# Learning Objectives

## Implementing Ergonomics

### Client Collaboration

* **Identify Opportunities for Collaboration**: Learners should be able to identify various opportunities to assist clients in implementing ergonomics processes. This includes serving as a primary source for ergonomics information, being part of an Ergonomics Team, conducting assessments, developing solutions, providing training, coaching employees, and fostering a culture that embraces ergonomic change.
* **Establish and Develop Client Relationships**: Learners should be able to establish and develop client relationships to facilitate collaboration. This could involve leveraging clinical involvement (like treating a Worker's Comp patient) to gain entry into a workplace, requesting on-site visits, meeting supervisors, and gradually becoming a trusted resource for ergonomics solutions.
* **Provide Value-Added Services**: Learners should be able to provide value-added services to clients to solidify relationships and ensure ongoing collaboration. This includes offering guidance on compliance with ergonomics laws and best practices, conducting walkthroughs to identify potential issues, providing on-site support and recommendations for improvements, assisting in incident investigations, and customizing training programs to meet specific client needs.

### Problem Solving

* **Analyze problems to identify root causes**: Learners should be able to determine the underlying causes of problems, moving beyond superficial symptoms. For instance, instead of assuming a worker should simply "be more careful," sources explain that it is essential to investigate *why* unsafe practices are occurring and whether workplace design is a contributing factor.
* **Understand the influence of design and behavior on performance:** Learners should recognize that design choices significantly impact human behavior and, consequently, overall performance. Sources emphasize that solutions neglecting these aspects are prone to failure. Instead, successful problem-solving requires understanding how design can encourage desired behaviors and outcomes.
* **Facilitate the successful implementation of change**: Learners should be able to guide and support the change process, acknowledging that proposing solutions and their successful integration are distinct challenges. Sources explain that people often resist change due to various factors, such as fear or a lack of ownership. Effectively addressing these barriers is critical to achieving lasting positive change within a system or organization.

### Present Like a Pro

* **Design presentations around clear "Take Aways":** Learners should be able identify the importance of identifying 3-5 key points you want the audience to remember and structuring the presentation to reinforce those concepts. This helps ensure the audience retains valuable information rather than just vaguely recalling the presentation's overall topic.
* **Customize content to enhance audience engagement and impact:** Learners should be able to emphasize that generic presentations often fail to resonate with audiences, limiting their effectiveness. Customizing content by incorporating company-specific examples, job tasks, employee interviews, and familiar visuals creates a more relatable and engaging learning experience.
* **Employ storytelling techniques to make presentations memorable:** Learners should be able to explain that humans are naturally drawn to narratives. Integrating relevant anecdotes, both personal and professional, helps make information more relatable and easier to recall.
* **Utilize a variety of presentation methods to cater to different learning styles:** Learners should be able to incorporate multimedia elements like videos, images, and graphics to enhance comprehension and retention. Employing demonstrations, interactive activities (such as polls, quizzes, and small group discussions), and physical props will further cater to diverse learning preferences and keep the audience actively involved.
* **Deliver presentations with confidence by practicing effective speaking habits and body language:** Learners should be able to understand the importance of practicing the content thoroughly to enhance familiarity and confidence. Clear enunciation, varied vocal tone, purposeful movement, and consistent eye contact with the audience to optimize engagement and ensure the message is conveyed effectively is important.