



How to reduce turnover, increase productivity, enjoy training more.

Lesson Seven Learning Points

1. Understanding Multi-Tasking
2. Floor Ready Training Defined
3. Teaching Multi-Tasking
4. Skill Progression Thoughts & Ideas

"7" Common Challenges

1. They can't multi-task have no common sense
2. They send us people who aren't fit
3. We lose too many people in training
4. They do good in training but – they fail later.
5. We don't know what retraining they need
6. Our evaluation process is a waste of time
7. Trainers don't want to train anymore

Airport 911

Well, welcome!
We'll get you each headsets
and lined up with a trainer.

Com Center Oral Boards

Hire him...I want to watch his enthusiasm die.

Don't give up on me, I can learn if you can understand.

What about multi-tasking?

Born with it

- a) Age decreases it
- b) Women rule
- c) You can't teach it

Yup I thought that too...until...

Human Resources

Of course I can MULTI-TASK,
what kind of an idiot question is that?

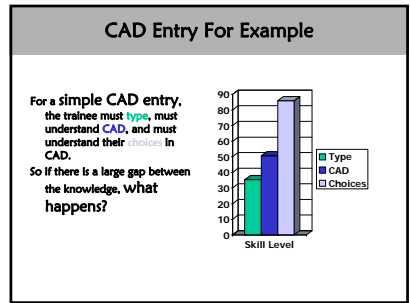
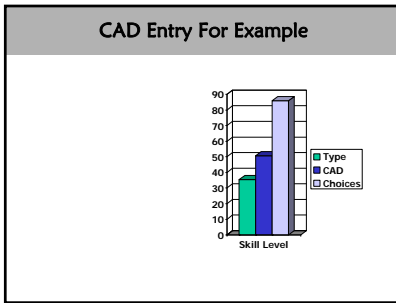
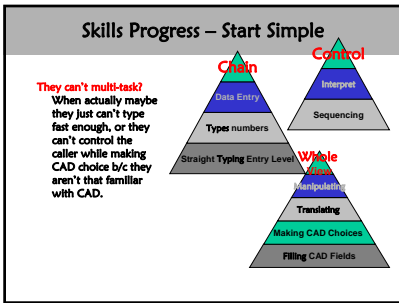
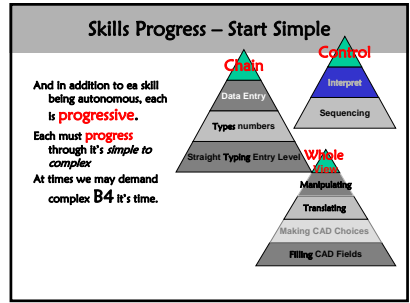
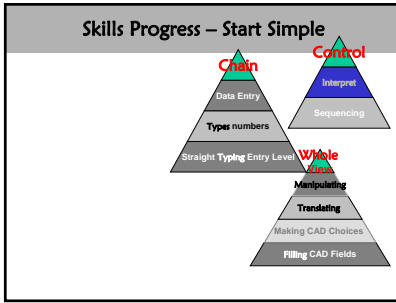
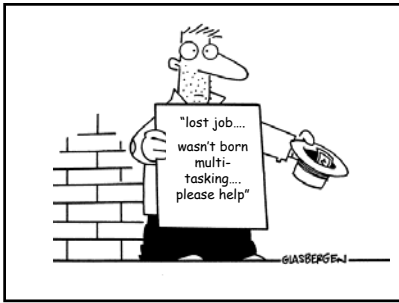
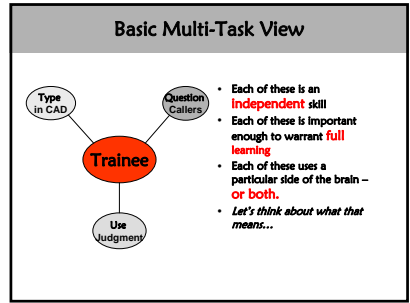
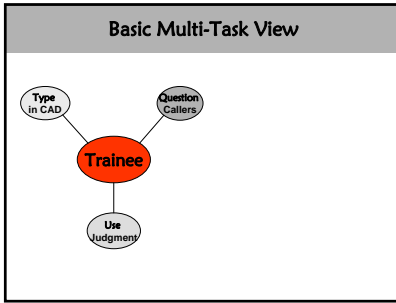
I was trying to put the address in CAD, another phone rang, someone was at the gate, the radio was calling...I was multi-tasking when my trainer just LOST IT!

Yes..Yes

Teach Multi-Tasking?

Yes, if you break it down and understand the tasks that add up into multi...

Yes If trainers can isolate, evaluate and train to them.



CAD Entry For Example

Some things can be automatic, other things may slow the person. Now appears *unable to multi-task*.

Activity	Skill Level
Type	40
CAD	50
Choices	85

A Word About Typing

Typing must be at 40-45 in order to be automatic from the eyes to the muscles, talk and type, look at the screen and type...if not...

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CAD	50
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Progressive Learning

– Let's say a trainee has progressed past Stage 1 (observing) to Stage 2 - typing in calls for their trainer. Why don't you go directly to Stage 4 week one?

Progressive Learning

Put them on a phone simulator immediately

Now, THAT'S more like it. You'll fit in fine here.

Sim Trainee Example

Check this out

- You have a 9-1-1 Call in your zip file, listen to it please.
- This is Pennee. What she is doing here, she had done MANY times before in simulation radio/phone, yet she had only been on the job one month.
- PRACTICE PRACTICE PRACTICE (Reflex Automatic Response)

TIP – IMPROVING MULTI TASKING

- Trainee takes phone 'messages' that use jargon and common language grade them
 - I'll be '19'
 - This was a 'pump can' fire
 - Open the 'sally port'

Week One
- Next step – handle two messages at once, no pressure to prioritize .

Get Certified

CET Projects Lesson Seven

Create and submit a complete **FLOOR READY** design for your training program.