



## Service Priorities and Programmes Electronic Presentations

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**The self-learning and train-and-trainer model were used to a training program for enhancing the effectiveness and producing a happy workplace**

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**Introduction**

The high turnover rate and heavy workload are the main problems in recent workplace. World Health Organization (WHO) stated that work-related stress reflect people presented with work demands and pressures that are not matched to their knowledge and abilities. An effectiveness training program with train-the-trainer model and self-learning concept to maintain advance nursing practice and staff engagement.

**Objectives**

To make employee stay in happy and ability to tackle stress To improve employee's self-learning motivation

**Methodology**

There were different training topic in every month and holding training course for two months. The training topic was designed and delivered by program leader. Each training topic had different training team. They included senior, junior and new generated nurse. They prepared teaching material and found out training outline with program leader. Trainer introduced the training content and success criteria for Health Care Assistance (HCA) and nurses. Each training course contained 4 steps: 1. Learning by trainee themselves through video and hand-out; 2. Practice by themselves; 3. Returning demonstration to trainer; and 4. Evaluation by a short quiz. All nurses and HCA were trainee. The feedback on this program were collected. A test for program evaluation was done at the end of 2015.

**Result**

There were 43 participants (15 HCA and 28 nursing staff) in this program. The training topic included resuscitation workflow, patient transportation, tracheostomy care, and so on. 96.5% of HCA participants were completed all steps. 98.5% of nursing staffs were refreshed their knowledge through the video. 75% of nursing participants could return demonstration by simulation training. 86% of nursing participants completed the self-evaluation by the short quiz All trainer agreed that this training program consolidate themselves knowledge and stimulate their analytical thinking about the

relevant nursing procedure. It also gave a chance to build up good relationships with other disciplines. Junior nurses stated that they have more confidence to carry out nursing procedures. In the program evaluation, all of participate were pass the test. This program can effectiveness perform training to maintain an advance nursing practice. Staff (trainer and trainee) improved performance on their job and get job satisfaction.