

Chapter 10 Outline

The Four-Step Training Method
 Step One: Prepare to Train
 Step Two: Conduct the Training
 Step Three: Coach Trial Performances
 Step Four: Follow Through
Group Training Issues
 Basics of Group Dynamics
 Roles Played by Trainees
Hourly Employee Training Techniques
 Demonstrations
 Shadowing
 Games and Simulations
 Role Plays
 Case Studies
 Computer-Based Instruction
 Mind Maps
Accelerated Learning
Conclusion

Competencies

1. List the steps in the four-step training method and describe the training issues involved with each one. (pp. 319–338)
2. Summarize the following group training issues: group dynamics, roles played by trainees, and the room environment for group training. (pp. 338–342)
3. Explain the following hourly employee training techniques, including their advantages and disadvantages: demonstrations, shadowing, games and simulations, role plays, case studies, computer-based instruction, and mind maps. (pp. 343–349)
4. Explain the concept of accelerated learning as it applies to hourly employee training. (pp. 349–350)