

# Level 3 Evaluation at the UAW



# Level 1 --- Reaction



**HOW DID WE DO TODAY?**

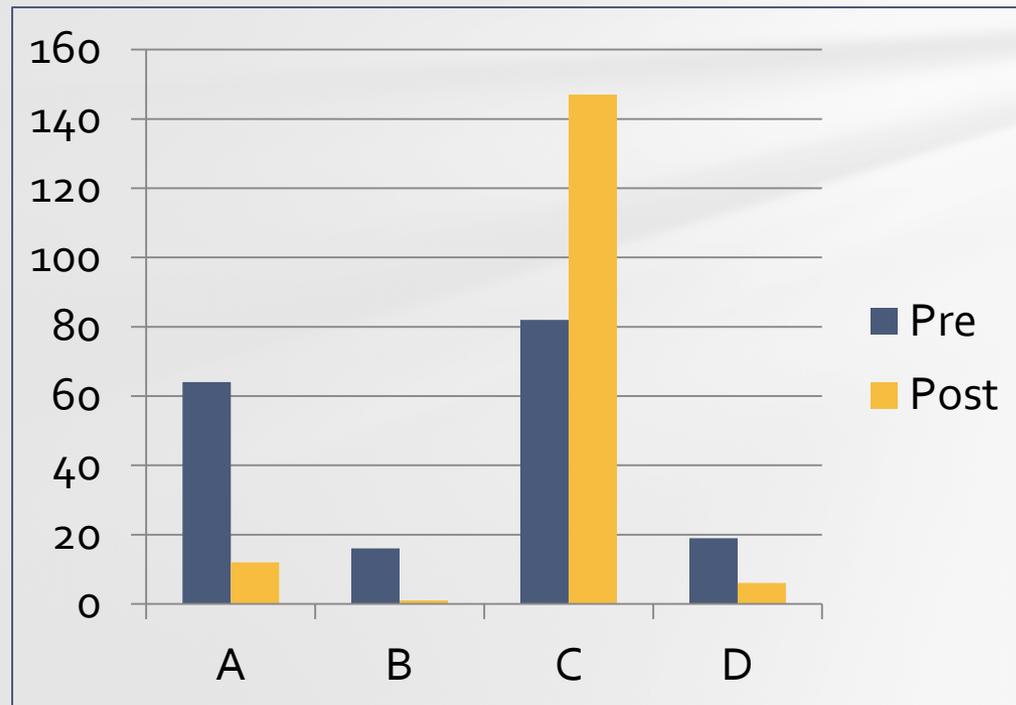
**WE WOULD LIKE YOUR FEEDBACK!**



# Level 2----- Learning

According to the Hierarchy of Controls the most effective way to address a hazard is:

- A Training
- B Engineering
- C Elimination
- D PPE



# **Level 3 ---- Impact or Behavior**

**What happens when student leaves the training and returns to their job?**

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“Measures positive impacts of training activities on work practices, increases in workers involvement at workplace based on information gained at the training, increased sharing of information with co-workers who did not attend the training.”

# Kirkpatrick's Guidelines

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Use a control group if possible.

Allow time for behavior to take place.

Evaluate before and after if practical.

Survey and/or interview one or more of the following: trainees, their immediate supervisor, their subordinates, others who observe them.

Get 100 percent or a sampling.

Repeat the evaluation at appropriate times.

Consider cost versus benefits.

# **Considerations for Level 3**

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**When to evaluate**

**How often to evaluate**

**How to evaluate**

# Long-term Impact of IER Training

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## **Telephone interview guided by survey form**

- Conducted 6 months to 1.5 years post training
- Closed ended questions with elaboration solicited by interviewers for clarification
- Cover letter and copy of questionnaire mailed
- Contact made within two weeks of mailing
  - Completed interview
  - Set appointment for interview

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## Industrial Emergency Response Training: An Assessment of Long-Term Impact of a Union-Based Program

Jennifer A. Fernandez, MS,\* Judith A. Daltuva, MSW, MA, and  
Thomas G. Robins, MD, MPH

**Background** The long-term impact of the United Automobile Workers' (UAW) Industrial Emergency Response Training on health and safety conditions and practices in plants is described. Two strategies are combined in this 24-hour training: the use of peer (worker) trainers and a participant-centered approach, the Small Group Activity Method (SGAM). **Methods** Impact was assessed through a telephone survey of 67 trainees conducted on average 16.8 months post-training.

**Results** 74% of trainees reported using at least one of the provided written training materials after training. Of those reporting an accident in their facility after training, 88% said it was handled differently because of training. Trainees report that peer-trainers are more knowledgeable and communicate better than do other types of trainers. Trainees also reported that SGAM made training more applicable to their workplace. 98.5% of trainees like the methods utilized.

**Conclusions** Worker-trainers and SGAM are effective training methods enhancing the long-term impact of union-based workplace health and safety training programs. *Am. J. Ind. Med.* 38:598-605, 2000. © 2000 Wiley-Liss, Inc.

**KEY WORDS:** small group activity method; worker-trainers; peer-trainers; industrial emergency response; training; union

### INTRODUCTION

In 1990, the International Union of the United Automobile, Agricultural Implement, and Aerospace Workers (UAW) was awarded a grant from the National Institute of Environmental Health Sciences (NIEHS) to provide training related to the Occupational Safety and Health

(OSHA) standard 1910.120 ("HAZWOPER"). As a part of this grant, the UAW provides 24-hour Industrial Emergency Response (IER) training to its members.

The UAW seeks to educate trainees about their role in dealing with chemical emergencies, the harmful effects of some of the chemicals with which they work, where to find additional information about the effects of chemicals, and preventative strategies to reduce hazards. The aim of the program is to train the trainees as First Responders at the Operations Level.

Initially, the UAW IER training was conducted by staff from the International Health and Safety Department using a conventional lecture methodology. The UAW's program has evolved in two critical respects since 1996: (1) peer (worker) trainers have been used exclusively as instructors and (2) a participant-centered educational method, called the Small Group Activity Method (SGAM), has been utilized to conduct the IER training programs.

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# Black Lake Returning Delegate Follow-up

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**Brief interviews**

**Short questionnaires**

**Story-telling sessions**

**Focus groups**



# **Samples of Questions**

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**How have you used the training you received at Black Lake once you returned to your workplace?**

**Give an example of how the training you received benefitted you or your co-workers**

**How has the training helped you recognize hazardous materials or unsafe conditions?**

# Longitudinal Study of Training Effectiveness

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Pre-and post training assessment surveys during initial IER technician level training

Follow-up assessment surveys at two, six and twelve month intervals

Individual interviews one year post training



# Facilitated dialog

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Hazardous Chemical Review Committee

Participatory action research projects

- 3 year project
- 1 year project
- On-going project now entering sixth year

Note: Base-line information gathered  
Training or participation in meetings  
Follow-up interviews

# Challenges and Lessons Learned

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- Follow-up Timing
- Contacting Respondents
- Interview Process

# Quote from Focus Group Member

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“You can see the results of the effort spent in this training as it correlates to the general health and safety of the workforce. Do you remember what the old timers looked like when you started? They were pieces of men. It was hard to find a guy with 30 years in with all of his appendages, or who didn't limp, who didn't have a bad back or a missing eye or a missing finger, and it was all of them. I remember thinking if I stayed here, that was going to be me. It was just considered an occupational hazard. You could never have zero deaths, you could never have a place where no one got hurt, and that was the common thought. The money spent in educating the workforce has changed that culture considerably. Are we perfect now? Hardly, we have a long way to go. But we have come so very far.”

# Thank You!

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