



SAFETYNOW

A Division of Bongarde Media

REVIEWING THE ENGAGEMENT AND EFFICIENCY OF YOUR SAFETY TRAINING PROGRAM



MEASURING SAFETY
TRAINING IS OFTEN
A FACTOR THAT IS
OVERLOOKED AFTER
BUSINESSES HAVE
MET THEIR NECESSARY
REQUIREMENTS, YET
MEASURING TRAINING
CAN ANSWER THE TWO
QUESTIONS THAT MATTER
MOST IN THE WHOLE OHS
PROCESS; DID ANYONE
LEARN ANYTHING – AND
DID THEY ACTUALLY DO
ANYTHING DIFFERENT AS
A RESULT?

WHY DO THESE QUESTIONS MATTER?

If you fail to carry out a proper safety training program, you can harm your business, more so, because small to medium business owners do not have the same resources as large enterprises; if someone gets seriously hurt, it can have a domino effect, such as:

- Paying out wages for work that is not complete since your employee is home
- Higher cost of business insurance

- Damage to expensive tools or equipment
- Hiring new employees (long process and costly)
- Reduced morale company-wide
- And more.

There are plenty of advantages to investing more time and thought in a well-planned workplace safety training program:

- Lower insurance premiums

- Less productivity loss due to illness or injury
- Higher employee satisfaction
- Reduced worker compensation for medical leave due to work-related injuries and illnesses
- Protection from liability lawsuits
- Future incident prevention.

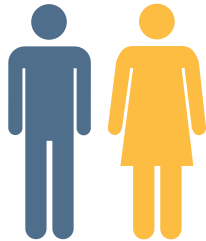


SAFETY SHOULD
NEVER BE A PRIORITY.
IT SHOULD BE A
PRECONDITION.



Paul O'Neill

COST OF WORKPLACE SAFETY



**61% Men &
39% Women**

MISS WORK DUE TO
WORKPLACE ILLNESS
AND ACCIDENTS



153
WORKPLACE
ACCIDENTS
OCCUR EVERY
15
SECONDS



8 DAYS
AVERAGE AMOUNT
OF WORK MISSED
DUE TO INJURY



DAYS AWAY FROM WORK: Men 10; Women 7

12

                    OCCUPATIONAL FATALITIES OCCUR EVERY DAY

160 MILLION
OCCUPATIONAL
DISEASES
WORLDWIDE



313 MILLION
NON-FATAL ACCIDENTS
WORLDWIDE

Sources:

1. United States Bureau Of Labor Statistics, 2013
2. International labour organization
3. United States Bureau Of Labor Statistics, 2003-2010

The total cost of work injuries in the US for 2020 was \$163.9 billion.

This figure includes wage and productivity losses of \$44.8 billion, medical expenses of \$34.9 billion, and administrative expenses of \$61.0 billion. This total also includes employers' uninsured costs of \$12.8 billion, including the value of time lost by workers other than those with disabling injuries who are directly or indirectly involved in injuries, and the cost of time required to investigate injuries, write up injury reports, and so forth. The total also includes damage to motor vehicles in work-related injuries of \$4.3 billion and fire losses of \$6.2 billion.

The cost per worker in 2020 was \$1,100. This includes the value of goods or services each worker must produce to offset the cost of work injuries. It is not the average cost of a work-related injury.

Cost per medically consulted injury in 2020 was \$44,000, while the cost per death was \$1,310,000. These figures include estimates of wage losses, medical expenses, administrative expenses, and employer costs, but exclude property damage costs except to motor vehicles.

Time Lost Due to Work-Related Injuries (DAYS LOST) - 2020

total in 2020	99,000,000
due to injuries in 2020	65,000,000
due to injuries in prior years	34,000,000
in future years from 2020 injuries	50,000,000

Days lost estimates do not include time lost by people with nondisabling injuries or other people directly or indirectly involved in the incidents.

The 99,000,000 days lost in 2020 are a result of injuries that occurred in 2020 and days lost in 2020 from injuries that occurred in previous years.

Days lost due to injuries in 2020 totaled 65,000,000. This estimate includes the actual time lost during the year from disabling injuries, but excludes time lost on the day of the injury, time required for further medical treatment, or check-ups following the injured person's return to work.

Fatalities are included at an average loss of 150 days per case, and permanent impairments are included as actual days lost plus an allowance for lost efficiency resulting from the impairment.

An additional 34,000,000 days were lost in 2020 due to permanently disabling injuries that occurred in prior years.

The NSC estimates 50,000,000 additional

days will be lost in future years due to on-the-job deaths and permanently disabling injuries that occurred in 2020.

(<https://injuryfacts.nsc.org/work/costs/work-injury-costs>)

The more information employees have, the more able they are to prevent accidents and injuries in the workplace. Effective training can improve retention of information, increase knowledge and help employees apply what they've learnt to their everyday activities. By measuring these factors we can identify areas that need improvement, fix it for the future and, in turn, improve safety – reducing the cost of injury to the business.



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WHAT ARE TRAINING EVALUATION METRICS?

When it comes to training, you want to be sure that you are getting the most out of your investment. That's why it's important to track the evaluation metrics of your training program. Evaluation metrics can tell you a lot about how well your training is working, and they can help you make changes and improvements as needed. There are a number of different evaluation metrics that you can track, and the ones you use will depend on your specific training program. Some common evaluation metrics include participant

satisfaction, learning outcomes, behavior changes, and performance improvements.

WHY ARE CORPORATE TRAINING METRICS IMPORTANT?

Training evaluation metrics are important because they help organizations measure the effectiveness of their training programs. By tracking data such as employee satisfaction, knowledge retention, and skills improvement, businesses can identify areas where they need to improve their training methods and make sure that their employees are getting the most out of their education. Ultimately, this helps organizations achieve their business goals by ensuring that their employees are properly trained and equipped to do their jobs.

WHEN TO USE AN EMPLOYEE TRAINING ASSESSMENT

It's important to know when and how to assess employee training. Without proper assessment, you can't determine whether your employees are learning the material and meeting your company's standards. Fortunately, there are a number of evaluation metrics you can use to measure employee training effectiveness. One common metric is post-training job performance. This measures how well employees perform their new tasks after completing training.

Another common metric is quiz scores or other forms of assessment. By reviewing quiz results, you can see how well

employees grasped the material. You can also measure employee satisfaction with training. This can be done with surveys or interviews. Employee satisfaction tells you whether your employees feel they are getting the most out of training and whether they believe it is helping them meet their goals.

Finally, you can measure how much training has improved employee performance. This can be done by comparing pre- and post-training data. By looking at improvement rates, you can see which types of training are most effective.



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WHY MEASURE TRAINING EFFECTIVENESS?

Statistics prove that companies across the globe invest heavily in employee training and development. According to Statista, employee training and education spend in the United States alone grew to 42.4 billion by the year 2020. In addition to enhancing knowledge and skills, measuring training effectiveness has proven to be an important tool to boost employee engagement and retention. Results and measurements of past training also act as critical indicators while planning future workshops.

Organizations should ensure that employees can demonstrate a positive impact of training through improved

productivity and overall skill development. With the growing focus on continual learning and development, businesses are keen on identifying reliable metrics and methods to measure the training effectiveness and the ROI of such employee training initiatives. After all, you would not want to deliver training that does not provide expected results.

SO... HOW DO YOU ACTUALLY MEASURE EFFECTIVENESS?

Before you start, you must identify the outcomes you would like to achieve – and keep these in mind throughout the whole training process. Having clear goals will help make sure you're staying on track and help you develop a criteria for measuring your effectiveness. Some of these outcomes could include:

- Employee satisfaction with the training experience
- Safety training aligned with the goals of the business
- Knowledge, skills and practices learnt and applied to the work environment by employees

- Change in the behaviour of employees to improve safety within the workplace
- Reduced number of injuries and accidents on the job
- Measuring Return on Investment (ROI)

When measuring the effectiveness of safety training we can look to training evaluation models to help us work out what to do now and we should do next.

The Kirkpatrick Model

The Kirkpatrick model has been used for 60 years and has a four step approach to evaluating:

1. **Reaction** - How employees respond to safety training
2. **Learning** - What employees learn and what skills they acquire from the training
3. **Behaviour** - Whether employees have changed their behaviour and applied what they have learnt on-the-job
4. **Results** - Measuring actual results to see whether the safety training program has been worthwhile

Learning evaluation models are, however, continuously being improved. And while the Kirkpatrick Model can be used, if you're looking to level up your evaluating game, you should take a quick look at these two other newer models that have a stronger focus on business outcomes and employee performance.

The Learning-Transfer Evaluation Model (LTEM)

This model is the newest from Dr. Will Thalheimer, a pioneer in the learning research space and advocate of performance-based learning. LTEM has eight levels of evaluation that start shallow, but end with a deeper and more comprehensive explanation of how measuring learning effectiveness can become... well, more effective.

1. **Attendance:** This is simply notes whether a employee has signed up, attended or completed the safety training program - not the best for measuring whether learning has actually taken place, but necessary all the same.

2. **Activity:** We can measure learner activity in three ways: Attention, Interest, Participation. It is important to note that

the presence of these three factors does not necessarily equal learning. Employees may be attentive, interested and participate, but this does not mean they are effectively learning nor that they are learning the right thing.

3. **Learner Perceptions:** Feedback is important. It can help employees judge their own level of learning and can provide information to assessors on what areas of training need to be improved. However, when looking at the perceptions of learners we need to be targeting the right things. Instead of simply measuring learner satisfaction, it is better to measure comprehension, realistic practice, and learners' motivation to apply what they have learnt to their everyday.

4. **Knowledge:** This is about testing employee's recitation and retention of

knowledge. For learning to be effective, knowledge must be retained over an extended period.

5. **Decision Making Competence:** Testing the ability of employees to make decisions given a realistic situation.

6. **Task Competence:** Testing whether employees can make decisions and perform relevant actions. This is more of a practical approach and is essential in safety training so that employees feel confident enough to apply what they have learnt when placed under pressure in their everyday.

7. **Transfer:** This step aims to show whether employees are able to transfer what they have learnt into their actual work environment. If something does go wrong, employees will respond accordingly, using skills acquired in safety training.

8. **Effects of Transfer:** This looks at how the transfer of what has been learnt affects the business, employees and others. The effect of improving safety training should be a reduction in workplace accidents and injuries.

The Bersin Impact Measurement Framework

This model takes a different approach than the LTEM. Instead of levels of evaluation, it looks at measurement areas and the questions they should answer. By assessing each of these areas and asking the relevant questions, you should be able to measure the job impact, business impact and ROI of your safety training.

Adoption

- What is the completion rate of your safety training program?
- Who is it that you are planning to train?

- What are the obstacles preventing employees from adopting the safety training?

Utility

- How useful is the safety training to employees— can it actually be utilised in their work environment?
- Did the safety training program satisfy the needs of employees?

Efficiency (financial measures)

- Was the safety training built and delivered in a cost-effective way?
- How does the cost per employee and per hour compare to other safety programs?
- Alignment with business objectives
- Were the safety priorities of the business defined?
- Do the objectives align with the safety



problems of the business?

- Attainment of customer objectives - the measurement of customer satisfaction
- Did your training program meet safety and budgetary objectives?
- How well do you feel you have obtained your stated goals?

Satisfaction

- How well did employees like the content, delivery and experience of the safety training?
- How do these satisfaction measures compare to existing skills, motivation and attitude?

Learning

- How well did the desired learning on safety take place?

- Does the learning reflect the problems in safety for the business?
- Is the safety learning relevant?

Individual performance

- How well are individuals meeting performance of objectives?
- Have employees improved their performance?

Organizational performance

- How is the performance of the business affected by the safety program? — Ideally, injuries and accidents will be decreased as a result of effective safety training.

Safety training is all about improving individual and group performances and in turn influencing the overall performance of your business. It is important to evaluate the effectiveness of the training and ensure that the original learning goals were achieved.

However, measuring training isn't helpful unless you utilize what you have learned to improve the training, find a better provider, or even decide to discontinue the program. Training cannot be a one-time event; it's important to define and support continuous learning paths — this enables your employees to stay compliant, healthy, safe and productive.

Source:

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