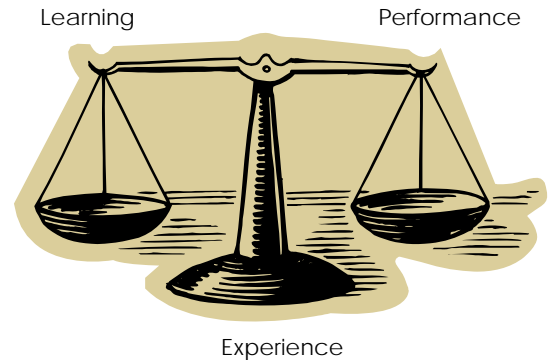
Grigor mentioned a fine balancing act of learning, experience and performance when requiring any training to result in good work flows. Over-emphasising performance leads to burn out, sacrifices people's experience of work and is often caused by organisational resistance to learning. Over-emphasising learning on the other hand, results in capacity that needs to be used. If the demands on a person are low and they use only a fraction of what they have learnt, then work becomes boring.

The systems approach to training has five phases.

1. Analysis: - review of existing material, conduct job and task analysis.
2. Design:- determine training objectives

### Inside this Issue

- 1 Welcome
- 1 The Systems Approach to Training
- 2 What's new...?
- 2 Tip of the Month
- 2 Did you know?



3. Development:- write training and assessment content
4. Implementation:- conduct training, review the training and implement changes where necessary
5. Evaluation:-conduct both internal and external evaluations of the training

So, why is training required? It could be that there is new legislation, new products, performance issues, changes in technology or changes in processes or even there is a basic skill deficiency.

Before sourcing any training, whether external or internal, it is important to ask yourselves:

- How will the training fit in with my company's strategic goal?
- Do we have the resources to buy training or can we develop these in-house?
- Does our company culture support training?
- What knowledge, skills, abilities and behaviour are required to perform tasks to the standard required?
- Is it a training, motivation or work design problem?
- Who actually needs the training?
- What skills already exist?
- Are employees ready for training?

If you require assistance conducting training needs analysis, please contact us.

## What's new...?

### Resources from ACC

New stretching posters for office workers, manual workers, health workers and hospitality workers available free from ACC. Order from the ACC Publications page [www.acc.co.nz](http://www.acc.co.nz)

### Bedrock Solutions

#### Final Christchurch Workshops for 2009

Date	Course
10 <sup>th</sup> November	Incident Investigation in the Workplace
19 <sup>th</sup> - 20 <sup>th</sup> November	S1 - Approved Course for H&S Representatives (Introduction to Health and Safety)
26 <sup>th</sup> November	Health and Safety Awareness
30 <sup>th</sup> November - 1 <sup>st</sup> December	S2 - Approved Course for Health & Safety Representatives (Incident Investigations)

#### Why attend our workshops?

- ❖ Knowledge gained may help your company:
  - Improve current systems
  - Better meet with legislative requirements
  - Decrease likelihood of non compliance issues with OSH
- ❖ H&S Rep training has unit standard outcomes.

#### Who can attend?

Training is suitable for managers, supervisors, Health & Safety committee, Health & Safety Representatives or anyone with an interest in health and safety.

#### Have other training requirements?

We can design specific in-house courses to suit your operations. Please contact us.

Don't have enough people for an in-house course or the dates above don't suit, or you just cannot justify a trip to Christchurch, then our distance learning packages may be what you are looking for. Contact us for further information.

### Resources from Department of Labour

Download these from the DoL Health and Safety Publications page [www.osh.dol.govt.nz](http://www.osh.dol.govt.nz)

Elevating Work Platform Inspection Requirements  
First Aid for Workplaces – A Good Practice Guide

## Tip of the Month

### *Dealing with Circulation Copies (Ccs)*

Are you copied into a lot of emails which normally do not demand your immediate attention? You can create a rule for incoming emails that puts all emails where your name is in the Cc (or Bcc) column into a special folder.

From Debbie Mayo-Smith's book "101 Quick Tips for Google and Email" [www.101quicktips.com](http://www.101quicktips.com)

## Important!

Don't let your IT department filter your subscription out! Please add our email address, [sarita@bedrocksolutions.co.nz](mailto:sarita@bedrocksolutions.co.nz) to your **Contact List**, **Safe List** or **Address Book**. This action should help ensure that all emails go directly to your Inbox.

### Did you know?

- 160 billion emails are sent daily; 97% of them are spam (excluding our newsletter of course!)
- The names of all the continents end with the letter they start with
- The electric chair was invented by a dentist
- The Statue of Liberty is the largest hammered copper statue in the world

*"Happiness is something that comes into our lives through doors we don't remember leaving open" Rose Lane*

Bedrock Solutions Ltd

P O Box 28-032 | Beckenham | CHRISTCHURCH 8242

T. 03 337 0493 | F. 03 337 0593 | E. [info@bedrocksolutions.co.nz](mailto:info@bedrocksolutions.co.nz)

[www.bedrocksolutions.co.nz](http://www.bedrocksolutions.co.nz)