

# Changing things up: Training Can Be Fun

Kimberly DiGiandomenico<sup>1</sup>, Erin Straley<sup>2</sup>, Jonathan Harris<sup>3</sup>

AstraZeneca<sup>1</sup>, AstraZeneca<sup>2</sup>, BSI Environmental<sup>3</sup>

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## Abstract

Over the last three years, the Gaithersburg Safety, Health, and Environment (SHE) group has partnered with the site's Animal Sciences and Technology (AST) team to implement a Behavioral Based Safety program in our animal facility. This endeavor led to further exploration of the written Animal Care and Use Program; in particular, how staff are being trained on the program contents.

When it was time for the annual AST Disaster Plan Training, we decided to try something new. Instead of the typical "read and sign" document which we knew had a low retention rate; we put together an interactive, hands-on, instructor-led training session. We brought in an outside consultant to train both the SHE and AST management teams and then successfully trained 20 additional AST staff members and nearly 150 investigators who use the animal facility. This poster will give a brief overview of the methods used and the results of 'changing things up.'

## Background

AAALAC International is a nonprofit and private organization that promotes the humane treatment of animals in science. One method they apply to support their purpose is through a voluntary accreditation and assessment program, of which AstraZeneca Gaithersburg participates. As part of the accreditation, our site is expected to have a Disaster Plan and it is company policy to conduct annual training on the Plan. For over ten years, our site has trained by assigning the Plan to users as a 'read & sign'.

The partnership the Safety, Health & Environment (SHE) group has developed with the animal facility staff through our behavioral based safety program led us to reassess several of the trainings being conducted and their effectiveness (1). We found that a large cohort of facility users did not know appropriate means to evacuate the facility during an emergency; lacked understanding on how to

respond to a needlestick or if finding an unconscious person; and demonstrated improper technique regarding glove removal and thus leading to potential of spreading hand-to-object contamination.

Our findings led us to explore alternative training techniques, both computer-based and face-to-face, which is what led us to Sean Kaufman from Behavioral-Based Improvement Solutions, LLC. Sean tailored his "Train the Trainer" course to meet the needs of our group which in turn, enabled us to conduct the onsite Disaster training ourselves in an effective, interactive and efficient manner.

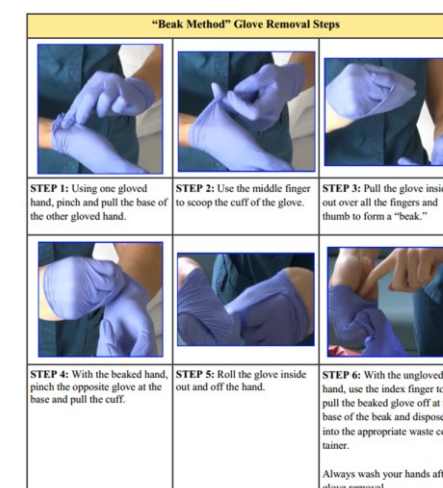
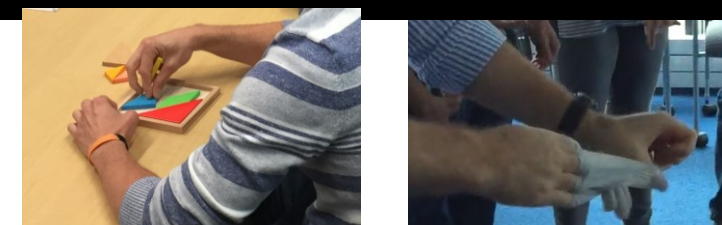
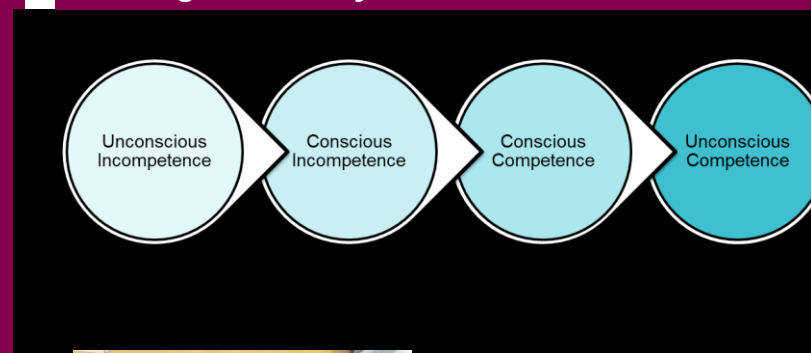
## Training the Trainers

Throughout the full-day course, Sean emphasized how we, as trainers, must prepare learners. Most people who come to a training do not come to learn; but rather to fill an obligation to complete a training so that they can keep access to a facility or obtain approval to continue their research.

Trainers can use "failures" as learning opportunities; whether pulled from their own experiences or from the collective group being trained.



## Training the Facility Users



## Results

While the training was more labor intensive due to developing training content, training the in-house trainers and scheduling multiple in-person training sessions for the facility users, we received great feedback and have seen a better overall retention rate.

Our collaboration with the AST group also led to recognition within our Global SHE organization with a "Stay Safe" award for reinvigorating training to maximize learning through group exercises as well as from the Laboratory Animal Management Association (LAMA) during their annual meeting for best presentation.

We also received great feedback from participants:

- *I went into the training and was not excited to be there; I thought it was going to be a big waste of time... After the hour or so of training, it was very entertaining and one of the most useful trainings I've acquired.*
- *I enjoyed the practicality of it – we practiced the techniques, not just read about them.*

## Conclusions

- Training is a continuous investment. People are never "trained" – it is a perpetual process.
- Offering a variety in how training is conducted lends to more participation and better retention of material.

## References

1. *A Change in Climate Can Lead to a Better Culture* (60<sup>th</sup> Biosafety & Biosecurity Conference, Albuquerque, NM October 2017)

## Acknowledgements

Special thanks to Sean Kaufmann (Behavioral-Based Improvement Solutions, LLC) for coming to our site to train us and the entire Gaithersburg AST group for their willingness to try something new.

