

# EMERGING WORKPLACE HAZARDS: **Creating Adaptable and Innovative Safety and Health Training**

May 2–4, 2023 / Indianapolis, Indiana



## WORKSHOP SESSION SUMMARY

### POST-CONFERENCE PROCEEDINGS

#### 1. Session Title and Presenter's Contact Information:

Workshop number and title: 47/67. Tailoring Courses to be More Inclusive and Relatable

Presenter (s) Name: Krystal Werner

Presenter Organization: Digital Wave Technologies, a division of Antech Systems Inc.

Presenter Email: Krystal.Werner@digitalwave.com

#### 2. Workshop Summary:

*In this workshop, we discussed the importance of knowing who our learners are and prioritizing their needs so that they can focus on the lessons. We defined what considerations should be made to adapt a one-size-fits all course to one that is more relatable and understandable to the audience. We explored various content examples such as text, images, and quiz questions and formats, and discussed how to improve them for accessibility, inclusivity, and literacy.*

*The following concepts were covered:*

- *A learner-centric course is a paradigm shift where we think of our learners as active participants versus passive ones. Courses are accessible, relevant, and relatable.*
- *Some activities that will help you gain a better understanding of your learners are: Conducting an audience analysis and user personas to identify your target audiences, Conduct a needs analysis, and Collect both quantitative and qualitative data to inform your course design with feedback loops such as surveys, polls, interviews, focus groups*
- *Design and maintain your course for all with a universal design mindset, this comprises of usable, accessible, and inclusive design.*
- *Move away from a one-size-fits-all course by tailoring the course with consideration to your learners': mechanics, language and culture, and skills.*

#### 3. Methods:

*The presentation included slides with information and examples that were discussed. Participants were prompted throughout with questions regarding the methods or examples presented. Along with the presentation a printed guide was provided as a takeaway. Overall, this worked well and most participants were engaged in the information; it was mostly new information for them. Disadvantages the room was crowded and the presentation could have been broken up more into*



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**NIH** National Institute of  
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Master Training Program

*more sessions. In addition, my colleague was not able to make the session and it would have helped tremendously having another person to assist, even if it was just to help keep time and remind participants of the evaluations.*

#### **4. Main Points/Key Points Raised from Participants:**

*For most participants the material was new, they have never heard of universal design, Blooms or understand 508 compliance and its impact to their materials.*

*Participants wanted to dig deeper into:*

- *the how of facilitating the different activities to understand learners, e.g., discovery activities and how to write surveys without leading the user and bias.*
- *writing assessments and multiple-choice questions.*
- *assistive technology. They wanted to see it in action to understand how it is used and how their content impacts the user experience.*

*Participants had a lot of questions/wanting consultation on alt text for their training.*

#### **5. References:**

*[Reference materials (including articles, reports, training materials, links, etc.)]*

#### **6. Workshop Handouts/Resources:**

*A Guide to Tailoring Courses to Be More Inclusive and Relatable-KrystalWerner.pdf*