The Proper Way to Do On-the-Job Training

Prepare
- Decide what employees need to be taught. Identify the best sequence or steps of the training. Decide how best to demonstrate these steps. Have materials, resources, and equipment ready.

Reassure
- Put each employee at ease. Learn about his or her prior experience, and adjust accordingly. Try to get the employee interested.
- Reassure, and motivated to learn.

Orient
- Show the employee the correct way to do the job. Explain why it is done this way. Discuss how it relates to other jobs. Let him or her ask lots of questions.

Perform
- When employees are ready, let them try the job themselves. Give them an opportunity to practice the job and guide them through rough spots. Provide help and assistance at first, then less as they continue.
- Evaluate. Check the employees' performance, and question them on how, why, when, and where they should do something. Correct errors; repeat.

Reinforce and Review
- Provide praise and encouragement, and give feedback about how the employee is doing. Continue the conversation and express confidence in his or her doing the job.