

Eight steps for successful hands-on training

1. **Determine if** a task or procedure has **too many steps to be taught at once**. If a task involves many steps, then break it down into smaller tasks. For example, Chiro Prep involves many steps. Break it down to smaller chunks such as: (1) Running a Patient Pulling Ledger Report and crossing off cases; (2) Completing tops; (3) Completing bottoms for PI cases; (4) Completing bottoms for Cash cases; (5) Completing bottoms for insurance cases
2. **Demonstrate**. Show learners how to perform the procedure or task. Limit instructor demonstration to one or two cases. The goal is for learners to be hands on.
3. **Have learners describe what you did**. Ask them to tell you in their own words what they have just seen or what steps were involved.
4. **Ask and answer questions**. Ask learners questions about your demonstration to ensure they have understood the key points. Explain “the why” about why we do the thing they are learning and what all it impacts. Then, answer any related questions they have.
5. **Have learners perform with guidance**. Give each learner the chance to actually perform the procedure or task.
6. **Provide immediate feedback for the first few cases until performance is good**. Praise success, and correct errors. Ensure learners who make mistakes understand what they did wrong and how to do it right.
7. **Give them the chance to practice**. Once you are convinced that learners have the right idea, let them practice under supervision. You don't want them to practice things that they are doing wrong so be sure to review their work frequently at first as they progress towards mastery of the task.
8. **Monitor back on the job to ensure learning is effective**. Check that trainees have learned everything they need to know and are performing the procedure, technique, or task properly.