

# Why?

**Job Instruction**  
is a *Continuous Improvement, Learn-By-Doing Approach to Workforce Development* which provides an *Immediate Return on Investment* and has a *Strong History of Success* in the United States and across the globe.

**TWI will help your company:**

- *Work Safely*
- *Standardize Work*
- *Increase Productivity & Quality*
- *Reduce Training Time*

For additional program information, please contact Linda Liebert-Hall  
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**The most efficient employee development program to: reduce your training learning curve for any job by an average of 50%; reduce safety incidents and costs by 25%; and increase sales per employee of 10%.**

**Does your company struggle getting a worker productive quickly, properly, and safely when learning a new job function or task?**

**JOB INSTRUCTION** establishes a standardized, repeatable training process to do ANY job **safely** (integrating all safety regulations and requirements into the job requirements), **correctly** (with fewer errors), **consistently** (every time), and **successfully** (meeting all job requirements).

On October 1, 2012, the ND Petroleum Council (NDPC) was awarded a \$148,800 grant from North Dakota Workforce Safety and Insurance (WSI) to raise awareness of safety issues in workforce development and for offering training scholarships\* to participate in the Training Within Industry Job Instruction program as a solution to the problem. Dakota MEP has partnered with the NDPC and WSI to achieve these grant objectives. *Scholarships are limited to five participants per company (based on WSI policy number), for employees who either reside or work in ND. Additional participants may be allowed at full registration fee, if workshops don't fill up. Waiting list information is available on [www.dakotamep.com/JI](http://www.dakotamep.com/JI).*

2007-2011	Total Claims Made	% of Claims Employed <1 Year
Oil & Gas	5,888	80%
Construction	16,570	55%
Retail	13,648	50%
Manufacturing	14,911	45%
Health Care	15,549	42%

According to 2007-2011 WSI statistics, persons employed less than 1 year are injured on the job significantly more often than other workers, based on years of employment. While the exact percentage may change, the statistical

pattern remains the same regardless of industry (see the table). **How do your injury statistics compare to the percentages shown? Are they higher?** Job Instruction can help you reduce these statistics by establishing a standardized, training process so the worker learns to do a job **safely, correctly, consistently, and successfully**.

**\*\$310 scholarship available for you to participate in a Job Instruction Workshop!**



## Job Instruction Workshops

(limit of 40 participants/workshop)

8:00 A.M. - 5:00 P.M. both days

**August 6-7, 2013**

Ramada (Formerly Doublewood Inn)  
Bismarck

**September 10-11, 2013**

Holiday Inn Riverside  
Minot

### To Register:

[www.dakotamep.com/JI](http://www.dakotamep.com/JI)  
registration form is at bottom  
of the page; under the logos

### Cost:

(\$375 - WSI Scholarship of \$310)  
\$65/person includes materials  
Lunch on your own.

*This workshop qualifies for the annual safety or claims management section of the WSI Safety Management Program for upper level management, safety coordinators, and claims coordinators.*



### **When and How would I use it?**

In short - all the time. Job Instruction is fundamental to helping people perform a job the best, and same way each time. Once a job skill is mastered, the number of defects, rejects and rework is automatically reduced. And, well-trained people also reduce the number of accidents and equipment and tool damage.

### **Where would I use it?**

Any time you are training someone on a new job task, whether it is a new employee, or a seasoned person learning new equipment processes.

### **Who would use it?**

Job Instruction is ideal for those who direct the work of others and anyone who needs to transfer knowledge from one person to another.

### **Where did TWI come from?**

TWI supported the U.S. war production effort during WWII. Despite great success, it was largely forgotten. Inability to hold standard work is a major reason why lean initiatives stagnate. TWI is being re-born as a proven structured approach to sustain continuous improvement.

*“Job Instruction was very helpful for our organization. It not only reduced our learning curve significantly, but now trainees on new jobs make fewer mistakes because the JI method helps the trainer tell and show the trainee, as well as having the trainee reciprocate back to the trainer, what we do, how we do it, and why we do it that way.”*

—Jerry Symington, Owner & President  
Woodside Industries

North Dakota companies in several industries are collaborating in applying Job Instruction (a Global Best Business Practice) to the development of their people.

# Effective Job Instruction: Fundamental to Improving Safety



# TWI

Every  
Training Within Industry