

5 Tips for Hassle-Free Employee Education & Supervisor Training

TIP 1: Solicit buy-in.

Scheduling and executing employee education and supervisor training will be much easier if you have the support of the “powers that be.” Be proactive and consider the challenges the education/training will pose for others. Will others think it will compromise production? Cause employee morale problems? Will they think it’s a waste of valuable time and money?

After predicting your resistance, formulate “selling points” that specifically address their concerns. If the issue is

- **MONEY:** Calculate your actual saving from the DFSP program.
- **TIME:** Contrast the time spent in training with the time that would be spent dealing with an alcohol/drug issue.
- **MORALE:** Guarantee the person delivering the sessions will be engaging, approachable and adept at dealing with resistance. (Then follow-through with finding that type of trainer!)

TIP 2: Consider your work environment and pick a delivery method that best suits your needs.

Your education/training need not be confined to a “traditional” classroom during “normal” business hours; it’s no longer “one size fits all.” Some companies hire outside experts to deliver the sessions. Others attend Train the Trainer courses to equip them to deliver it themselves. Additional options include live webinars, OnDemand computer courses and off-site training classrooms. Consider the dynamics of your company and choose a delivery method that will work:

- Will the information be received better if delivered by an outside expert or someone from the inside?
- Is it possible to get everyone (or most everyone) in the same room at the same time?
- How computer-savvy are your employees?
- How comfortable do you feel delivering the sessions and answering difficult questions?

TIP 3: Plan for the year (not just the day).

It can be a major hassle to realize – at DFSP Annual Report time – that you’ve not educated/trained all employees and supervisors. Avoid the hassle by strategizing ahead of time how you will service those who miss your annual session(s) or those who are hired after the annual session(s).

Consider incorporating the DFSP education into your orientation sessions and using webinar or OnDemand options for those who need a make-up session. Avoid the dreaded “report time scramble” by planning for the year, not just the day!

TIP 4: Honor the “two birds with one stone” adage.

It’s an investment to take employees off the job for education/training. If you are pulling them together for your drug-free education/training, think of other topics you could address: Rolling out a new insurance or 401k plan? Have you made changes to other company policies? Need to complete OSHA training? It may be easier to justify taking the time if you can meet multiple objectives.

TIP 5: Buddy UP.

If you’ve been trained to deliver the education/training sessions yourself, consider inviting someone to present with you. While you likely would not want them to deliver your entire session, there are lots of experts in the community that could offer some valuable alcohol/drug information to your workforce. Think through your education/training objectives and solicit someone whose expertise could complement your comments.