Detailed Design Document {Program Name}: {Job Position}

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Prepared by: Training & Development Group

Purpose

Many {Company Name}ers began their careers as part-time inside manual employees. Because the Cornerstone curriculum is available to all hub sorts and large preload sorts throughout the small package segment, approximately 92% of the part-time inside manual total new hires participate in this curriculum.

Recently, there has been a concern about the retention rate of new inside manual employees that turn over during weeks 1 to X of employment. In 2010, the current trend showed an XX.X% turnover rate during this time period. The established target from the ______ Project is to reduce this turnover by XX%. A XX% reduction in turnover during the established time period would result in savings of \$XXX,XXX. Along with the retention issue, it has been X year since the {Program Name} curriculum for {Employee Position A} has been updated.

The current curriculum utilizes a traditional large classroom approach where participants are presented a scripted lesson and watching videos. This is augmented with on -area training for a portion of their four- {employee position A} or five- day ({Employee Positions B and C}) classroom instruction. In the current program for {Employee Positions B and C}, participants work with a training supervisor for five days after the workshop and are monitored periodically by their training supervisor during the remainder of the pre-seniority period.

Similar to the current curriculum, the new curriculum will also be a multi-day workshop spent in both the classroom and operations environments. However, the new curriculum will be different because one of its main goals is to shorten the amount of time in training. The reduction in time will be offset by including activities that are more engaging, interactive, and realistic. These types of activities will help participants to more easily transfer knowledge from the training to the work environment.

The new design is meant to be adaptable in a variety of settings and circumstances; such as:

- Large or small classes
- Classes with all participants learning a single job position or various job positions
- · Facilities with dedicated training facilities or those with limited or no training facilities

Target Audience

The {Job Category A} audience includes the positions of:

- Position A
- Position B
- Position C

The {Job Category B} audience includes the positions of:

- Position A
- Position B
- Position C
- Position D

Design Approach

The primary impetus of this redesign effort is to create an interactive, engaging program so participants will easily transfer the skills to their jobs. Therefore, most of the activities will occur in a simulated or actual work environment. The overarching design principle is to create a direct linkage from expert demonstration, to student practice, to guided performance in the real work setting. To better prepare participants for their first full day on the job, the time allocated for both the simulation and on area activities will increase each day.

Training Materials

- Master Operating Plan (MOP) for Training Managers
 - Mock work environment specifications
 - Training Supervisors
 - Selection Criteria
 - Description of responsibilities
 - Performance standards at periodic increments
- Facilitator Guide
 - Instructional modules
 - Strategies to deal with various circumstances; such as,
 - Different class sizes
 - Multiple job positions in same class
- Training Record
 - Topics
 - Job-specific skills and actions
 - Safety methods
 - Performance standards at periodic increments
 - Checklists to track new hire performance (Goal is to work toward placing in electronic format)
 - Will be created in sections, so only relevant content can be selected
- Videos
 - Job specific activities
 - Performance of relevant Safety Methods
 - May be created if deemed necessary during the detailed design phase
- Web-based training,
 - May be created if deemed necessary during the detailed design phase

Training Evaluation

The training evaluation will include:

Level 1

• End of Workshop Survey

Level 2

- WBT knowledge checks
- Instructor observation of performance

Level 3

- Training Record
- OJS forms

Level 4

- End User Development metrics, including:
 - Safety
 - Productivity
 - Packages per hour
 - Misloads

Learning Preparation: Workshop Learning Preparation

Because this course is for new hires, there will be no learning preparation activities.

Course Owners/Subject Matter Experts



Division B



Legend

Color Flags

- Red: Less than 30% of content is readily available for production. Might require message, procedure, process, or policy finalization.
- Orange: Less than 70% of content is available for production. Requires additional content, details, cases, or examples.
- Green: 70% or more of the content is available for production. Might require some additional material, examples, or context.

Job Methods Objectives

Because the objectives build on each other and previous days' objectives are re-enforced, **the objectives marked as bold are new**.

Day 1: Sa	afety First	Day 2: Have	a Set Routine	Day 3: Expect the Unexpected		Day 4: Exceed Expectations	
A	В	A	В	A B		A	В
		10: Intro/S	10: Intro/Stretching		retching (10)	27: Intro/Stretching (10)	
1: Intro/S	Stretching	40. He-Mat 0 (00)	11: Lift/Lower (20)	20:Safe Wo	20:Safe Work Area (15)		Security (10)
		15. Hazinat 2 (20)	TT. LIII/ Lower (20)			29: Haz Mat 4 (10)	30: Job Demo (10)
4: Hoz Mot 1 (20)	2: Intro to Safety	11: Lift/Lower (20)	12: Push/Pull and	21: Haz Mat 3 (15)	22:Job Demo (15)	30: Job Demo (10)	31:Pract/Time (10)
4. Haz Mat 1 (20)	Methods (20)	TT. LIIV LOWER (20)	Slips & Falls (20)	22:Job Demo (15)	23: Pract/ Time (15)	31:Pract/Time (10)	29: Haz Mat 4 (10)
2: Intro to Safety	2: Dkg Hand (20)	12: Push/Pull and	14: Joh Domo (20)			32: Package	Quality 4 (10)
Methods (20)	3: Pkg Hand (20)	Slips & Falls (20)	14: Job Demo (20)	23: Pract/ Time (15)	21: Haz Mat 3 (15)		
				24: Package	24: Package Quality 3 (15)		
3: Pkg Hand (20)	5: Job Demo (20)	14: Job Demo (20)	15: Pract/ Time (20)				
5: Job Demo (20)	6: Pract/ Time (20)	15: Pract/ Time (20)	13: HazMat 2 (20)				
6: Pract/Time (20)	4: Hoz Mot 1 (20)	16: Packaga	Quality 2 (20)				
	4. Haz Mat 1 (20)	TO. Fackage	Quality 2 (20)			33: On-Area	Training (130)
7. Dasharas	0				Testistics (110)		
7: Раскаде	Quality (20)			25: On-Area Training (110)			
8: On-Area Training (40)							
		17: On-Area	Training (65)				
9: Clos	ing (10)	18: Clo	sing (5)	26: Clo	sing (5)	34:Clos	ing (10)

DAY 1—Safety First

Module 1: Day 1 Introduction (30 minutes)				
Topic/Time	Performance Objective	<u>Assessment</u>	Instructional Method	Source Element
Introduction/ 5 minutes	 After completing this module, the participant will be able to: Describe the theme of the day "Safety First." Describe workshop procedures 	 In workshop: Group discussion comments Measurement Criteria: Quality of comments 	The Instructor will use the following possible methods in the session: • ILT	 Flag: Green FG Module 1: Introduction Introduction pp.4-7 Expectations pp. 9-10 Safety, Quality, Performance pp. 17-19 {Co.} Terminology pp. 21-24 Summary pp. 25-26
Job Preparation/ 5 minutes	 After completing this module, the participant will be able to: Describe how to be properly dress for job State how to be physically ready to do the job State how to be mentally ready to do the job 	 In workshop: Group discussion comments Measurement Criteria: Quality of comments 	The Instructor will use the following possible methods in the session: • ILT	 Flag: Green FG Module 3: Safety Pt. 1 Introduction Job Set Up Dress Rest Nutrition Mentally Ready
Powered Equipment/ 3 minutes	 After completing this module, the participant will be able to: Follow proper methods and protocols for powered equipment Follow yard procedures Explain conveyor belt safety compliance Identify the safety of the lasers used on site 	 In workshop: Group discussion comments Measurement Criteria: Quality of comments 	The Instructor will use the following possible methods in the session: • ILT	 Flag: Green FG Module 11: Safety Pt. 2 Yard Control Safety as a Pedestrian Conveyor Safety FG Module 6: Lockout and Conveyor Securing FG Module 31: Laser Safety

Module 1: Da	Module 1: Day 1 Introduction (30 minutes) – CONT.				
Topic/Time	Performance Objective	<u>Assessment</u>	Instructional Method	Source Element	
Emergency Procedures / 2 minutes	 After completing this module, the participant will be able to: Be prepared for emergency situations by: Following proper emergency procedures for evacuation and non-evacuation situations. Locating evacuation plan maps, evacuation assembly sites, and safe refuge areas. Describing the symptoms of and remedies for heat cramps, heat exhaustion, and heat stroke. 	 In workshop: Group discussion comments Measurement Criteria: Quality of comments 	The Instructor will use the following possible methods in the session: • ILT	 Flag: Green FG Module 3: Introduction Job Set Up Hydration/Dehydration FG Module 18: Planning for the Unexpected Know the location of equipment emergency shutoffs Know the emergency shutoffs Know the emergency response plan Maintain a safe path of egress FG Module 24: Emergency evacuation plan Non-evacuation plan FG Module 32: Hydration and Heat-Related Illnesses 	
Package Flow / 5 minutes	 After completing this module, the participant will be able to: Explain how a package travels from the pickup point to delivery in the {Co.} system, and identify the various hub jobs. Explain the hub system. 	 In workshop: Group discussion comments Measurement Criteria: Accuracy of responses Quality of comments 	The Instructor will use the following possible methods in the session:Video	Flag: Green • FG Module 2: • Hub Load Methods Video – FG Module 12: FG Module 26:	

Module 1: Da	Module 1: Day 1 Introduction (30 minutes) – CONT.				
Topic/Time	Performance Objective	<u>Assessment</u>	Instructional Method	Source Element	
Stretching / 10 minutes	After completing this module, the participant will be able to: • Perform stretching exercises	In workshop: • Instructor observation Measurement Criteria: • Performance accuracy	 The Instructor will use the following possible methods in the session: Instructor will demonstrate a stretching exercise Participant will perform exercise 	Flag: Green ● FG Module 3: ○ Job Set Up ■ Stretching	
			 These steps are repeated 		
Module 2: Sa	fety 1: Introduction to Safety Methods	<u>(20 minutes)</u>			
Topic/Time	Performance Objective	<u>Assessment</u>	Instructional Method	Source Element	
Intro to Safety Methods / 20 minutes	After completing this topic, the participant will be able to: State safety methods Describe each of the safety methods, including: 	 In workshop: WBT knowledge checks Measurement Criteria: Accuracy of comments 	The Instructor will use the following possible methods in the session: • WBT	Flag: Green • Safety WBT	

<u>Module 3: Pa</u>	Module 3: Package Quality 1: Package Handling (20 minutes)				
<u>Topic</u>	Performance Objective	<u>Assessment</u>	Instructional Method	Source Element	
Package Handling / 20 minutes	 After completing this module, the participant will be able to: Identify characteristics of good packaging, including proper closures and labels Demonstrate proper package handling methods Safety Objectives: After completing this module, the participant will be able to: State how the proper package handling methods relate to the Safety Methods, particularly in the areas of: 	 In workshop: Group discussion comments Participant performance Measurement Criteria: Accuracy of responses Quality of comments Accuracy of performance 	The Instructor will use the following possible methods in the session: • WBT	Flag: Green • FG Module 26:	

Module 4: Hazardous Materials 1: HazMat Basics (20 minutes)				
<u>Topic</u>	Performance Objective	<u>Assessment</u>	Instructional Method	Source Element
HazMats 1 / 20 minutes	After completing this module, the participant will be able to:	 In workshop: Knowledge checks in WBT Group discussion of video Measurement Criteria: Accuracy of responses 	The Instructor will use the following possible methods in the session: • ILT • Video/WBT	Flag: Green FG Module 5 FG Module 19: FG Module 24: FG Module 24:

<u>Module 5: Da</u>	Module 5: Day 1 Job Methods Demo (20 minutes)				
Topic	Performance Objective	<u>Assessment</u>	Instructional Method	Source Element	
Job Methods Demo / 20 minutes	After completing this module, the participant will be able to perform job methods:	In workshop: • Knowledge checks Measurement Criteria: • Accuracy of responses	The Instructor will use the following possible methods in the session: • WBT with Video	Flag: Green FG Module 3: o Job Set Up FG Module 14a: Video	

Module 6: Day 1	Module 6: Day 1 Job Methods Practice/Timing (20 minutes)				
Topic Per	erformance Objective	<u>Assessment</u>	Instructional Method	Source Element	
Participant Practice / 15 minutes After me Saf After par saf	Afety Objectives: ter completing this module, the afety Objectives: ter completing this module, the articipant will be able to perform ifety methods:	In workshop: • Self and/or peer observation Measurement Criteria: • Performance accuracy	The Instructor will use the following possible methods in the session: • Participant practice loading mock trailer	See "Job Methods Demo" topic	

Module 6: Day 1 Job Methods Practice/Timing (20 minutes) – CONT.				
Topic	Performance Objective	<u>Assessment</u>	Instructional Method	Source Element
Job Methods Participant Performance / 5 minutes	After completing this module, the participant will be able to perform job methods:	In workshop: • Instructor observation of participant performance Measurement Criteria: • Performance accuracy • Performance speed	The Instructor will use the following possible methods in the session: • Timed loading drill	See "Job Methods Demo" topic

Module 7: Package Quality 2: Package Labels (20 minutes)				
<u>Topic</u>	Performance Objective	Assessment	Instructional Method	Source Element
Package Labels / 20 minutes	After completing this module, the participant will be able to:	 In workshop: When shown a variety of labels, select certain types of labels from the set of labels. 	The Instructor will use the following possible methods in the session: • ILT • Participant activity	 Flag: Green FG Module 12:
		Measurement Criteria:		
		AccuracyQuality of comments		
Module 8: Da	y 1 On Area Training (50 minutes)			
<u>Topic</u>	Performance Objective	<u>Assessment</u>	Instructional Method	Source Element
Tour / 10 minutes	After completing this module, the participant will be able to:	 In workshop: Group discussion comments Measurement Criteria: Quality of comments 	The Instructor will use the following possible methods in the session: • ILT	FIag: Green FG Module 3: FG Module 11: FG Module 24:

Module 8: Da	Module 8: Day 1 On Area Training (50 minutes) – CONT.				
<u>Topic</u>	Performance Objective	<u>Assessment</u>	Instructional Method	Source Element	
On Area Training / 40 minutes	After completing this module, the participant will be able to perform job methods:	In workshop: • Instructor observation Measurement Criteria: • Performance accuracy	The Instructor will use the following possible methods in the session: • OJT • Participant performance	Flag: Green • Training Record	

Module 9: Day 1 Closing (10 minutes)					
<u>Topic</u>	Performance Objective	<u>Assessment</u>	Instructional Method	Source Element	
Day 1 Closing / 10 minutes	After completing this module, the participant will be able to: •	 In workshop: Group discussion comments Measurement Criteria: Quality of comments 	The Instructor will use the following possible methods in the session: • ILT	Flag: Orange • FG Module 9:	

Homework Assignment: N/A

<u>Note:</u> Days 2 through 4 have been redacted for this generic version.