



Show One. Do One. Teach One.

Often we are frustrated when an employee forgets about, avoids, or improperly uses a process that we have told them about or asked them to use. "We know we told them once", shouldn't they get it? Often we label or judge them as lazy, incompetent or at worst stupid. Sometimes it is lack of commitment or poor attention to detail by our employees, but frequent occurrences or occurrences from multiple team members should be a red flag warning to management that "we" need to do something different.

In fact as management or owners we need to look at ourselves and ask are we doing all we can to train or educate our team members on the duties and skills we want them to use in their job? It's okay if we identify the problem. No one or no company is perfect. It's not okay if we tolerate it or do nothing to correct this type of problem.

One easy and simple training tool that we have used to improve our training and education is the Show One. Do One. Teach One method. This tool incorporates several proven successful learning steps; 1)you show someone how to do it; 2)you then have them show you back how to do it; 3) you have them show another team member how to do it, further reinforcing back into the learners mind the process. As the learner becomes the teacher, they take ownership in the process, and you have trained a trainer which takes pressure off the owner of manager to do it all, and you get people following your systems and processes.

If this process sounds familiar perhaps you have bought an Apple product at one of their stores. You have some elements of this learning method. Certainly the "do one", as they have you open the box; they have you turn on the device; they have you push the buttons to learn how to use the device.

This is a great top down training and learning process, and will improve our employee's job performance and build individual and team accountability.

Now try this method. Pick a topic such as filling out a job cost report. Show your project manager what you expect; have him show you back a sample of what you expect; have him teach the method to his foremen; have the foremen teach their crewman. Have the crew show the next crew member. Can you see where the production and reporting can improve immediately with this method?

