

Turbo Leadership Systems

The **TURBO** Charger

Phone: 503.329.4519 · Email: turbo@turbols.com

To our clients and friends

Issue 793

Computer Jargon

May 12, 2020



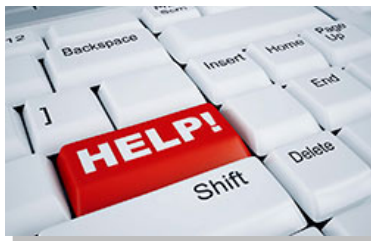
Larry W. Dennis
President
Turbo Leadership Systems

**Explain, explain,
explain to
totally train.**

I can show you how

Denis, operating supervisor for a paper mill in northern Ontario, Canada, told Session 9B of the Leadership Development Lab™ (LDL):

"Brad Beadow, one of our steam plant employees, had been assigned the task of converting steam department risk assessment, lockouts, and vessel entries into the mill's new vessel entry templates. He began the process but got hung up on a troubling program formatting issue. He called me a little frustrated and tentatively asked if I could help him. I said, 'I can show you how. I will come over right now,' and I went over to his area. When I got there, instead of doing it for him or trying to explain it with computer programming language hardly anyone understands, I decided to utilize the Turbo 3-step on-the-job training process.



"First, I showed him on the computer how to correct the formatting glitch. As I was showing him each step slowly, I carefully explained why it was the next step and how it impacted the install process. I showed him the several steps of the entire process from start to finish. Then, I proceeded to close out the document without saving it and asked him to repeat what I had just done while I verbally explained and walked him through it. Brad did it, he was able to follow each step as I explained the steps to him. Then he went on to do another conversion, and as he made the entries, he quite naturally told me what he was doing without any of my prompting or input. When we were through, I told Brad what a quick learner he was and told him he could call on me any time he needed help with the computer issues that come up.

"The lesson I learned from this experience is that by being patient and taking the time required to follow the 3-Step approach, my training is much more effective.

"The action I call you to take is to follow the 3 Step Training process for all of your on-the-job training - don't skip a step or change it. When you are through and your trainee grasps the new skill always make sure to compliment them on their success after they have completed the new task correctly.

"The benefit you will gain is a motivated team member who will feel great about being able to perform a new task. You will help them have the confidence to ask for help the next time a new challenge comes their way. This will save countless hours as you help eliminate errors and rework."

*See Language of Leadership: Communicating for Results
Chapter 12: Seeing "How To"
for more insights to help others acquire new skills.*



TURBO
LEADERSHIP SYSTEMS

Please forward this to friends, co-workers, customers or relatives who you feel might enjoy it.

To unsubscribe, please e-mail us at admin@turbols.com

Connect with us!

