Chapter 10

Activity 10-2 Improving Your Reading Skills

**Directions:** Read the passage below to a classmate and focus on the content. After you have read the passage, key the answers to the activities that follow in the space provided.

HOW TO DIRECT TO ENSURE UNDERSTANDING

Step 1: Prepare the worker

• Put the trainee at ease.

• Get the trainee excited about the new job.

Step 2: Present the job

• Tell, show, and illustrate the job carefully and patiently.

• Stress the key points—explain the reasons why they are important.

• Instruct and demonstrate clearly and visibly—one step at a time and in small amounts with no more than can be understood.

• Ask questions to uncover understandings and misunderstandings.

• Repeat instruction if deemed necessary through the questioning that took place.

Step 3: Have worker demonstrate performance of the task taught

• Have the worker walk through the task while the instructor observes closely and corrects errors.

• Have the trainee complete the job a second time while explaining the key procedures to the trainer.

• Ask the trainee what, why, when, and who questions during and following the demonstration.

• Have the worker continue doing the job as the trainer observes the performance until the performance is satisfactory.

Step 4: Follow-up

• Put the worker on his/her own.

• Designate to whom he/she should go for help if needed.

• Check the worker frequently and watch follow-through on key components of the task.

• Encourage questions by not rushing the worker.

• Slowly taper off coaching and close follow-up.

Reading Questions

1. Directions must be followed in a specific order. Instructions can be carried out in random order. Is this document properly labeled as *directions* or should these be *instructions*? Explain your answer.

<<Place Answer Here>>

2. If you were the person working with a new employee, would you consider these directions complete? Why or why not?

<<Place Answer Here>>

3. In a new document, rewrite and format these directions in the manner in which you think would make the document more useful. Once complete, print and submit your completed directions.

<<Place Answer Here>>