

## CASE STUDY: Safety Training

### THE CHALLENGE

Brunswick employs over 3,000 teenaged, part-time workers in its Brunswick Zone and Brunswick Recreation Center facilities. Practicing Safety in all aspects of service (bartending, food service, and mechanical) is mandatory in maintaining the success of each location and insuring a positive experience for each patron. In addition, safety training must be verified for risk management purposes.

Existing training tools for the execution of effective safety were dated and no longer delivered the safety message in a meaningful way. The process for participating with these tools was described as "painful" by participants. Such an experience greatly diminished the program's effectiveness.

Brunswick sought an online approach to safety training that would keep participants engaged and interested through realistic scenarios, and a high-energy presentation.

### PERFORMANCE SOLUTION: ONLINE TRAINING

Cedar Interactive provided the following solution:

- **Safety training courses**
  - Four 15-minute course: General safety module, Bartending safety, Food and beverage safety, Mechanical safety
  - Assessment tests for each of the four course modules.
- **Learning Management System** - to login learners, launch courses, score and store testing, and let training administrators view, save, and print reports of learner completion.
- **Web Hosting** of system - external to Brunswick, but linked to Brunswick website.

The program is designed to ensure learners gain the knowledge and skills to safely execute their jobs and enable engaged, positive behavior change on an accelerated basis, through the use of the **Performance Centered Learning** approach. This PCL learning method uses scenarios to provide realistic situations for the learner to experience. The program presents realistic Brunswick safety scenarios, and then asks students to make decisions. At this decision point, learners are provided access to supplemental information; including the Brunswick Employee Safety Handbook and the job specific Training Guide Manuals.

### INITIAL RESULTS:

Each program will provide Brunswick with three main results:

- Engaged learners who score high marks for retention and skill acquisition
- The safest possible conditions for customers and employees alike.
- Documentation for risk management purposes

