

Workforce Manual Handling Training Options



July 2019 Blog

Thinking about training your workforce but unsure what route to take?

There are many Manual Handling training options which all have unique individual benefit, but which one is best suited to your workforce? I am going to run through the various training options which are available through us at Osteopathic Solutions (CPD Certification Service Member 12602), and discuss these options' effectiveness in learning.



Whether learning comes in an individual training format or a (highly practical) group training session, for best practice, employees always need induction Manual Handling training and refreshers to ensure they safely perform their manual handling roles; and this applies to other training subjects contributing growth within the employee's role.



Above photo taken at our Public 2 Day Manual Handling Instructor (Train the Trainer) Assessor Course in Redhill, with our Director Gareth Milner educating attendees about hazardous carrying practices, supported by video training & with reference to the course booklet

Receiving continuous education also means employees are always on the cutting edge of industry developments. But how can you ensure that the training your employees are receiving is of a high standard and best suited to their needs? There are many important things to note when choosing your training provider. Are they accredited by a high-quality accreditation provider? Do the company have a good name within the industry; do they have legitimate testimonials on their website?

Are the providers of this training musculoskeletal specialists and experts in the Manual Handling trade – Are they an Osteopath, Chiropractor or a Physiotherapist? Do they keep their webpage updated with their latest news and developments within their business?

All of these contribute, in our opinion, to a high quality, trustworthy training provider. I am going to discuss the various training options which are available through many of the UK's leading Manual Handling training providers including Osteopathic Solutions and examine their effectiveness in learning.

At Osteopathic Solutions our complete Manual Handling Training programme includes Online Training, Workforce Training, Instructor Training and DVD Training (Bespoke & Off the Shelf*). Other alternatives include Posters and Flash Cards* (in the canteen for example) containing Manual Handling learning material reminding employees of safer practices.

*Available in 2020

The purpose of Manual Handling Training

If it's your first time looking for a Manual Handling training provider you may be asking yourself the following

- What is this training going to achieve within my workforce?
- Is it just going to be watching someone lifting a box?

Manual Handling training has a very important role within business, reducing lost time accidents and claims. A direct monetary benefit. If the training is practical in content and conducted in their workplace environment, employees will also benefit from knowing that their employer cares about their workplace health and wellbeing, and isn't just ticking a compliance box.



Above photo was taken at Pukka Pies with our Director Gareth Milner teaching Squat Lifting with a 12kg cube of butter

Workforce Practical Skills Training

At Osteopathic Solutions we believe that having an Expert Instructor (like all of our nationwide team of Occupational Osteopaths) deliver practical, task specific (in the employees' working environments) Manual Handling training to the workforce is **the best practice** form of Manual Handling training. Onsite, task specific Courses taught by a musculoskeletal specialist (i.e. an Osteopath, Chiropractor or a Physiotherapist) within the learners working environment truly help to engrain the message of best practice, safer manual handling techniques and practices. Our programmes are delivered over 3, 2 or 1 Hour periods.

Benefits

- As employees are taught within their working environment, they will truly understand how musculoskeletal injuries are caused from their daily working tasks, loads and environments
- Task Specific. Many physical jobs contain awkward loads. Being taught by a Manual Handling Expert within a group allows attendees to question how a specific, awkward load can be moved and in turn apply safer manual handling techniques and practices to loads they specifically handle daily
- Have employees been taught flawed practice in the past? Employees can critique biomechanically flawed techniques and practices taught in previous manual handling training courses in a group setting
- Attendees (specific to Osteopathic Solutions Workforce Practical Skills Courses) will obtain a basic knowledge and understanding of simple spinal (back) anatomy and biomechanics. Our Expert Instructors display common musculoskeletal injuries with the use of an imitation spine model, keeping attendees interested throughout the training
- As all attendees are taught within a group setting, discussions can arise allowing for great engagement and better learning amongst the group

Disadvantages

We feel there are not many disadvantages from this type of training, provided it is taught as it should be; in a practical and engaging manner from true Experts in the field. However, the following issues may arise within a group:

- As training to the workforce can be (from our point of teaching) highly practical, attendees are required to perform and perfect best practice lifting, carrying, lowering, pushing, pulling and team handling. Some attendees may have a previous musculoskeletal injury (e.g. back or knee injury) obtained from hazardous practices performed in the past limiting their ability to perform these tasks within an assessed setting. However, training providers will generally have other methods of learning in place for these instances, such as asking the attendee to give an in-depth description of how the human body should handle the load safely, without the attendee having to do anything 'practically' with a current injury.
- Another problem which may arise is a language issue. Attendees of Workforce Training Courses can sometimes have English as their second language and may find the learning experience difficult. However, employers could arrange a translator into training sessions. Our Director Gareth Milner once trained employees at Southern Salads (pictured below) and found it impossible to get his message across due to the majority of the group not understanding English at all. With this, we would recommend Online Manual Handling Training where the E-Learning can be translated to the learner's language allowing for a much smoother and most importantly effective learning experience.



Above photo was taken at Southern Salads with our Director Gareth Milner teaching safer pushing of a heavy palletised load

Attendees of a reputable Manual Handling Course should achieve (at the very least) the following learning outcomes on successful completion of a training course:

- Attendees will obtain a basic understanding of biomechanics of the spine
- Attendees will understand how Musculoskeletal Disorders (MSDs) are caused in their working environment through their natural practise of unsafe lifting, carrying, lowering, pushing, pulling & team handling
- Attendees will obtain an enhanced practical awareness
- Attendees will be competent in safer lifting, carrying, lowering, pushing, pulling, team handling techniques & practices in their working environment
- Attendees will be able to apply safer Manual Handling techniques & practices to awkward loads in their working environment
- Attendees will be able to critique biomechanically flawed techniques & practices taught in previous Manual Handling training
- Attendees will reduce the likelihood of suffering a Manual Handling injury at work

Below photo was taken at Gravesham Borough Council with our Manual Handling Expert Instructor Jonathan Simmonds warming up the employees with some pre lifting squats

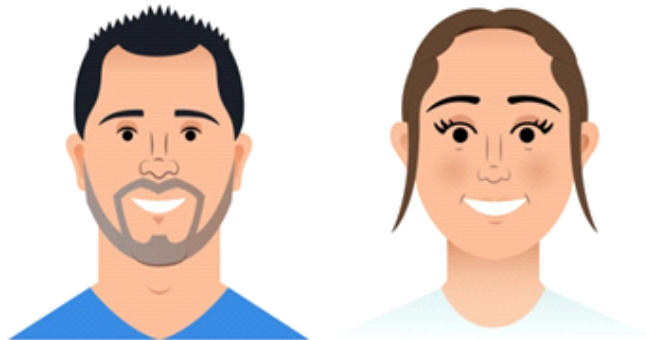
The above Learning Outcomes are taken from our 2 Hour Manual Handling 100% Practical Skills Course. For more information please view www.osteopathicsolutions-manualhandling.co.uk/workforce-manual-handling



Online Manual Handling Training



Online training (or also known as E-Learning) is an increasingly popular option for many companies nowadays due to its quick purchase and easy access. Online training provides a simple, flexible and interactive training experience for employees.



The above caricatures are of our Director Gareth Milner & our Training Coordinator Emma Farrell who feature as talking caricatures in our state of the art Online Programme

The benefits of Online Manual Handling Training include:

- It manages training records and therefore reduces administration overheads
- It is commonly laptop/ mobile/ tablet friendly therefore allowing easy access from a range of onsite locations
- It is highly interactive and visual with colours, interesting videos and sounds making it informative and easily remembered
- You can learn at your own pace - there is no time limit
- Many languages are available for staff with little or no English
- The learner gets access to an instant printable certificate on completion
- E-learning solutions are more cost effective
- Standardisation of training and scalability: E-Learning ensures that each and every learner, whether a handful or an entire organisation, receives the exact same level of training, regardless of where they work and when they begin the work. This is particularly useful in ensuring compliance, measuring skills, and for mandatory training such as induction training

For our Online Manual Handling Training Programme please view www.osteopathicsolutions-manualhandling.co.uk/online-manual-handling-training (website page shown below).

Online Manual Handling Training Programme

With our easy-to-use video based eLearning platform, it's simple & cost effective to get your workplace Health & Safety and HR Compliance Manual Handling Training sorted



At Osteopathic Solutions we strongly believe that Manual Handling training should be delivered as a Practical Skills Course for your workforce, especially to those who are doing regular, and possibly hazardous manual handling tasks.

However Online Training Programmes have their role in the 21st century and our unique **Online Manual Handling Training Programme** can quickly provide compliance under the Manual Handling Operations Regulations, providing informative, engaging and effective training to support **reductions in manual handling lost time accidents**.

For a free demo of our Online Manual Handling Training Programme please scroll down this page (available in August 2019)

This Online Course teaches you all you need to know about best practice manual handling of inanimate loads. Being competent in safe manual handling techniques and



Would you like to receive Free access for a member of your team? Please email our Director Gareth Milner at garethmilner@osteopathicsolutions.co.uk with Free Online Training in the subject line to receive your Free Single User Login.

The disadvantages of Online Manual Handling Training include:

At Osteopathic Solutions, we strongly believe that Manual Handling training **should** be delivered as a Practical Skills Course for your workforce, especially to those who are doing regular and possibly hazardous Manual Handling tasks. However, Online Training **does** have its place in the 21st century, and with the 2019 creation of **our unique** Online Manual Handling Training Programme we have ensured to make it as practical as possible with our Director Gareth Milner (a qualified Osteopath) performing many of our 'BackSafe' methods of lifting, carrying, lowering, pushing, pulling and team handling on screen throughout the learning process. This allows you, the learner, to pause the training programme if necessary and practice the correct techniques, or perhaps display the correct posture to your team on a larger screen with some of their loads on hand to ensure the learner is truly learning to their best abilities. With this being said, many common providers of Online Manual Handling Training solely use cartoon imagery within their E-learning platform to display best practice techniques. This may make the content hard to relate to and if you asked learners if they remember this content down the line, as oppose to learning from a video of a human being, it would most likely be the latter which would be easily remembered.

E-learning requires a somewhat tech-savvy audience. Online training requires the use of technology, and while most e-learning is flexible enough to work on computers, tablets and smartphones, it may prove challenging for an older learner who may not understand/ like technology.

Learners need to be self-motivated. Online learning often means learner's work in isolation and are required to manage their own time and progress. This also means that learners need to motivate themselves to complete the course timelessly.

To conclude, do the positives outweigh the negatives of online training? We believe Online Manual Handling Training, if purchased from a professional, industry expert can be an effective form of learning for an organisation's employees. But this must be backed up by practical training in the employees' working environment and not stand alone.



Another commonly contracted option is to train in house Manual Handling Instructors who would then deliver in house training programmes to the workforce. An Instructor (Train the Trainer) program is about training new and inexperienced Instructors. We find that Instructor (Train the Trainer) programmes are delivered for existing Instructors (of other subjects) as well. This option is ideal for Health & Safety Managers, Training Managers, HR professionals and site instructors, with or without manual handling (practical and teaching) experience. The Instructor Course gives the attendees the qualified skill base to train a workforce (in short Practical or Awareness Courses) and is generally run over 3 or 2 days.

Benefits

- Those attending an Instructor (Train the Trainer) Course will understand that everyone learns differently and how to appeal to a diverse crowd and also how to handle attendee questions and objectives
- Attendees will learn how to successfully deliver Manual Handling Practical Skills and Awareness Courses
- Attendees will reduce the likelihood of them and their course attendees of suffering a manual handling Injury at work
- Attendees will understand the HSE's Manual Handling Risk Assessment Checklists and customise to their business if necessary
- Attendees will have the knowledge and understanding of safer Manual Handling principles and be able to demonstrate practical competency in safer Manual Handling techniques/ practices including lifting and lowering, carrying, pushing, pulling and team handling



Above photo was taken at Danish Crown (Bugle) with our Director Gareth Milner discussing ergonomic pushing issues of food totes

Disadvantages

With a well-planned and professionally executed Instructor programme (like our CPD Certification Service Accredited Programme) there should be few disadvantages. However if the trained Instructors are not providing training to the workforce often, they may forget the subject matter or may just be rusty in their course management and delivery. It's like a lot of things, if you don't use it you will lose it.

Instructor Course pointers:

To avoid encountering negatives experiences we recommend:

- Choose a provider that is industry known and is externally accredited (Osteopathic Solutions have been in business 10 years and are accredited with The CPD Certification Service)
- Thinking about the best individuals from your workforce to train. Think about their talents, skill sets and motivation levels. Picking the right person from your business to attend a Manual Handling Instructor Assessor (Train the trainer) Course will be a key component to successful training of your workforce
- If a team member is afraid to try something new, remind them that practice makes perfect. The subject will get smoother with time and revision
- Track results. Your new trained Instructors will be excited to know how they performed and what they can do to improve

Please view our website Instructor Course pages:

ONSITE AT YOUR VENUE www.osteopathicsolutions-manualhandling.co.uk/manual-handling-instructor

PUBLIC COURSES www.osteopathicsolutions-manualhandling.co.uk/public-manualhandlinginstructor

Manual Handling DVD Training



Above photo was taken at British Pepper & Spice and features our Director Gareth Milner observing the filming for our Bespoke Manual Handling DVD Production

Today, many employers are turning to E-Learning and DVD training for their employees. DVD training is an increasingly popular service which few Manual Handling companies offer.

Benefits

- Reduced Costs. DVD training has lower costs than training in the working environment. All that is needed to display a DVD to your group is a TV or monitor screen – there is no expensive external equipment required
- Staff generally learn better from visual methods such as DVD training or E-Learning, rather than traditional examples such as reading of books or leaflets
- DVD Training, especially when filmed in the working environment (as Osteopathic Solutions Bespoke Manual Handling DVDs are) can help to generate ‘talking points’ within the group
- It is sometimes said that people remember only 10% of what they read, and 80% of what they see. Video incorporates both aural and visual learning styles
- Flexibility. Like E-learning, video helps participants learn at their own pace, at their own time, with the opportunity to re-watch anything they may have missed

Videos help to speed up the induction of new team members

Disadvantages

If an off the shelf DVD is purchased, these are commonly of poor quality, featuring little substantial content and commonly with flawed biomechanics (unintentional – the provider is unaware that the techniques they are teaching are flawed) of manual handling technique presented. Therefore go Bespoke!

The Bespoke Manual Handling DVDs on our website DVD page were produced for British Pepper & Spice and Pukka Pies and give you an exact idea on the structure, content and high quality of our Bespoke Manual Handling DVDs. Please view www.osteopathicsolutions-manualhandling.co.uk/bespoke-manual-handling-dvd

Posters & Flash Cards

There are some benefits to the use of posters and flash cards within the working environment. However, at Osteopathic Solutions we recommend practical onsite training or Online Training at the very least before simply relying on posters to educate your team. Posters are however an excellent addition to your factory floor or canteen to ensure your team remember to perform Best Practice Manual Handling techniques within their work day.



Here are some benefits in using posters for educational use:

- It is an effective way to catch and hold the attention of pupils or students as well as maintain their interest in the subject
- Posters can motivate students to learn a specific topic
- They can help learners to focus on a certain idea, fact, event or process
- Images are more “evocative” than words and can lay the foundation of a variety of associations
- 65% of people worldwide find learning most effective when it is transmitted visually and a poster is one of the best ways to do that
- By having a poster in a canteen or working area, you induce people to constant learning

Conclusion

To conclude, there are many varied training routes in which your business can choose from. Perhaps you have already made your decision having read this text. The most important thing, in our opinion, and as mentioned above, is that you decide to go with a trusted provider and true expert in the Manual Handling industry with a UK team of Osteopaths, Chiropractors and/ or Physiotherapists. Ensuring they are accredited by a trusted and nationally recognised accreditation provider is also very important. That way you can ensure your team are fully protected having received 100% ‘BackSafe’, habit-changing training with best practice biomechanics of technique; protecting them from flawed practice which is commonly taught (even by some of the well-known names within the industry). The effects of being taught flawed practice on the human body can be as bad as having no manual handling training whatsoever, and can actually worsen or lead to a musculoskeletal injury.

Are you looking for additional advice on Workforce Manual Handling Training Options? Do you need a Bespoke Manual Handling Training package?

Then please contact our Director Gareth Milner (his caricature is shown below) on garethmilner@osteopathicsolutions.co.uk or call him directly on 0845 299 3513.



Thanks for reading.

