

Delivering Effective Just-In-Time Training

What is Just-In-Time Training?

Just-In-Time training is the delivery of the right amount of the right information, at the right time and the right place. This type of training is more common at **events and other one-off situations**, however, can also take place at the beginning of a longer-term role. The training will include:

1. Site Orientation
2. Explanation of Duties
3. Key Messages
4. Escalation Process

What are the benefits of Just-in-Time Training?

Information provided to volunteers/employees will be current and relevant and will remain top of mind for team members. It can also be an opportunity to fully orient team members with their on-site location at events.

Tips for delivering effective Just-in-Time training

1. **Prepare.** Your role is to train your team to successfully complete their role, so it's important that you're in the best position to do so. Make sure you have practiced your training script in advance, including handouts if relevant.
2. **Put your team at ease.** Some team members may be shy or nervous and will need your help settling into their role. Starting with introductions and small talk can help break the ice.
3. **Focus on escalation.** The most important part of Just-In-Time training is to let your team know when they should escalate incidents, how they should do so, and to whom.
4. **Articulate your expectations.** Your team has already read their position description and any information you send to them in advance, and now it is time to inform them of any other rules/regulations specific to this position.
5. **Manage breaks.** Make sure to let your team know at the beginning of their shift how breaks and coverage will be scheduled.
6. **Seek confirmation on key points.** Asking your team to repeat key information is a great way of ensuring that they understand.
7. **Questions.** Always allow time for questions.