

ASSET PROTECTION

PEOPLE | PROPERTY | REPUTATION

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Pointe Hilton Tapatio Cliff | Phoenix, AZ.



Objectives

- Background to why we are talking about cashier training
- Current training methods in the industry and at Schnucks
- Challenges/opportunities in training
- Cashier training game case study

Background

- Frequency and severity of cashier strains, sprains, and carpal tunnel accidents increasing
- Missings? Current training was non-existent for proper scanning, lifting, and stretching for cashiers

Costs of Cashier Safety Incidents

\$1.2M per 1,000 FTE Cashiers for 7+ day lost-time claims

- Average reported incidents/ 100 employee in grocery (US DoI)= 5.7
- Percentage of incidents resulting in more than 7 days lost time (WCRI)= 19%

Average number of lost time incidents per 1,000 FTE Cashiers = 10.8

- Average direct cost per 7+ day lost time claim (WCRI)= \$54,000
- Average indirect cost per claim 1.1 times direct cost (OSHA)= \$59,000

Average total estimated cost per 7+ day lost time claim- \$113,000

Total cost per 1,000 FTE Cashiers = $10.8 \times \$113,000 = \$1,220,400$

Sources:

US Department of Labor: Bureau of Labor Statistics- 2010 Injury Data by Industry

<http://www.bls.gov/iif/oshawc/osh/os/ostb2813.txt>

Workers Compensation Research Institute- 2009 Benchmarks

<http://www.wcrinet.org/benchmarks.html>

Occupational Health and Safety Administration

http://www.osha.gov/SLTC/etools/safetyhealth/mod1_costs.html

Direct Costs:

- medical
- indemnity
- expenses

Indirect Costs:

- investigation
- supervisory time
- claims handling
- reports/paperwork
- rescheduling staff
- overtime
- retraining
- reduced productivity
- reduced morale
- hiring and selection

Current Training Methodologies at Schnucks

- Computer Based Training
- Instructor Led
- On-the-job with department lead

Issues: Consistency, retention rates, relevant to a specific job

Training challenges in a retail environment

- Steady stream of trainees because of turnover
- Workforce spread out geographically
- Difficult to schedule a group of employees for training at the same time
- Varying levels of literacy and language capabilities
- On-the-job training happens in front of the customer
- Difficulty to engage current generation of workers with material
- Instructor led training allows room for inconsistency

Why video games and simulation technology?

- The gaming generation is becoming a large part of the workforce
- Good game design reflects many principles of effective learning design
- Games and simulation engage workers and teach in context interactively resulting in higher levels of retention and application of lessons learned
- Games and simulations focus on behaviors - not on memorizing facts
- Games and simulations provide the opportunity to learn, practice, and experience consequences in a variety of virtual scenarios

How will this type of training work at Schnucks?

- Solution
 - 20 minute training game with mobile assessment and coaching tools
 - Training game teaches key concepts to reduce sprains and strains
 - Not over-reaching, proper grip, lifting heavy items and bags with two hands, turning not twisting, stretching, and using the hand scanner
- All current cashiers will be required to take the training. It will also be a part of the orientation training package for each new cashier.
- Customer Service Mgrs and our checker trainers will be responsible for the assessment and coaching tools.

Why is it important to develop a follow up program?

- Changing habits
- Alternate way to view status of a cashier (A cashier is given a title of being one the best because of customer service and speed.)
- Frequent conversations about safety practices

Case Study

- Results at regional grocer who rolled out a game-based approach in 2012
 - Over 11,000 cashiers have played the training game
 - Significant retention of key concepts 30+ days after training
 - 100%- at least one key concept, 88%- at least two concepts, 60%- three concepts
- Trainee Feedback
 - 93% said it was relevant to their work
 - 88% have a better understanding of how to prevent strains and sprains
 - 87% would like more game-based training
 - “I liked how it addressed situations I encounter every day in my job.”

Lessons learned...

- Keep it simple – focus on key behaviors
- Make it impactful – experience consequences
- Stay mobile – extend the training and coaching to the floor

DEMO SAMPLE GAME





ASSET

PROTECTION

THANK YOU!