HOW TO GET READY TO INSTRUCT

Have a Time Table
• Skills you expect each person to have by what date

Break Down the Job
• List the IMPORTANT STEPS first
• Pick out the KEY POINTS and REASONS
• SAFETY IS ALWAYS A KEY POINT
• Have a complete JOB BREAKDOWN SHEET

Have Everything Ready
• The right equipment, materials, and supplies

Properly Arrange The Workplace
• Just as the worker will be expected to keep it

Training Within Industry
Job Instruction Training

TWI @ IBM
"Innovation in Action"

KEEP THIS CARD HANDY
HOW TO INSTRUCT

Step 1 – Prepare The Person
• Put the person at ease
• Describe the job and find out what they already know
• Get the person interested in learning the job
• Place the person in the correct position

Step 2 – Present The Operation
• Tell, show, and illustrate one IMPORTANT STEP at a time
• Stress each KEY POINT & REASON
• Instruct clearly, completely, and patiently
• Do not give more information than the person can master at one time

Step 3 – Try Out Performance
• Have the person do the job - Correct errors
• Have the person explain each IMPORTANT STEP, KEY POINT & REASON as they do the job again
• Make sure the person understands
• Continue until YOU know THE PERSON knows

Step 4 – Follow Up
• Put the person on their own
• Designate to whom they go for help
• Check frequently - Encourage questions
• Taper off extra coaching and close follow up

If the Person Hasn’t Learned, the Instructor Hasn’t Taught

HOW TO INSTRUCT

Step 1 – Prepare The Person
• Put the person at ease
• Describe the job and find out what they already know
• Get the person interested in learning the job
• Place the person in the correct position

Step 2 – Present The Operation
• Tell, show, and illustrate one IMPORTANT STEP at a time
• Stress each KEY POINT & REASON
• Instruct clearly, completely, and patiently
• Do not give more information than the person can master at one time

Step 3 – Try Out Performance
• Have the person do the job - Correct errors
• Have the person explain each IMPORTANT STEP, KEY POINT & REASON as they do the job again
• Make sure the person understands
• Continue until YOU know THE PERSON knows

Step 4 – Follow Up
• Put the person on their own
• Designate to whom they go for help
• Check frequently - Encourage questions
• Taper off extra coaching and close follow up

If the Person Hasn’t Learned, the Instructor Hasn’t Taught