



ON-THE-JOB TRAINING & CONSULTANCY SERVICES

Your solution to maximize your
manpower potential in competitive times

Questionnaire

Are you facing any of these situations in your organization?

- Need to get new hires/ temporary workers up to speed quickly
- High accident rate/ safety violations
- High reject rates
- Introduction of new product lines/new processes and/ or systems/ new or advanced technology
- Low productivity level
- Lack of standardization and consistency in task performance
- Existing procedure that are out-of-date or incomplete
High operating cost
- Lack of talents for succession
- High Customer complaints
- High staff turnover
- Inconsistent quality of products/services
- Lack of competent workers
- No training materials or procedures
- Difficulty in releasing staff for formal training
- Unclear job roles

If you do, it is time to implement a **CHANGE** in your organization. Structured on-the-Job training is your solution!

SkillsFuture **EARN & LEARN Programme**

is a place-and-train programme for fresh polytechnic and ITE graduates, so they are given opportunities to learn through structured on-the-job training and institution-based training. Organizations will be able to groom and retain suitable talent with the relevant skills and aptitude to meet the needs of your company.

visit www.skillsfuture.sg/earnandlearn for more information!



But what is Structured On-the-Job training (OJT)?

As its name suggests, OJT is a structured process guided by a set of training blueprints which is conducted at your workplace. It equips your employees with the required knowledge and skills to carry out specific tasks or roles in your organization.

This training can be conducted by any skilled staff in a managerial, supervisory, leadership role who is well versed with the job role/tasks.

OJT is not just catered for blue collar staff or technical tasks, it can be applied to tasks performed by staff in the managerial or supervisory role, for example, conducting interviews, preparing budgets, handling customer complaints, etc.



Sounds Great!

But do I really need OJT?

Definitely! In today's competitive times, it is essential for your organization to keep up with your customer's growing demands. The need to constantly improve existing and introduce new products and services is the key to staying competitive in today's business world!

However, just by improving existing products and services or introducing new ones will not result in the turnover you have in mind. It is extremely important that your staff are aligned to the changes of the product or service you have implemented.

To do this, you will need to re-train and re-skill your staff to quickly handle new equipment, processes and work methods to meet the expectation of customers in a short span of time. How best to do this? The ANSWER: OJT.

OJT is a flexible and structured in-house training system that provides employees with the new skills and knowledge required to quickly adapt to the changes made. This system can help organizations save costs by providing just-in-time job specific skills which reduces the need for employees to be released for training.

Without having OJT in place, your staff may pick up bad practices without realizing it as they will generally consult their colleagues or supervisors to learn what to do. They may not be told the objective of why and how certain tasks are being carried out in the right way. The results - inconsistent work processes. This casual approach often leads to greater number of errors, lower productivity, higher accident rates and increased employee frustration. Ultimately, the staff is not able to meet customers' expectations.



To reiterate, let's look at the differences between an Unstructured & Structured On-the-Job Training:

Unstructured On-the-Job Training	Structured On-the-Job Training
Coaching is done on an ad-hoc basis.	Coaching sessions are planned and scheduled.
Coaching is done by untrained and uncertified trainers.	Coaching is done systematically by trained and qualified OJT instructors.
Learning is based on what the trainer can remember or feels like teaching. Valuable details may be left out, bad practices may be developed due to a lack of understanding about why things are done in a certain way.	Learning is done through use of a comprehensive set of OJT blueprint with key points stipulating why things are done in a certain way.
Learning is incidental through trial and error approach (i.e. employees learn by chance).	Employees learn in an organised and systematic manner following set procedures and guidelines.
Performance standards or work expectations often are not communicated to the employees.	Performance standards are set and approved by line manager and communicated to employee during training.
No objective way to measure task performance to ensure every employee is trained to meet the same standard.	Task performance is measured after the training to ensure every employee is able to meet the same standards.
No ownership of the work done by the employee.	Creates a sense of ownership for the work done by the employee.
Result in an unaccountability of the work done as tasks are not documented and properly communicated	Employees will feel accountable for the work done as tasks are documented and communicated.
Employees are less equipped to guide each other.	Employees are able to guide and correct each other.



OJT is beneficial for your organization on multiple folds

What is in store for your staff?

- Job-specific skills and knowledge are imparted, resulting in higher performance
- A conducive learning environment is created amongst employees due to the common work processes and standardization in training
- New knowledge and skills can be transferred to other jobs
- Training conducted at the job site has more relevance for the staff as they can practice new or enhanced skills immediately. This makes your staff more confident and competent in their job quickly.

What is in store for your supervisors?

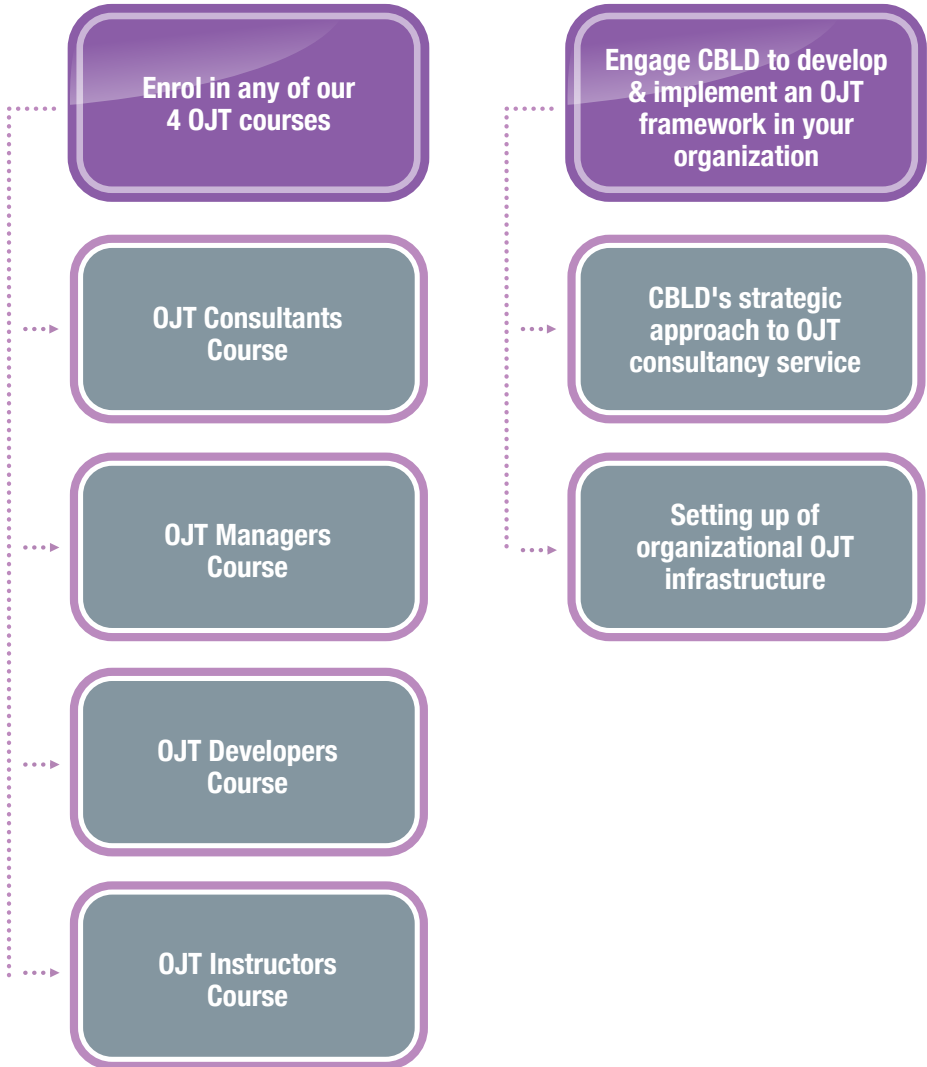
- Staff performance outcomes can be easily observed and measured
- Staff trained by supervisor/senior worker is clear about the job requirements
- Supervisors can be lightened of the burden to correct staffs' mistakes
- Creates a cordial supervisor-subordinate relationship

What is in store for your organization?

- Increase in productivity
- Reduction in customer complaints
- Consistent high-performance practices in the organization
- Cost effective training
- Skills formation- each staff is equipped with multiple skills
- Result in better workflow, improved work processes and more effective use of manpower in the organization
- Employees need not be released from their jobs specially for training
- Being job, product and organization specific, OJT ensures that the skills learnt are relevant and contribute immediately to the production

Keen to take on OJT for your organization? Here is how you can do it:

CBLD Center can assist you via the following channels:



CBLD Center has the following programs to help organizations set up and implement a structured On-the-Job (OJT) framework.

On-the-Job Training (OJT) Consultants Course (4 days - 28 hours)

This course will equip the learners with the knowledge and skills to provide in-house or external consultancy services to organizations to set up an OJT framework and lead in the development and implementation of on-the-job training. He/She will learn how to apply the Strategic Approach to addressing the needs of the organization by conducting diagnosis and analysis to establish their OJT requirements. He/She will develop and implement an action plan to set up an OJT framework and evaluate the effectiveness of the OJT framework. He/She will position themselves as a professional and trusted advisor to your clients in helping them achieve organizational excellence.

Learning Outcomes:

At the end of the course, learners will be able to:

- Explain What is Structured On-the-Job Training and its benefits to employers, employees and supervisors
- Explain the Role and Core Skills of On-the-Job Training Consultant
- Apply Total Approach to on-the-job training consultancy
 1. Determine scope of consulting assignment
 2. Conduct diagnosis and analysis to establish client's OJT requirements
 3. Develop action plan for setting up of OJT framework and implementing OJT
 4. Implement action plan
 5. Evaluate effectiveness of on-the-job training



On-the-Job Training (OJT) Managers Course

(1 day - 7 hours)

The OJT manager is instrumental to the success of the organization's OJT system, as he or she is responsible for overseeing the development and implementation of the OJT framework to ensure that it translates to tangible results for the organization. In this workshop, learners will be equipped with the following knowledge - role and importance of the OJT manager, process required to set up an OJT framework, developing OJT programs and implementing OJT for the organization.

Learning Outcomes:

At the end of the course, learners will be equipped with the knowledge of:

- What is Structured OJT and its benefits to staff, supervisor and organization
- Conducting an organizational diagnosis to establish OJT requirements
- Developing an action plan to establish an OJT framework in the organization
- Implementing the action plan to establish an OJT framework in the organization
- Evaluating the effectiveness of the OJT framework



On-the-Job Training (OJT) Developers Course

(2 days - 14 hours)

Structured on-the-job training requires the use of a properly written training program to ensure consistency in training. The training program will consist of information such as the main task, sub task, key points, task standards, training guidelines and OJT duration. When there is consistency in training, there will be consistency in quality products and services. In this workshop, learners will acquire the skills and knowledge required to conduct job and task analysis; design and develop OJT programs, other supplementary materials and conduct validation of OJT materials for implementation of on-the-job training.

Learning Outcomes:

At the end of the course, learners will be able to:

- Explain what is structured OJT and its benefits to employers, employees and supervisors
- Gather information for design and development of OJT programs
- Conduct job and task analysis
- Design and develop OJT programs
- Validate and refine OJT programs
- Seek approval for OJT programs



On-the-Job Training (OJT) Instructors Course

(1.5 days - 11 hours)

In OJT, training is conducted in a one-on-one or small group setting, usually by a staff (e.g. manager, supervisor, and senior staff) who is familiar with the job task. In this workshop, learners will acquire the competencies to effectively conduct on-the-job training. This includes preparing our OJT learners for OJT, preparing workplace for OJT, conducting OJT, as well as reviewing the effectiveness of OJT.

Learning Outcomes:

At the end of the workshop, learners will be able to:

- Explain what is structured OJT and its benefits to staff, supervisor and organization
- Prepare for OJT
- Prepare workplace for OJT
- Prepare learners for OJT
- Conduct OJT including applying effective communication and motivational skill
- Review effectiveness of OJT Program



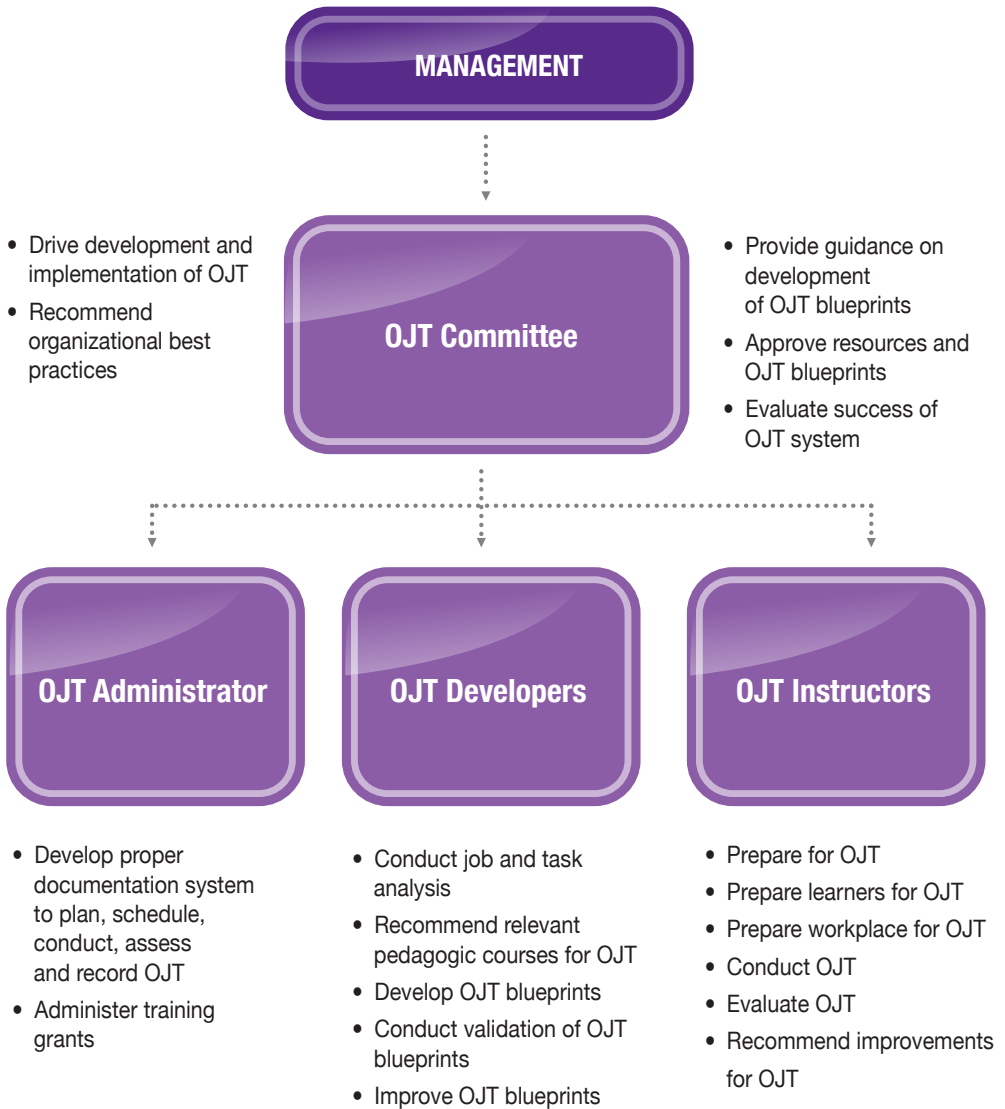
Strategic Approach to CBLD's On-the-Job Training Consultancy Service

CBLD provides consultancy services in helping organizations set up an On-the-Job Training Framework. The strategic approach to consultancy is as follows:





Setting up of Organizational On-the-job Training Structure



All learners will be given a certificate of attendance at the end of the course.



You can engage CBLD to implement an OJT framework in your organization

Our CEO, Ms Elizabeth Chan, has many years of experience working with SPRING Singapore and Singapore Workforce Agency in developing OJT blueprints at industry level since 2002. She has also worked with them to deliver the OJT Consultant, OJT Manager, OJT Developer and OJT Instructor courses till 31 December 2015.

With our expertise in OJT, CBLD is able and committed to help organizations develop their manpower to their full potential and to overcome critical challenges to achieve organizational goals and objectives for success.





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