



VITALS

For Medical Transport Professionals

A Weekly Safety Newsletter

Objections of Training

The benefits of training have been clearly established in a variety of occupational venues. A consensus study showed that training results in an average rate of return of 2:1 with a concomitant 18% increase in productivity and an average 18% reduction in turnover. It doesn't take an accountant to predict the impact on the bottom line. With this in mind why are some of us reluctant to do training other than that which is mandated for licensure or certifications?



The eight major reasons why people don't train are:

- Lack of money
- Lack of time
- Lack of knowledge
- Turnover
- Workforce too small
- Past efforts not effective
- Hire only trained workers
- Lack of employee interest



How valid are the objections?

Lack of Money

Reality and research tell us that the costly errors made by untrained, poorly trained or improperly trained workers cost a lot more than training does. Consider a single, improperly connected sewer or water utility installation that has to be dug up and repaired at the contractor's expense. Think about a similar circumstance in your own company. Avoiding some errors or accidents can actually save enough money to do additional training.

Lack of Time

Tailgate or toolbox talks can often be done on normal coffee breaks that occur anyway. Failing to train may cause accidents that will cost endless hours in OSHA or MSHA investigations, insurance hassles, litigation, job downtime and clerical time devoted to researching records in response to investigation requirements. Most associated accident costs could be avoided with reasonable training.

Lack of Knowledge

No one is an expert on everything, even in their own business. But help is available and some of it is even free. Think about the companies that sell the equipment and materials used in your work. They have a lot of useful knowledge on proper use of their products and they are anxious to tell you about it. Why not schedule some of them to do a 10 or 15-minute presentation for your employees on a job site? They may even buy the coffee.

Turnover

Has already been negated as a valid objection. Training decreases it.

Workforce Too Small

The study data failed to indicate how large a work force has to be before the employer felt training was practical. But a coincidental news story appearing about the time the study came out reported on a two employee excavating contractor who lost one of them in a septic tank installation collapse accident. Investigators revealed that the employer knew the shoring regulations but had never trained his 2 employees in those techniques. The employee that was killed was the contractor's brother. How small is too small?

Past Efforts Not Effective

The study was unable to determine what the employer criterion was for making this determination. Could it have been a mediocre effort on the part of the employer or did the accident and incident rate actually remain unchanged? Perhaps the training being done was inadequate or inappropriate and some outside help would be in order. Because it is so difficult to gauge the effect, pro or con, of training we'll leave the answer to this one up to you.

Hire Only Trained Workers

Training in Medical Transportation is usually certification based and patient care oriented. Each service environment has unique operational and safety considerations which cannot be assumed to have been a part of basic training.

Lack of Employee Interest

Let's face it; employees are interested in anything that benefits them directly. Properly presented training that improves safety or makes a job easier or more rewarding will ALWAYS be of interest. We know plenty of contractors that conduct weekly or monthly safety or job education training sessions that are invariably well attended. If an employer expresses interest in their employees, it is simple human nature for them to respond.

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