Getting New Drivers, Plow Ready

Lesley de Repentigny, CTDP
President & CEO
DriveWise
Workshop Outcomes

At the end of this session, you will be able to:
1. Discuss the 3 Domains of Learning in relation to Snowplow operator onboarding.
2. Discuss training methods and learning retention.
3. Describe the 4 Levels of Training Evaluation.
4. Explain the 3 phases of an effective onboarding program.
What does this mean?

Operationally Ready

End of Entry Level Training
The Problem

“The Operator knew to raise the wing when (insert your environment)!
Why does this keep happening... Our training is ineffective!

Teach Others
Practice Doing
Discussion
Demonstration
Audiovisual
Reading
Lecture

90%
75%
50%
30%
20%
10%
Teach Others
Practice Doing
Discussion
Demonstration
Audiovisual
Reading
Lecture

Bloom’s Taxonomy
Cognitive
Affective
Psychomotor
Bloom’s Taxonomy

Causal Factors in Commercial Vehicle Collisions

<table>
<thead>
<tr>
<th>Causal Factor</th>
<th>Estimate</th>
<th>Type</th>
<th>Domain</th>
</tr>
</thead>
<tbody>
<tr>
<td>Following to closely</td>
<td>834</td>
<td>Decision</td>
<td>Cognitive, Affective</td>
</tr>
<tr>
<td>Illegal Maneuver</td>
<td>227</td>
<td>Decision</td>
<td>Cognitive, Affective</td>
</tr>
<tr>
<td>Inadequate surveillance</td>
<td>220</td>
<td>Recognition</td>
<td>Cognitive, Affective</td>
</tr>
<tr>
<td>Too fast for conditions</td>
<td>101</td>
<td>Decision</td>
<td>Cognitive, Affective</td>
</tr>
<tr>
<td>Inattention</td>
<td>78</td>
<td>Recognition</td>
<td>Cognitive, Affective</td>
</tr>
<tr>
<td>Stop required</td>
<td>74</td>
<td>Decision</td>
<td>Cognitive, Affective</td>
</tr>
<tr>
<td>External distraction</td>
<td>62</td>
<td>Recognition</td>
<td>Cognitive, Affective</td>
</tr>
<tr>
<td>Brake problems</td>
<td>54</td>
<td>Vehicle</td>
<td>Psychomotor</td>
</tr>
</tbody>
</table>
Evaluation Model

Program Delivery

Level 1 Learner
- Engagement
- Relevance
- Customer Satisfaction

Level 2 Content
- Knowledge, Skills, Attitude
- Confidence, Commitment

Level 3 On the Job
- Do participants apply what they have learned?

Level 4 Results
- To what degree do targeted outcomes occur?

Program Design
*Based on Kirkpatrick Model

Learner Content On the Job Results

Learner:
- Fleet Policies
- Incident Examples in teaching notes
- Activities: Backing exercise, problem solving
- Simulation: Backing exercises, Parking choice exercises, animal activity, Rear crash avoidance, close quarter maneuvers

Content:
- Backing
- Speed and Space Management
- Circle Check
- Close quarter maneuvers
- Adjusting for conditions

On the Job:
- Situational Awareness
- Risk Perception
- Decision Making

Results:
25% Incident Reduction
Levels of Competence

Operational Operator

Snowplow

Fleet Specific Snowplow Operator

Snowplow Operator

Snowplow Operator Technical Skills