

Better Training!



Purpose

This one-day on-site workshop teaches laboratory staff how to develop a training event package for new employees and for all employees when there are new or changed work processes.

Benefit

This training approach allows your laboratory's trainers to *organize* the training time efficiently, *deliver* uniform communication about laboratory processes and procedures, *increase* initial employee competence, and help *reduce* errors— all of which improve laboratory quality, efficiency, and effectiveness, and also enhance patient safety.

Activities

Note: The program *Better Work Processes – 2!* is a prerequisite for this workshop (see below).

I use lecture, discussion, and hands-on activities to teach participants how to construct a training event packet for a given work process. Participants get hands-on practice time for completing a workbook template for the training event.

Follow-Up

Better Training! should be combined with the following program to meet CLIA and JCAHO requirements:

- Better Work Processes – 2! [See Website for Description]
- Better Competence Assessment! [See Website for Description]

Lucia Berte has many years' experience as a laboratory and quality manager, laboratory and blood bank assessor, trainer, presenter, and consultant. She has clients and speaking engagements in several countries and serves as a volunteer on several national and international committees that develop laboratory quality management guidelines and standards.

Lucia M. Berte, MA, MT(ASCP)SBB,DLM; CQA(ASQ)CMQ

Laboratories Made Better! P.C.

P.O. Box 670

Broomfield, CO 80038-0670

Ph: 303.487.1135

Fax: 303.953.8488

www.LaboratoriessMadeBetter.com