

The Four-Step Skills Training Method (An *Infoline* Job Aid)

Instructions

The Four-Step Skills Training Method was developed in the 1920s, but is still effective today. It is an excellent way to introduce first-time trainers to the basic training process. The steps are as follows:

1. Prepare the worker.
2. Demonstrate and explain the operation.
3. Give the learner practice.
4. Follow up.

This job aid will introduce the Four-Step Skills Training Method to new trainers. First, hand out a few copies of this job aid to each learner for use in observing and evaluating train-the-trainer sessions. Then demonstrate the Four-Step Skills Training Method for the learners; have the learners use the job aid to evaluate your demonstration.

Now, break the learners into small groups and have them take turns training each other to do relatively simple tasks (such as tie their shoes or start a computer), while other learners observe and evaluate the training. Observe each group in preparation to give the learners feedback. Finally, share your likes and concerns, and allow the learners to share what they have learned or what they think requires some more practice.

Refer to *Infoline* No. 258808, “Basic Training for Trainers” for more information. Click [here](#) to purchase the issue.

Job Aid

Training Trainers with the Four-Step Skills Training Method

Use this job aid to introduce the Four-Step Skills Training Method to new trainers. First, hand out the checklist below to the trainees for use in observing and evaluating train-the-trainer sessions. Then demonstrate the technique for the trainees and provide them with enough materials to practice until they have established the skill.

Directions for trainees.

1. Review the checklist.
2. As you watch the facilitator demonstrate the Four-Step Skills Training Method, use the checklist to evaluate what happens.
3. Identify some relatively simple task you can train someone to do (such as tying a necktie, reloading a mechanical pencil, starting up a computer) and use the “Preparing to Train” part of the checklist to get ready to train.
4. In groups assigned by the facilitator, each trainee in turn trains one other person while the rest evaluate, using the checklist. Which steps are well done, and how did you know it (what did you observe)? Which steps were missing and what was the effect?
5. When you are finished, share your likes and concerns, then discuss what you have learned or re-learned about training.

Checklist for the Four-Step Skills Training Method

Preparing to Train. Did the trainer:

- Identify the best procedure?
- Analyze the tasks involved?
- Make sure all necessary material, equipment, and supplies were on hand?

- Instruct clearly, completely, and patiently?
- Demonstrate a second time and summarize?
- Ask for questions?

Step 1: Preparing the Worker. Did the trainer:

- Put the learner at ease?
- State the job?
- Find out what the worker already knows about the job?
- Make sure he or she can see the operation?

Step 3: Giving the Learner Practice. Did the trainer:

- Have the learner do the job?
- Give feedback?
- Correct in a friendly and calm manner?
- Praise specific successes?
- Ask questions that test understanding?
- Have the learner practice until the task was done to standard?

Step 2. Demonstrating and Explaining the Operation.

Did the trainer:

- Give an overview of the task?
- Demonstrate the procedure step by step?
- Instruct at a comfortable rate?
- Stress key points?

Step 4: Following Up. Did the trainer:

- Encourage further questions?
- Designate someone to give further help?
- Put the learner on his or her own?
- Check on the learner’s progress periodically?

