

Doc-in-a-Box™

**P.O.W.E.R.™ Musculoskeletal Injury Prevention
Training Implementation & Instructor Guide**

Hotel Housekeeping Edition

Positive Outcomes in Wellness, Ergonomics and Risk™





The MIPP P.O.W.E.R.™ Program

Positive Outcomes in **W**ellness, **E**rgonomics and **R**isk™



Doc-in-a-Box™ includes every element necessary to deliver a highly-effective training experience to hotel housekeeping departments and housekeeping support staff.

This Guide is the Property of Accurate Ergonomics and the Licensed Hotel.

Enter Hotel Name Here: _____

Enter Hotel Address Here: _____

Under Penalty of Law, Do Not Remove from the Hotel, Copy, Distribute or otherwise Share this Document with any other Hotel, Employer, Vendor, Agency or Insurance Carrier.



Thank You For Purchasing Doc-in-a-Box™

Internal Program Managers (IPMs), Trainers and Group Leaders will need these instructions and access information you have or will receive via email, in order to access and deliver training courses. Training courses are located in the Accurate Ergonomics Online Learning Academy LMS. Your license number may be required in order to purchase additional materials and receive a licensed user discount.

If you have not received, or have lost your license number or access information call 1.866.950.3746 or email info@accurateergonomics.com

All training presentations and materials included in Doc-in-a-Box™ and the P.O.W.E.R.™ program are protected by U.S. License and Copyright Laws. It is illegal to copy, distribute or otherwise share this information, or the P.O.W.E.R.™ program training process and materials with any outside company, vendor, insurance agency, department, facility or location beyond the intended audience for which it has been purchased and licensed.

See Your License Agreement for Further Details

Follow Your Company's Best Practices with Regard to Employee Health and Safety.

Disclaimer: Accurate Ergonomics, its consultants, affiliates, trainers and coaches are not responsible for any injury or illness which may arise or occur due to the use or misuse of any P.O.W.E.R.™ training lesson, skill, technique, recommendation or suggestion. All Doc-in-a-Box™ and P.O.W.E.R.™ program licensees and training course or program participants shall defend, indemnify and hold harmless Accurate Ergonomics, its consultants, affiliates, trainers, coaches and any other personnel from and against any and all claims, costs, losses and damages during and after the completion of training.

Doc-in-a-Box™

P.O.W.E.R.™ Training - Table of Contents

Implementation Instructions	1
Included Materials	10
Available Materials	10 - 11
Reminder Posters	12
Additional Training Programs & POWER Modules	13
How to Set-Up a Training Class	14
How to Access Training Presentations	15
How to Deliver an Effective and Memorable Training Experience	16 - 27
Post Training Activities	28 - 29
Group Leader Instructions	30 - 32
Tracking Program Data and What's Next?	33
Leadership Essentials	34
Available Modules and Training Offerings	35 - 36

Doc-in-a-Box™

P.O.W.E.R.™ Training - Implementation Instructions & Training Guide

Accurate Ergonomics is confident that your employees will enjoy and benefit greatly from this highly effective education and training experience. Doc-in-a-Box™ features the P.O.W.E.R.™ program, *“Positive Outcomes in Wellness, Ergonomics and Risk.”* P.O.W.E.R.™ Musculoskeletal Injury Prevention Program (MIPP) training is designed for Housekeeping Departments (Housekeepers, Housepersons, Laundry & Lobby Attendants and other support personnel). There are several ways to deliver P.O.W.E.R.™ training to your employees and a number of training material options. Each one serves a specific purpose. Read this entire document, review all of the materials included in your purchase and allow adequate time to plan and prepare for training before you schedule a training class.

The P.O.W.E.R.™ hotel training program is an education and skills training program designed to: 1) Improve employee health and fitness, 2) Develop prevention-based behaviors, 3) Prevent costly Musculoskeletal Disorders (MSDs) and Musculoskeletal Injuries (MSIs), 4) Increase human and postural efficiency, and 5) Develop a Culture of Prevention.

P.O.W.E.R.™ training is a process which includes three phases. The first phase contains an Introduction Session and P.O.W.E.R.™ training modules 1-5. Doc-in-a-Box™ includes the materials (English and/or Spanish) required to train your employees in Phase 1 P.O.W.E.R.™ training. The following pages contain a list of materials included in your course, optional materials available, followed by program implementation and management instructions. Review all of the options available and determine which materials best suit each workgroup. Use the list on page 10 to organize and track materials. If your purchase included additional P.O.W.E.R.™ training phases (Phase 2/Module 7 or Phase 3/Module 8), upon completion of phase 1 training, refer to the Implementation Guide for each additional phase. If these were not included or shipped as part of your initial purchase, how to acquire these deliverables, along with the implementation of each progressive module will be discussed during a phase 1 follow-up communication and/or a quarterly or semi-annual virtual engagement session. You may also contact Accurate Ergonomics to acquire these deliverables or visit AccurareErgonomics.com.

Education and training are the most valuable tools available to assist employees in the prevention of injury and illness. P.O.W.E.R.™ is a “Prescription for Sustainable Success™” for every person who owns and operates a spine. If your desire is to make a positive, sustainable change in workforce behaviors and culture, follow the process outlined in this guide as you would a prescription from a Doctor. An investment of time in planning, combined with a commitment to deliver a quality training experience for your employees, will add tremendous value and increase the return on your investment. For every shortcut one might consider taking, there is a potential that the positive and measureable outcomes, which are entirely possible to achieve through this training program, may not fully materialize. Accurate Ergonomics highly recommends that you plan, prepare and execute in order to maximize positive outcomes.

There are 4 P.O.W.E.R.™ hotel trainings courses available: POWER MIPP Essentials course in English 4437 and in Spanish, course 4494. A few deliverables are shipped to your hotel, however, most deliverables are included in the course (PDF) and need to be printed to a local on-site printer. Course 2270 and 2084 require deliverables to be shipped. MIPP Essentials courses take approximately 4.0 hours to complete. **Training may be delivered one module at a time, or divided in to two or three training sessions.**

If you choose to include additional options, such as pre or post-training quizzes, training will take longer to deliver. Options and timing are discussed in more detail later in this guide. Training times are reduced when some or all course modules are taken online (See Page 15).

STEP 1 - Create an Announcement for P.O.W.E.R.™ Training

This announcement may include any detail you or your organization deems necessary, or you may use only the verbiage required to announce training. You know your workforce, so put some thought into this important step. This should be a care based message from a high level manager or stakeholder. The goal is to make the best first impression possible, so as to gain employee buy-in.

P.O.W.E.R.™ training is for the newest hire, the most seasoned employee and everyone in between. Accurate Ergonomics recommends that P.O.W.E.R.™ training be mandatory for employees or workgroups who have been, or will be selected to receive training, not optional. Every person who uses their body in the performance of any task, at work or at home will benefit from P.O.W.E.R.™ training, no matter what their current perceptions or beliefs may be. This includes how long an individual has been on the job.

STEP 2 - Review All Materials

Pre/Post Training Memory-Maker Quizzes, Test Your Knowledge & Answer Keys (Available/Optional)

If one of your goals is to measure the current knowledge of employees on this subject matter, or the retention of information as a result of training, you may choose to have each participant take a Pre-Training Memory-Maker Quiz. *Determine the use of this quiz based on the needs and abilities of each workgroup.*

The comprehensive P.O.W.E.R.™ training course includes instructions for taking this quiz, however, to save time you may give each trainee a copy of the pre-training quiz as they take their seat in class. The matching “Post Training Memory-Maker Quiz” may be used to confirm that lessons were absorbed by participants. Collect all completed quizzes. Post training, you may compare pre and post training responses. **MIPP Essentials training does not include this option.** The final test, “Test Your Knowledge” may be used in addition to, or in place of the post-training quiz. Test Your Knowledge may also be utilized as a replacement for both the pre and post-training quizzes. ***Online (LMS) Individual Learning (IL) Courses may include these Quizzes and/or Test. For Classroom Learning (CL) Courses these must be purchased separately and are available in English & Spanish.***

Answer Keys and Grading Options

You may choose to: 1) Personally grade post-training quizzes and/or final tests, post training, 2) Read the answers out loud and have participants self-grade their post-training quiz and/or final test (requires additional classroom time), or 3) Distribute answer keys so that employees learn by correcting and grading their own papers. ***Online Courses Do Not Contain Answer Keys.***

Sign-In Sheet (Included/Required)

At the start of each class, fill in the upper portion of the training “Sign-In Sheet” and pass the form around the room. Make sure every participant signs in, as this allows you to track participation. Sign-in sheets also contain important disclaimers and are your permanent written record and proof of training attendance. Have pens available for every participant. ***Sign-In Sheets are Required Material (English & Spanish)***

Name Tent Cards (Optional)

If an instructor is teaching a class to a group of employees and they are not completely familiar with each person’s name, the instructor may have each participant write their name on a piece of blank paper. Have participants fold the paper in half (top to bottom) two times, write their first name on one side, then make a tent out of the folded paper. Note: The instructor will need paper and a few bold black ink markers.

Training Needs Assessment & Comfort Survey (Read All Options Below)

Injury & Illness Prevention Program (IIPP) and Musculoskeletal Injury Prevention Program (MIPP) regulations say that you must encourage employees to report physical symptoms as a method to prevent a future injury. There can be no negative repercussions when someone reports a symptom. The question is, how early and how much do you want or need to know?

MIPP Essentials: MIPP Essentials courses do not include the survey. Your program may include several or more of these 3 page forms, or these may be purchased separately. You may utilize these, or page 2 only, in addition to or in place of the Early Reporting of Symptoms Cards included in your program and/or may be purchased separately. Ex: If/when an employee fills out a card to report a symptom, you could ask the employee to complete these forms to gain better insight into their challenge or issue to formulate a response or action plan. Discuss the utilization of these forms with your human resources manager.

Housekeeping P.O.W.E.R.™ Program: The comprehensive MIPP training program course 2011 (available for purchase/English only), provides an option to utilize these forms before or during training. The course includes instructions on how and when to use this survey. If you choose to include a survey, instruct participants to complete these in a timely manner.

Options: **1)** The survey may be distributed and analyzed days or weeks in advance of training to minimize class time, **2)** You may choose not to use the survey and simply inform employees of the existence of early reporting of symptoms cards, during or post training, **3)** You may choose to use only page two of the three page survey, or **4)** You may file these surveys and utilize them as part of your early reporting process.

The Needs Assessment and/or Comfort Survey Accomplishes Several Goals

- Participant awareness is increased, because each person is able to pause for a few moments to identify and rate their own personal physical experience.
- There is an opportunity to gain some insight into each participant's history and current condition, as well as establish a baseline for future use.
- Once training is completed, the information and metrics collected from these surveys may be used as tools to measure and advance additional individual and workforce prevention-based efforts.

Examples

- If one or more participant rates their right shoulder or low back an "8" and they operate the same piece of equipment or perform similar tasks, perhaps there is some improvement, tool, engineering or administrative control which should be considered. You could also form a committee, or engage your safety committee to investigate and analyze potential causes and suggest solutions.
- If enough employees desire to lose weight you could create a process and/or contest.
- Where foot and/or knee pain or discomfort is present, solutions to consider may include: inspecting shoes, scheduling a shoe fair, making a recommendation that employees consider trying a quality pair of insoles, or perhaps there are workstations where anti-fatigue mats should be considered/deployed.

If you choose to utilize surveys as part of training, or as part of your proactive or reactive process of gathering data and responding to challenges, once they are collected it is up to you and your trusted staff to evaluate responses and make the best possible use of the information this process provides.

Use of Survey Data

On the comfort level scale, the higher the numerical rating the more that individual may need to improve their personal ergonomics and body mechanics skills, as well as the way they utilize their tools and perform tasks. Individuals with high discomfort ratings may also require additional attention, such as: an ergonomic assessment, a symptomatic intervention, additional training, coaching, etc.

If you are using the three or one page survey in advance of training to prioritize the order in which employees or workgroups receive training, after reviewing each survey place a checkmark in one of the boxes located on the lower right hand corner of page one and two, in the training needs assessment box (TNA). There, you may assign a priority number from 1 to 5 (5 = Highest Priority). If the survey is utilized during training, on a separate occasion review each survey and use the TNA scale to prioritize which employee/s may need additional training, coaching or some other type of additional assistance or intervention.

When considering the use of surveys, know that they do provide valuable information. They also allow you to deliver a follow-up survey at a later date, such as 3, 6, or 12 months post training, or post a report of symptoms. This provides an opportunity to compare results and deliver additional solutions if, or as necessary. The decision whether or not to use a survey may also depend upon the current culture of your workforce or a particular workgroup, as well as your reporting policies.

P.O.W.E.R.™ Training Manual “Owner’s Manual for the Spine™” (Optional - Available)

Training manuals are available for purchase and may be used several ways (English Only):

1. Every person designated to deliver training to a workgroup should read the P.O.W.E.R.™ training manual cover to cover, if included in your program or purchase. Trainers should view and practice delivering the chosen P.O.W.E.R.™ MIPP training course at least one time prior to the first class.
2. P.O.W.E.R.™ MIPP training may be delivered classroom style (Preferred), or online to individual learners. The information included in the training manual is also in the presentation. Training manuals are not required during the class, so that each participant can focus all of their attention on the training presentation’s content and verbal communications, plus any emphasis the instructor may provide. If you have chosen to utilize this training manual, Accurate Ergonomics recommends that you distribute training manuals at the end of training and instruct participants to read this manual cover-to-cover, over the following days or weeks.
3. When participants read the training manual, they are reminded of every lesson included in P.O.W.E.R.™ training. In addition, once employees receive training, reading the information will help participants absorb lessons which may have been missed during class, or during online training. Depending on your company policy, employees may be encouraged to take their training manuals home, so that they may read and share this valuable information with their families.
4. Classroom Learning (CL) P.O.W.E.R.™ trainings are not dependent on the use of training manuals, however, they do provide a great benefit. Employees receive something they can refer to, plus the ability to engage in the information a second or third time, at their own pace.

Course Workbooks - “Housekeeping P.O.W.E.R.” Program” Only (Optional - Available)

Course workbooks are available for purchase and may be used several ways:

1. Every person designated to deliver training to a workgroup should familiarize themselves with the course workbook (if included), at the same time they view and practice delivering the P.O.W.E.R.” training presentation.
2. Distribute course workbooks at the beginning of class, unless you choose not to use workbooks and instead utilize or order individual forms and checklists. Instruct participants not to open their workbooks until instructed by the presentation. As with any written material people have a tendency to read ahead instead of paying attention to the presentation and lessons being discussed.
3. During module 1, the “Comprehensive MIPP Training Course” will instruct participants to write down some key points on pages 4 and 5. There is also a blank checklist on page 6 which may be used to write down helpful information and tips discussed during this module. If you choose not to use workbooks or checklists, at a minimum provide participants with some note paper and a pen.
4. Instruct participants not to venture into module 2 in the course workbook. Participants will be instructed to complete the module 1 and 2 checklist located on page 7, or distributed by the instructor as a separate document at the end of module 2. If people read ahead they will have advance knowledge of what is being presented. This may lead participants to form opinions about a topic, or perhaps tune out before they hear each full lesson and form a connection between each key P.O.W.E.R.” goal (connecting-the-dots during training).
5. Pages 8 and 9 are reference material.
6. The center of the workbook (pages 10 and 11) and the 4 page handout of the P.O.W.E.R.” stretch routine contain the same “Warm-Up and SAFE Stretch and Flexibility Exercise” routine as module 2 in training presentations.
7. Page 12 contains instructions on how to assemble and properly lead a pre-work warm-up and SAFE stretch and flexibility exercise routine. At the end of module 2 the instructor should seek a volunteer to lead each workgroup’s pre-work stretch, unless your company already has a functional warm-up and stretch program in place. A stretch audit form is included (see additional materials).

Notes: a) Begin a pre-work warm-up and stretch program as soon as possible once training is complete. b) P.O.W.E.R.’s routine does not require participants to use the floor, as every flexibility exercise can safely be performed in a standing position. c) Pocket size stretch cards may be included.
8. Pages 13 and 14 contain the postural efficiency skills and POWER Posture™ steps presented in module 5 of P.O.W.E.R.” training courses. These steps are also located on “Pocket Cards,” which the instructor will distribute when instructed by the presentation.
9. Module 4 contains lessons on how to prevent a slip, trip and fall injury. Participants receive six lessons on “How to Prevent a Slip Trip and Fall Injury,” listed on page 15 of the workbook.
10. The training presentation will instruct participants to turn to the “My Personal Summary and Action Plan Checklist” on page 16 of the workbook. If you choose not to use workbooks, the instructor may distribute this one or two page checklist, as instructed at the end of module 5 (included).

11. Page 17 is an “Ergonomics Best Practices Guide.” For personnel who spend part of their day working at a desk, the training presentation will instruct these employees to read this page when they are seated at their desk, follow the instructions and make the adjustments outlined in the content surrounding the seated person. This guide is also on the last page of the four-page stretch handout.
12. Module 1 includes a section on the importance of core strength. Page 18 contains a basic core exercise regimen which participants may follow when they are at home. This routine may be ordered separately and distributed as a separate document. One of the key P.O.W.E.R.™ goals is to motivate participants to exercise and strengthen their core muscles on a routine or daily basis.

Course Workbooks are English Only and are Not Required. Spanish Language Handouts (#11) do not include the Ergonomics Best Practices Guide. Individual Checklists are Required (See Below).

Course Checklist Options

- A. There is a “Module One and Two Checklist” included (duplicate of workbook page 7), to utilize in place of workbooks. The instructor will distribute this checklist at the end of module 2, as instructed during P.O.W.E.R.™ training presentations.
- B. Available in the P.O.W.E.R.™ program is a “90 Day POWER Challenge™.” This may be purchased and utilized at a later date (e.g., 90, 120, 180 days post training), as a method to reinforce training concepts and key P.O.W.E.R.™ Goals.

Module One and Two Checklist (Included/Required)

Utilize the one page “Module One and Two” checklist. Your internal trainer, a bi-lingual person or translator may assist participants with any language or learning barrier as necessary. **Checklists are available in English and Spanish. This checklist is included in online individual learning courses (IL).**

At the end of module 2, as instructed by the training presentation, have participants complete this checklist. Instruct participants to refer to it every day for as long as necessary, until they achieve all of their personal health and prevention goals. This may occur at the end of module 2 or as soon as each participant returns from a break, prior to beginning module 3.

P.O.W.E.R.™ training is designed to promote behavioral change in multiple areas, including individual and workforce behaviors. The purpose of written materials is to increase engagement in key P.O.W.E.R.™ goals well beyond the training presentation and class. Checklists increase engagement, personal responsibility and are designed to motivate employees to make specific changes as a result of the teachings in each module.

There are many suggestions contained in P.O.W.E.R.™ training checklists. Behavioral change takes time and checklists provide a simple but effective way for employees to make a personal commitment to change, a reminder of each participant’s key P.O.W.E.R.™ goals, and a method to self-track personal goals and successes. In this manner, a greater degree of behavioral change may occur over time.

Module 1 & 2 Checklist is Required. Available in English & Spanish.

The P.O.W.E.R.™ Training Presentation

For the purpose of reading this guide, the instructor is now showing the presentation to a group of participants. Additional details about the training presentation are located on pages 16-29, however, during the presentation the following materials are, or may be delivered to each participant.

POWER Posture™ Warm-Up & SAFE Stretch and Flexibility Exercise Handout (Included/Required)

Module 2 is focused on why and how to warm-up and stretch prior to beginning work and on the importance of maintaining flexibility. Module 5 focuses on P.O.W.E.R.'s postural efficiency techniques and skills, called the POWER Posture™ or "10-POW." The 10 POWER Posture steps of an "Efficient Posture."

When the instructor reaches the words "The POWER Program Warm-Up and SAFE Stretch and Flexibility Exercises," distribute this 4 page handout. Printed versions of the warm-up and SAFE stretch routine are the same as the routine in the training presentation and course workbook. The front page lists the 10 Steps of a POWER Posture, the inside contains the stretch routine and the back page is an "Ergonomics Best Practices Guide." **4 Page Handouts are Required and are Available in English and Spanish. The Spanish version does not include the Ergonomics Guide.**

Core Exercise Routine (Included)

Workbooks contain a core exercise regimen on page 18. There is also a separate document included. This may be distributed in addition to, or in place of workbooks.

Communication Cards (Required, unless there is a an Effective System in Place)

There are three types of communication cards, which may be included in your program: Cards to Report Early Symptoms, Suggestion Cards and Near-Miss Cards. Module 4 discusses the signs and symptoms of a MSD. Symptom reporting cards may be distributed at that time, in the future, or you may inform employees of their existence and locate them near a time clock, or other suitable location.

10-POW Pocket Cards (Included/Required)

Module 5 focuses on how to "Execute" an efficient, powerful and protective posture. The training presentation will queue the instructor during module 5 to distribute 10-POW Cards and explain their use. Eventually, every person should memorize these 10 POWERFUL Steps. **10-POW Pocket Cards are Required Material. 10-POW Cards are Available in English (Green) and Spanish (Orange or Yellow).**

A Box (Required)

During module 5 the instructor will need a box to demonstrate the 10 POWER Posture Steps (10-POW) to participants. The instructor should locate a box, such as a file storage box with a removable lid to utilize for training material storage (deliverables, pens, markers, etc.), as well as to use during module 5 practice session one. This box is somewhat unfamiliar to employees, which helps expose each participant's current habits and postural techniques. This allows the instructor and coworkers an opportunity to provide consistent feedback and coaching on each of the 10 POWER Posture steps during the practical session. Note: A more detailed explanation of how a box is used during training is provided in this guide (see "How to Deliver a P.O.W.E.R.™ training class").

After The Box

After everyone has learned and practiced applying their POWER Posture on a box, the next section in module 5 includes numerous photographic examples of inefficient (unsafe) vs. efficient (safe) postures with narration. At this point, approximately 45 minutes into module 5 (15 minutes of course plus 30 minutes of box practice), the instructor may:

1) Pause at the image of a camera and move straight to having participants apply the POWER Posture to a few relevant tasks, then return and arrow through the photographs and conclude the class (allowing 15-20 minutes to finish the training presentation).

2) Continue the presentation to the end of the photographic examples (1.0 Hour +/-), then deliver the practical session two (approximate total of 1.75 hours thus far). After the photographs, the training presentation provides options for participants to apply the 10 POWER steps to relevant tasks and tools (practical session two), or to continue to the end of module 5 and deliver practical session two on a separate day. Practical session two should take 45 minutes, plus 15-20 minutes to complete the module.

3) Conclude the class for the day (at the camera) and finish module 5 on a separate day (2.0 hours remaining for photographs, practice and conclusion). **Total Time Required for Module Five is 2.5-3.0 Hours.**

Prior to Training: The instructor may place items in the classroom to have participants apply the 10-POW to a few relevant tasks, tools or equipment inside the classroom. If necessary due to limited space, the instructor may plan a field trip to a nearby location or guest room to practice the POWER Posture.

Practice Tasks May Include: Pushing a cart, operating a vacuum, making a bed (rollaway bed in classroom), sweeping, mopping, dusting, utilizing a bathroom tub/shower tool, etc. The goal is to have everyone repeat the 10 steps a few times with relevant tasks in order to begin forming new, efficient muscle memories.

Instructor Note: If there is not enough time to apply the 10-POW to a few relevant tasks during class time, or when employees are taking P.O.W.E.R.™ training course online (LMS), module 7 is designed to accomplish this critical element and training goal (see additional modules on page 13).

Concluding the Course: After viewing the photographic examples and/or completing the practical session, the instructor will see and hear the words “What Did We Learn.” This section puts forth a closing argument about what participants have just learned and seen for themselves.

My Personal Summary and Action Plan Checklist (Included/Required)

At the end of module 5, participants are instructed on when and how to use their “My Personal Summary and Action Plan Checklist” on page 16 in their workbooks. If workbooks are not being used, distribute the “My Personal Summary and Action Plan” checklists included in your purchase. Instruct participants that it is in their own best interest, “For their own personal health and safety,” to check off as many of the items on this checklist as they can over the next few days and weeks. Note: In order to engage a variety of learners, some goals appear in multiple locations throughout P.O.W.E.R.’s training and coaching process.

Options - Close the Training Presentation Using One or More of the Following Options

1. Post-Training Memory Maker Quiz and Answer Key (Available/Optional)

This quiz is a duplicate of the pre-training quiz. During the comprehensive course, the instructor may distribute the quiz at this time with or without the answer key. If you are delivering MIPP Essentials, or choose not to use this quiz, continue to the next option. If you utilize the quiz, after class grade each quiz and evaluate the difference between pre and post quiz responses. In the event of a low score, have this/these employees read the training manual over the next few days or weeks. **May be included in Online Individual Learning (IL) Courses. Available in English & Spanish.**

2. Test Your Knowledge - Test and Answer Key (Available/Optional)

This is the final exam for P.O.W.E.R.™ training. You may choose to distribute this test with or without the answer key. If the instructor retains the answer keys, have participants complete and return the test in a timely manner. If you are delivering MIPP Essentials, or choose not to use the quiz or final test, continue to the last option. Note: The final test may be used in place of either or both quizzes. **Available for Purchase and may be included in Online Individual Learning (IL) Courses (English & Spanish).**

3. Course Evaluation (Included/Optional)

The final step is to have participants complete a course evaluation and instructor rating form. If you choose this option, distribute this form last. Once everyone has turned in the evaluation, continue to the end of the presentation for final closing statements. At that time, participants are free to leave the classroom. **Instructor Note:** Thank everyone as a group for their participation and then thank each person when they turn their evaluation in, or when the instructor collects their evaluation.

The 90 Day POWER Challenge™ (Available/Optional)

At a later date, such as 90 days post training, you may purchase and utilize the 90 day P.O.W.E.R.™ challenge.

The 90 Day POWER Challenge Sign-On Sheet

If, or when you choose to deliver this challenge, distribute the sign-on page and have employees sign the sheet as their commitment to follow their P.O.W.E.R.™ challenge checklists. A supervisor or other manager may have to lead the way and challenge their workgroup in a positive manner to sign on.

The 90 Day POWER Challenge Checklist

Distribute P.O.W.E.R.™ challenge checklists and have each participant check off as many of these items as possible over the next 90 days, or sooner where possible. If you use the challenge, remember to set a date when this group will revisit and review their checklists. This may be accomplished as a group during one or more pre-work meetings, or supervisors, internal injury prevention champions and/or POWER Coaches may check-in with each participant on an individual basis. The goal is to provide positive reinforcement and motivation through caring interactions (actively-caring). The ultimate goal is to achieve success in every key P.O.W.E.R.™ goal and to cultivate (promote, encourage, nurture and support), a culture of prevention.

Review of Checklist Options

Several key P.O.W.E.R.™ goals are repeated on multiple checklists, however, each checklist adds a few new items, or presents key P.O.W.E.R.™ goals a different way, at a different time. Checklists have a collective value, however, these options exist so that the program manager or instructor may determine the best materials for each workgroup. **There are three checklists:**

- 1) Modules One and Two Checklist (*Included in Workbook and/or in Individual Checklist Form*)
- 2) Personal Summary and Action Plan Checklist (*Included in Workbook and/or in Individual Checklist Form*)
- 3) The 90 Day P.O.W.E.R.™ Challenge Checklist (*Individual Forms Only - Must be Ordered Separately*)

Important Notes:

1) Place yourself in the shoes of each workgroup in order to determine the materials and process which you believe would work best for that particular group. 2) Scheduling a multi-hour training can be challenging, however, this time is very valuable so make the best possible use of this time. 3) The more you are able to include in the classes or sessions without the need to rush, the greater the long-term positive results will be.

Materials: Below is a list of materials included and/or available in Doc-in-a-Box™. Use this form to finalize and organize which materials an instructor will use (X), as well as to determine when additional materials need to be ordered. See instructions on how to place an order for additional materials on page 11. All deliverables are protected by U.S. Copyright and Trademark Laws and may not be shared with any other party or person outside of your hotel and workforce. The number and language of forms included in your program may vary from what is listed below.

Document ID & Description Most items are available in sets or as listed below (2, 15, 30, etc.)	Included in Doc-in-a-Box™	Include in Training (X)	English	Spanish	Number to Order
DIAB0 - MHES- MIPP Training Implementation & Instructor Guide (Hospitality) (1)	X		X		
DIAB1 - Training Sign-In Sheet (2)	X	X	X	X	
DIAB2 - Pre-Training Memory Maker Quiz (15)					
DIAB3 - Pre Training Memory Maker Quiz <u>with</u> Answer Key (15)					
DIAB4 - Training Needs Assessment and Comfort Survey (15) (3 Pages)					
DIAB4a - My Comfort Survey (Page Two of the Three Page Survey) (15)					
DIAB5 - Training Manual - Owners Manual for the Spine (15)					
DIAB6 - Training Course Workbook-(Includes #DIAB7, 8, 9 & 11) (15)					
DIAB7 - Module 1 & 2 Checklist (Included in Workbook) (15)	X	X	X	X	
DIAB8 - POWER Posture, Warm-Up, SAFE Stretch & Flexibility Instructions (15)	X	X	X	X	
DIAB9 - CORE Exercise Routine (Included in Workbook) (15)	X	X	X	X	
DIAB10 - 10-POW Folding Pocket Card (30)	X	X	X	X	
DIAB11 - Personal Summary & Action Plan Checklist (In Workbook) (15)	X	X	X	X	
DIAB12 - Post-Training Memory Maker Quiz (15)					
DIAB13 - Post-Training Memory Maker Quiz <u>with</u> Answer Key (15)					
DIAB14 - Post-Training Test - Test Your Knowledge (Test Only) (15)					
DIAB15 - Post-Training-Test Your Knowledge - (Test/Answer Key Set) (15)					
DIAB16 - Post-Training-Test Your Knowledge - (Answer Key Only) (15)					
DIAB17 - The 90 Day Power Challenge - Sign-On Sheet (2)					
DIAB18 - The 90 Day Power Challenge - Participant Checklist (15)					
DIAB19 - Course Evaluation & Instructor Rating (15)	X	X	X	X	
DIAB20 - Warm-Up & SAFE Stretch Routine Pocket Card (30)					
DIABSM1 - Warm-Up & SAFE Stretch Program Initiation Data Sheet (2)	X		X		
DIABSM2 - Warm-Up & SAFE Stretch Leader's Guide (2)	X		X	X	
DIABSM3 - SAFE Stretch Audit Form (2)	X		X		
DIABSM4 - Ergonomics & MSD Prevention Suggestion Cards (20)	X		X	X	
DIABSM5 - Non-Injury Near Miss Report Cards (20)	X		X	X	
DIABSM6 - Early Reporting of Symptoms Cards (20)	X		X	X	
DIABSM7 - Reminder Poster Data Sheet (1)	X		X		
DIABSM8 - We Want Your Input (20)					

See Deliverable Catalog and Separate Order Forms. These Include Additional MIPP Tools & Deliverables.

Additional Materials

Doc-in-a-Box™ includes several additional forms. If or when posters are purchased or included in your program, they are shipped separately for protection. Below is a brief explanation of each form.

Warm-Up & SAFE Stretch Program Initiation Data Sheet (Included)

Use this form to organize your pre-work warm-up and SAFE stretch program and to track leader names, locations, start times and more. A backup leader and succession planning is recommended.

Stretch Leader's Guide (Included)

This step-by-step guide is designed to assist stretch leaders the first several times they lead a group. It is a good idea to have every stretch leader read and follow these important steps until they become a habit.

Stretch Audit Form (Included)

This step-by-step process may be used to audit and measure the effectiveness of a pre-work stretch. Follow the instructions on the form to measure and gauge the effectiveness of each group and leader. Accurate Ergonomics recommends that you rotate group leaders on a routine basis.

Communication Cards (Included and/or Available)

Ergonomics and MSD Prevention Suggestion, Non-Injury/Near-Miss and Reporting of Symptoms Cards are designed to engage employees in P.O.W.E.R.'s injury prevention process. If you already have a process you may integrate these cards. If you do not have a process in place (with communication collection boxes, etc.), you may choose to start one using these cards. An instructor may inform employees of the existence of these cards during or after training. When employees are able to make suggestions and report signs or symptoms, and management listens and responds in a timely manner, the level of trust between management, supervisors and employees improves greatly. Engagement also improves morale, job satisfaction and culture, plus early interventions prevent costly claims and injuries.

We Want To Know (Available/Optional)

Regulations require that you evaluate risk at least annually. As part of that process you are required to gain input from employees. These communication cards may be used to gather input and suggestions from employees, as well as to track and document responses as part of your risk awareness and control process.

Reminder Poster Data Sheet (Included)

Accurate Ergonomics offers a variety of P.O.W.E.R.™ program reminder posters. Before, or immediately following the completion of P.O.W.E.R.™ training, take a few minutes to view the available reminder posters. Use this form as you walk about your facility and write down the type and number of posters you believe would remind employees of the critical lessons included in P.O.W.E.R.™ training.

Posters (Available/Recommended)

There are numerous poster and packages available. If, or when you purchase posters, such as the warm-up and SAFE stretch routine posters, or program reminder posters, mount these on walls where stretch leaders and employees can easily see them (the room or hallway where stretches are performed, break and/or lunch rooms, locker rooms, employee elevators, etc.). All posters are laminated and shipped in protective packaging. **See Page 12 for Current List of Available Posters.**

Instructions for Ordering Products: If you would like to purchase additional P.O.W.E.R.™ modules, additional materials or posters, call Accurate Ergonomics, visit AccurateErgonomics.com, or request a catalog of deliverables. You may also go to AccurateErgonomics.com/catalogs-ordering to view your options and print order forms.

Poster Name	Poster Description	Size	# To Order
POWER Program - POSTER 50 SAFE Stretch Routine	SAFE Stretch and Flexibility Exercise Routine taught during MIPP training (Does not contain the words "Warm-Up")	24x36	
POWER Program - POSTER 51 SAFE Stretch Routine	Same poster as #50 above, in a smaller size	11x17	
POWER Program - POSTER 52 Stretch Corner - Corner Push-Ups	Remind employees to perform Corner Push-Ups. Mount these in accessible corners	11x17	
POWER Program - POSTER 60 Warm-Up & SAFE Stretch Routine	Warm-Up & SAFE Stretch and Flexibility Exercise Routine taught during MIPP training (Same as POSTER #50, with the words "Warm-Up" included in the title)	24x36	
POWER Program - POSTER 61 Warm-Up & SAFE Stretch Routine	Same as POSTER #60 above, in a smaller size	11x17	
POWER Program - POSTER 62 Warm-Up & Stretch Corner Corner Push-Ups	Remind employees to perform Corner Push-Ups (Same as POSTER #52, with the words "Warm-Up" added). Mount in accessible corners	11x17	
POWER Program - POSTER 63 Chin-Slide	Remind employees to perform Chin-Slides through the day	8.5x11	
POWER Program - POSTER 64 Hand Graphics for Corner Push-Ups	Remind employees to perform Corner Push-Ups throughout the day. Mount these in accessible corners (2 per set)	8.5x11	
POWER Program - POSTER 70 Say No to Salt and Sugar	Remind employees to limit their intake. Mount these on walls next to tables and condiments in lunch rooms and break areas (2 per set)	5x8	
POWER Program - POSTER 71 Switch to Decaf	Mount above or around coffee makers where decaffeinated coffee is, or may become an option as a result of training Module One	8.5x11	
POWER Program - POSTER 80 Remember to Stretch Light Bulb	Remind employees to Stretch	11x17	
POWER Program - POSTER 81 Remember to Stretch Light Bulb	Same as POSTER #80 above, in a smaller size. Mount these next to timeclocks and where space is limited	5x8	
POWER Program - POSTER 82 Time To Stretch Light Bulb w/Bug	Remind employees to Stretch	11x17	
POWER Program - POSTER 83 Stretch Often Light Bulb	Remind employees to Stretch	11x17	
POWER Program - POSTER 90 POW Light Bulb Reminder	Remind employees of the POW (POWER Posture)	11x17	
POWER Program - POSTER 91 Protect Your Spine At All Times Light Bulb	Remind employees to protect their spine, at all times	11x17	
POWER Program - POSTER 92 POWER Posture in Light Bulb	Remind employees to think about their posture	11x17	
POWER Program - POSTER 93 Think POWER Posture Light Bulb	Remind employees to think about their posture	11x17	
POWER Program - POSTER 94 POWER Posture (Green & White)	Remind employees what the POWER Posture looks like	11x17	
POWER Program - POSTER 100 PAUSE For Prevention Light Bulb	Remind employees to PAUSE For Prevention	11x17	

Additional Training Programs & P.O.W.E.R.™ Modules

P.A.U.S.E.™ For Prevention

Employees that work at a desk are also at risk of injury. If you desire to provide a unique and highly-effective training experience for seated and standing employees, make a note to order P.A.U.S.E.™ For Prevention below. Call Accurate Ergonomics at 1.866-950.3746 for additional details, or visit AccurateErgonomics.com.

P.O.W.E.R.™ Training Modules

The P.O.W.E.R.™ Program is designed to deliver the same level of education, information and postural efficiency techniques to every employee. P.O.W.E.R.™ modules 1-5 represent phase 1 of P.O.W.E.R.™ training. These build a foundation for behavioral change to occur in multiple areas, however, the ultimate goal is to change workforce behaviors and the culture of your hotel on a permanent basis. This process often requires the application of additional P.O.W.E.R.™ training modules, because changing behaviors takes time.

At the end of phase 1: 1) Everyone understands the value and benefits of prevention. 2) Employees are able to connect all of the critical elements necessary to maintain their health and prevent soft-tissue injuries. 3) Personal responsibility, workforce buy-in and the need for change is well established. 4) Employees and their leaders now have the ability to “*Plan, Prepare and Execute for Sustainable Success*” every day, at work and home. 5) Your workforce is primed and ready for change, now it is up to you to provide the process. Below is a brief description of additional training programs and available modules.

Training Programs and Modules	Description	Order
<p>P.A.U.S.E.™ For Prevention</p> <p>Six Module Program</p> <p>(Training Program for At-Desk Professionals)</p>	<p>Education and training program specifically designed to change behaviors and improve the health, workstation and posture of at-desk employees. This course can be taught live (classroom style), or online at each employee’s desk, at their own pace (preferred). P.A.U.S.E.™ For Prevention is a comprehensive yet simple approach, which teaches every at-desk employee why and how to maintain their health, as well as how to self-assess and adjust their workstation, posture and much more.</p>	
<p>P.O.W.E.R.™ Training</p> <p>Phase Two</p> <p>Module 7</p> <p>Skills Reinforcement Training™ (SRT)</p>	<p>The POWER Posture™ and other key P.O.W.E.R.™ goals are practiced and reinforced during small group training sessions and P.O.W.E.R.™ courses (Ergonomics PAR Course). Postural efficiency baselines are measured, plus every employee receives a score and a personalized set of skills to practice and improve. SRT is fun, engaging and significantly improves human performance, task and postural efficiency. SRT may be delivered by AE specialists, AE specialists and internal leaders, or may be purchased as Do-It-Yourself (DIY) module to implement after completion of phase 1 of P.O.W.E.R.™ training (days, weeks or months post module 5). Module 6 is an at-desk ergonomics module. Implementation & Instructor Guide is included and a SRT Train-the-Trainer online course is available.</p>	
<p>P.O.W.E.R.™ Training</p> <p>Phase Three</p> <p>Module 8</p> <p>Precision Development Training™ (PDT)</p> <p>(POWER Coaching)</p>	<p>Module 8 of P.O.W.E.R.™ training is “Personalized Ergonomics.” AE specialists and/or internal Leaders (POWER Coaches) use baselines established during SRT, as the basis for this unique observation and coaching process. Coaching occurs as everyday work is performed and continues on a routine (Evergreen) basis to ensure that employees comply with rules and regulations and key P.O.W.E.R.™ goals and efficient postures are achieved. PDT is an extremely valuable continuous improvement process of behavioral change, proven to achieve sustainable postural and human efficiency and maintain compliance with regulations. Module 8 may be purchased as a Do-It-Yourself module. Implementation & Instructor Guide is included and a PDT/POWER Coaching Train-the-Trainer online course is available.</p>	
<p>P.O.W.E.R.™ Training</p> <p>Module 9</p> <p>SAFE Task Engagement and Prevention-Based Behaviors™</p>	<p>At the end of module 8 the majority of employees are performing their tasks in an efficient and protective manner. Awareness has increased exponentially, employees have become accustomed to being coached, and actively-caring should now be a core value of your culture. Module 9 introduces new prevention-based behaviors to your workforce. PDT materials are designed to reinforce these new behaviors during the third coaching experience and beyond. Call for more details on this and other DIY modules.</p>	

How to Set-Up a P.O.W.E.R.™ Training Class

An Instructor Will Need the Following Equipment

- Power source and extension cord with multiple outlets.
- Computer to access and deliver P.O.W.E.R.™ training modules.
- Internet access with good to excellent connection strength.
- Projector and screen to display the presentation.
- **“Good Quality”** pair of speakers or sound system.
- Choice of education and training materials.
- Training box (file storage box), note paper, materials, pens, name tent cards, etc.
- Tools or equipment an instructor will use during module 5 practical session two.



Class Set-Up

- Set up the training room or area at least one hour in advance of start time.
- “U” shaped set-up works best, however, classroom style will also work.
- Tables and chairs for 15 or less participants, 1 for the instructor and 1 extra.
- Table at the front of the room to set the computer, projector and instructor items on.
- The projector may have to be moved further away from the screen, in order to maximize the size of the course presentation video window. Some projectors may shrink the image window, causing navigation arrows (vertical/horizontal) to appear. This may require a change in the computer display settings, so that the entire video window is shown.
- Allow room in the class for participants to practice their POWER Posture on the training box, as well as any other items you may include as practice items (cart, vacuum, etc.).
- The room and area should be quiet so that participants can easily hear the training presentation and their Instructor speak.
- Adjust the lighting (if possible) so that the screen can easily be seen (not too dark).
- Food and Beverage: Have everything in the training room which may be necessary for a multiple hour or multiple module training (see below).
- Beverages: Water is a must. If you serve coffee include decaffeinated. Other beverage choices to consider include iced tea, hot tea or a healthy selection of juices.
- Food: Fresh fruit is the best snack food (apples, bananas, etc.). Other food choices to consider include healthy snack bars, multi-grain breads, healthy crackers, etc.
- **No Pink Boxes Allowed.** P.O.W.E.R.™ Training emphasizes proper nutrition. If your workforce is accustomed to having pink boxes (donuts and sugary pastries), this is the perfect opportunity to break this habit in moving forward toward a healthy, culture of prevention.

Instructor Set-Up Notes

- The best time to deliver training is at the beginning of a shift. An instructor will need 4 to 5 hours to deliver all five modules. You may choose to deliver 2.0-3.0 hours of training prior to lunch, have lunch brought in, then deliver the final 2.0-3.0 hours of training during and/or after lunch. You may deliver training one module at a time over several days or weeks, or divide training into two or more sessions on separate days.
- Whenever possible, P.O.W.E.R.™ training should be delivered “Classroom Style.” This is because adults learn best when they are engaged by the instructor in the content, as well as have an opportunity to ask questions and practice newly learned skills and behaviors.

Training Presentations and Materials

Training courses are available online through the Accurate Ergonomics Online Learning Academy (LMS). If your organization has an internal LMS you may call Accurate Ergonomics to inquire about adding P.O.W.E.R.™ training or P.A.U.S.E.™ for Prevention to your LMS. As a licensed user of the Doc-in-a-Box program, you have specific privileges which are renewed on an annual basis: access to training presentations for current employees, new hires, discounts on programs, modules, materials, posters and much more.

Doc-in-a-Box™ Premium and Bundled Packages - “MIPP Sustainability”

Doc-in-a-Box™ includes P.O.W.E.R.™ training modules 1-5. Your initial purchase may have also included one or more of the P.O.W.E.R.™ training modules listed below. If module 7 or 8 were included in your original purchase, separate the materials below from the materials your instructor will use during phase 1:

- A. Modules 7 and/or 8 Training Implementation Guides (SRT- Phase Two, PDT- Phase Three).
- B. SRT and PDT Observation Worksheets and Communication Cards.

If these were not included in your original purchase, additional details about MIPP sustainability modules and packages, such as the delivery timing of each module, how and when you may receive or order these deliverables, is available by contacting Accurate Ergonomics or visiting AccurateErgonomics.com. You may also request a virtual engagement session, wherein Team Accurate specialists can explain this valuable process and answer any questions.

Notes: 1) You will not need the above materials for a few weeks or longer. Timing depends on the number of employees included in your training initiative and the timeline you desire to deliver each phase of training. **2)** There is no finite delivery time period as the training process allows for flexibility. SRT (Mod 7) may be delivered 1-4 weeks, or 2-6 months after MIPP Essentials/Phase 1. **3)** If initial training did not include practical sessions due to lack of adequate time or space, SRT should be delivered as soon as possible after MIPP Essentials training to ensure compliance with the regulation. PDT may begin weeks, months, or the following year. **4)** A workgroup of 5-50 employees can easily complete and engage in all three phases in less than one year, however, a larger workforce may take longer.

How To Access Training Presentations and Materials

1. Use a computer to access the internet. Click on the link in the email you received when you purchased your program. The instructor will be required to enter their user email address and password.
2. Optional: Go to www.AccurateErgonomics.com. Click on “Login” in the navigation bar and follow the instructions.

Classroom Learning (CL)

1. If your license includes access to more than one course, from the choices included click on your selection, such as the comprehensive Housekeeping MIPP POWER Program - Course 2011 - HKHP-CL (Classroom Learning) “if included,” the POWER MIPP Essentials - Course 2084 - HKHP-CL, or POWER MIPP Essentials - Course 2270 (Spanish Course). Course numbers 4437 and 4494 require the instructor to print course deliverables from inside these courses.
2. Scroll down to the bottom of the page and from the list of modules included in the course, click on the first link, such as “Introduction Session,” or the next progressive P.O.W.E.R.™ training module.
3. Training course presentations include a voice over audio by AE specialists. The instructor acts as the facilitator or guide, controls the pace of the presentation and may pause occasionally to discuss or emphasize key points or lessons, distribute materials, etc.

Online Individual Learning (IL)

If you desire to have all or part of your workforce take one or more P.O.W.E.R.™ training modules online, you must first communicate with Accurate Ergonomics. AE's digital learning team will assist you with the process of creating groups, assigning and managing individual learners (see pages 30-32).

How to Deliver a P.O.W.E.R.™ Training Class

In order to complete all of the modules included in P.O.W.E.R.™ training, the instructor needs to be familiar with the training presentation and process, including the materials. The instructor also must remain aware of the amount of time that is required to deliver a highly-effective and memorable training experience.

An instructor's job is to set the tone for training and present a compelling presence in the class, however, they must also keep the training process on track. While it is good to promote a certain amount of discussion and engagement on the content during training, or to pause to ask or answer a question or two, the instructor must politely limit the amount of feedback or risk running out of scheduled time. **The end of Module Five is just as important as the Introduction Session.**

Instructors should begin with the premise that it will take approximately 4 - 5 hours to complete the entire training course, plus the estimated amount of time required to complete each optional element below marked with an asterisk (*):

- * Pre-Training Quiz (10 Minutes) * Training Needs Assessment and Comfort Survey (15 Minutes)
- * Post-Training Quiz (10 Minutes) * Test Your Knowledge (15 minutes) * Course Evaluation (10 minutes)

If you choose all of the above options (*), add approximately 1 hour to the total estimate above. Allow time for people to get seated and situated, introductions, restroom breaks, etc.

If Training Modules are Delivered Over a Period of Days or Weeks, Allow Approximately:

- 30-45 Minutes for Introduction Session
- 30-45 Minutes for Module 1
- 45-60 Minutes for Module 2
- 45 Minutes for Modules 3 and 4 (Combined)
- 2.5 hours for Module 5 if One Session, or Divide Module 5 into Two or Three Sessions

Two to Three Day Delivery:

- Introduction and Modules 1 and 2 on one day (2-2.5 Hours)
- Modules 3, 4 and the First 1/3 of Module 5 on a separate day (1.5 Hours).
- Conclude Module Five (1.75 Hours)

Note: After the first or second time an instructor practices and delivers training, they will have a better sense of how long to schedule each training class, module or group of modules.

Presentation Optics

1. The instructor or facilitator starts the presentation and follows the instructions.
2. Participants see the content and listen to **quality speakers**.
3. The instructor is able to pause the presentation at any time in order to discuss or highlight some part of a lesson, complete an assignment, answer a question, or take a break.
4. After a break, restart the presentation when the entire group is ready to listen.

Important POWER MIPP Program, Internal Program Manager and Instructor Notes

The P.O.W.E.R.™ program includes a variety of interconnected topics and lessons. Many times, when employees hear that training is 4 or 5 hours in duration, their first thought may be “This training is too long, I/we don’t have time.” What our experts can tell you, is that P.O.W.E.R.™ training is extremely valuable. The results of thousands of course evaluations, show that at the conclusion of P.O.W.E.R.™ training the vast majority of participants report that they received a great value. 98% of employees recommend this course be taken by coworkers and the average course rating is 4.85 on a scale of 1 to 5. A 97% approval rating.

Once the presentation begins and the instructor adds some life and enthusiasm to the content, engagement will increase, time will go by fast and participants will both enjoy and benefit from the content. Below is an overview of some of the options an instructor will be presented with during the training presentation.

Prior to Starting the Training Presentation

1. As participants enter the training room have them sign in and pass around “The POWER Training Sign-In Sheet.” Make sure that everyone signs in and keep this form for your records.
2. **Options:** In the full course the instructor may then distribute the optional: “Pre-Training Memory-Maker Quiz, “Training Needs Assessment and Comfort Survey,” or the “My Comfort Survey” page. Have participants complete these forms prior to starting the training presentation. Instructor Note: These two options are included in the comprehensive training course only, not in MIPP Essentials. If completed prior to the course, just continue the course. If the instructor chooses to let the presentation instruct participants to complete these forms, pause where instructed and have participants complete the form/s and collect same in a timely manner.
3. If or when training manuals are used, distribute them at the end of class. The training manual is not used during training. Instructor Notes: Training manuals are designed to be read by participants in the days and weeks after the completion of all 5 P.O.W.E.R.™ training modules. If permitted, have participants take them home and read them with their families (English Only).
4. When optional course workbooks are used, distribute them at the beginning of class. Instructor Notes: 1) Instruct participants that they may read pages 1, 2 and 3 on their own and to STOP reading there. 2) Participants will use pages 4, 5 and 6 during training, as instructed in the comprehensive presentation.

The P.O.W.E.R.™ Training Presentation - Introduction Session

1. Before starting the training presentation, the instructor should introduce themselves to the group. The instructor may also go around the room and have each participant say their name, time on the job and perhaps tell everyone what their favorite hobby or passion is (hiking, biking, cooking, etc.). Instructor Notes: 1) Introductions can use up valuable class time, so keep them brief. 2) This may also be a good time to have participants create a name tent card (optional). If name cards are needed, have markers and paper available. Have participants fold paper in half, twice to make a tent.
2. The P.O.W.E.R.™ training presentation begins with a disclaimer and course title.
3. At the words “POWER Training is Important for You and Your Hotel,” there is a generic, care-based statement. You may pause here to recite a statement which best represents your Hotel’s message on the subjects of employee health, wellness, injury prevention, safety and the culture you desire to create or reinforce (requires a manual pause).

Introduction Session (Continued)

4. The next section is **“About POWER Training.”** From here forward, participants are listening to the audio, viewing the projection screen and following presentation instructions. The instructor pauses where necessary to complete a form, or promote discussion around a particular question or topic.
5. The next section includes instructions on **“How to identify Key POWER Goals During Training.”**
6. Next, in the comprehensive course only, are the **“Pre-Training Quiz and Comfort Survey Options.”** This is where the optional forms, workbooks, etc., enter into play. If these two forms were not completed prior to starting the presentation, first is the **“Pre-Training Memory Maker Quiz,”** followed by the **“Comfort Survey.”** If these items were completed prior to starting the presentation, continue forward. If not, the instructor may pause here and have participants complete these forms.
7. Next, is the explanation of **“How to use Course Workbooks and/or Individual Checklists.”**

Program Manager & Instructor Note on Additional Training Modules

If your purchase included module 7 or 8, follow these instructions: At the end of training, there is a brief section which lets participants know that today’s training is phase 1 of a 2 or 3 phase process. If your purchase included additional modules, or you plan to deliver additional modules in the future, as a result of reading this document, the presentation will say **“What’s Next?”** followed by a brief description of each additional phase of P.O.W.E.R.™ training. That each phase is designed to build upon the lessons and skills participants learned throughout modules 1-5. The presentation instructs participants to ask their instructor if, or when these modules may be delivered. **Be prepared to respond to this question.**

Let’s Get Started

The next section, **“Let’s Get Started,”** makes the case for prevention with content designed to: open the minds of participants, explain what a Musculoskeletal Disorder (MSD) is, what to do when a person has a challenge (pain, etc.), why every person needs training, the importance of change, plus a new meaning of PPE. Most people know PPE as Personal Protective Equipment. P.O.W.E.R.’s new or added meaning is **“Plan, Prepare and Execute.”** This is the end of the introduction session.

Module One - Plan For Success

Module one is about the need for every person to have and follow a plan. Module 1 lays out the 5 key elements of a highly effective personal plan for long-term success. Instructor Notes:

- 1) This is a comprehensive module. Keep a steady pace so that you can finish in less than 60 minutes.
- 2) There are a few places which ask participants a question. These include a slight pause so that participants have time to think and/or respond. The instructor may manually pause at these times and ask participants to respond or take a guess at the right answer, then continue and show the answer.
- 3) When listening about the effects caffeine has on the human body, you will see content which explains the meaning of a **“Trigger Point,”** or knot in a muscle. If you choose, you may purchase a bag of twisty balloons and when you arrive at this point, pause and use a balloon to emphasize the lesson (do not blow up the balloon). Hold one end with your left fingers at your right shoulder joint. Hold the other end with your right fingers and extend your arm. This represents a muscle which is being stretched to its maximum range of motion. Now tie a few knots in the balloon and do the same stretch. This is a visual representation of what caffeine does to muscles. Caffeine tightens muscles and reduces a person’s range of motion. This visual also helps to make the case that stretching is an important part of injury prevention (stretching is included in module 2).

Module One (Continued)

4. Module 1 concludes with a Pause Icon (II). Continue to module 2, or end today's class if P.O.W.E.R.™ modules are being taught one at a time, on separate days.

Module Two - Prepare For Success

Module 2 is about preparing the human body before work and all shift/day long. Read the document "Stretch Leader's Guide" prior to training. This document is included in Doc-in-a-Box™ and also in SAFE stretch packages (English & Spanish).

1. Module 2 begins with a brief review of module 1.
2. The first part of module 2 makes the case for increasing and maintaining flexibility.
3. When you hear/see the words **"Rise up from your chair and perform the following 5 minute warm-up and SAFE stretch routine,"** distribute the 4 page warm-up & SAFE stretch routine handouts at this time, then continue. Note: The warm-up and SAFE stretch routine is also located in the optional course workbook.
4. Have participants stand up as they listen to the disclaimer, then follow the instructions as you lead the group in an effective set of stretches. Remember, every athlete stretches before, during and after every game. The presentation will pause automatically to accommodate each stretch. The instructor must click on the next button or use a remote control to continue to the next stretch.
5. The stretch begins with a method participants can use to measure the difference before and after doing a few stretches, only one time. This is a great way for participants to feel, thus prove to themselves, that stretching does work, verified by a small increase in range of motion of the head.
6. After the first few stretches everyone will re-measure. Ask people if their head actually rotates a bit further. Typically there are at least a few participants that will openly admit that they feel the difference. If no one offers a positive comment, use your experience and share how you feel. Continue to the end of the routine.
7. At the end of the routine participants are instructed to return to their chairs. Once seated, there is an opportunity to select a volunteer, appoint an interested party, or vote for a person who will lead either this, or another group every shift in a daily pre-work stretch (see instructor notes on page 20).
8. The next brief section is on energy management and how to maintain a constant state of readiness.
9. The next section instructs participants to complete page 7 in their course workbook. You may distribute the "Module One & Two Individual Checklists" at this time if workbooks are not used. Have participants complete this checklist in a timely manner. Note: Checklists are for the benefit of each participant and do not have to be collected.
10. Module 2 concludes with a Pause Icon (II).
11. If you have not yet taken a restroom break, this is a good time for a 10 minute break. If no one needs a restroom break, continue to module 3, or end today's class if P.O.W.E.R.™ modules are being taught one at a time, or modules 3, 4 and/or 5 will be delivered on a separate day.

Internal Program Manager and Instructor Notes on Warm-Up & SAFE Stretch Program

1. If you already have a working stretch program in place, great work. You may add all or some of these stretches to your current routine, or add a few of your current favorite stretches to POWER's routine.
2. If you currently do not have a pre-work routine, or your stretch program has faded away, now is the time to either start, or restart one. P.O.W.E.R.™ training clearly makes the case for stretching.
3. Have any discussion necessary prior to training, in order to gain the necessary buy-in and support from stakeholders on starting a pre-work stretch program. Discuss who will lead pre-work stretches (managers, supervisors, volunteers, etc.).
4. Plan a pre-work, warm-up and stretch location and time for each workgroup and shift.
5. After learning and practicing the stretch in module 2, determine and/or announce who will lead their stretch. This could be someone with a special interest in fitness, a volunteer or a supervisor.
6. Start the pre-work warm-up and stretch routine as soon as possible, once training is delivered.
7. Keep the program alive and functioning in each workgroup for a sustained period of time. Until the routine becomes a permanent daily group activity, as well as an individual employee habit.
8. Doc-in-a-Box™ includes a "Warm-Up & SAFE Stretch Program Initiation Data Sheet." Use this form to organize and keep track of this information. The routine should be performed on paid time and should take less than 10 minutes to perform. The supervisor or leader may multi-task and use this time to read announcements, discuss the day's tasks and potential challenges, and to build positive, caring and trusting relationships with employees.
9. Doc-in-a-Box™ includes a "SAFE Stretch Audit Form." Use this form to assess, improve and track the effectiveness of each leader and workgroup. A sustainable program requires structure, accountability and continuous motivation.
10. Once P.O.W.E.R.™ training has been completed, order and mount reminder posters on walls where employees can easily see the poster while stretching, as well as be reminded to stretch (See Page 12).

Module Three - Musculoskeletal Anatomy and Injury Prevention

Module 3 is about human anatomy. This section delivers critical information about how internal body parts function and may wear out over time, especially if a person uses an inefficient posture.

1. Module 3 begins with a brief review of module 2.
2. The first section is about: how the spine and discs operate, an explanation of how nerves work, nerve pressure, how pain travels from the spine outward, plus the role hydration plays in maintaining healthy spinal discs.
3. The next section is about tendons and ligaments, followed by an explanation of the difference between a sprain and a strain.
4. Module 3 concludes with an explanation of the role that a person's head plays in neck, back and nerve pressure. The role and position of the head is also Step 6 of the POWER Posture™ (module 5).
5. Next is the Pause Icon (II). End here, then continue to module 4, or end today's class if P.O.W.E.R.™ modules are being taught one at a time on separate days. Note: The contents and lessons in module 3 set the stage for module four.

Module Four - Efficient Postures

Module 4 describes what an efficient neutral posture is and why achieving one is so important.

1. Module 4 begins with a review of module 3.
2. The first section describes human factors which often get in the way of someone deploying an efficient posture, including time, thoughts and habits.
3. The next section is focused on muscle memories, what average postures look like and the pre-injury warning signs and symptoms to be aware of, so that employees may take proactive actions.
4. The next section takes a closer look at efficient postures. An explanation of what an efficient neutral posture looks like when people stand and walk.
5. The next section covers poor postural habits, chronic postural stressors, general recommendations and breathing exercises. There are a few examples included in this section, designed to let participants see the stress created on the spine, discs, nerves, feet, etc., when people sleep, task, sit and stand in a less than neutral, efficient posture. Note: Breathing is step 7 of the POWER Posture™.
6. The next section is on the six steps a participant can take to prevent a “Slip, Trip and Fall.”
7. Module 4 finishes with a few closing thoughts.
8. Module 4 concludes with a Pause Icon (II). Take another restroom break and then continue to module 5, or end today’s class if part or all of module 5 is being taught on a separate day.

Module Five - The Execution of an Efficient Posture

Module 5 is about the “Execution” of an efficient posture. The “E” in P.O.W.E.R.’s new definition of PPE. To prepare for module 5, the instructor needs to place a box (file storage box or similar shape), on the presenters table, another suitable table or a chair. Locate the box in a location where everyone can clearly see the presentation and the Instructor from the side, from head to toe. Locate the 10-POW cards, so that you are prepared to distribute these when instructed.

Instructor Note: Prior to training a class, practice the box lift and move using all 10 POWER steps along with your verbal narrative of each step, several times out loud. Everyone in class will be listening as participants hear the instructions and watch you perform each and every step. You need to be a perfect 10, 24/7.

1. Module 5 begins with a brief review of module 4.
2. The first section speaks to the meaning of “E” in the new definition of PPE, followed by P.O.W.E.R.’s process of behavioral change: a) Without a mirror, people cannot see themselves, b) To prevent injuries and change behaviors we must assist each other in the process, c) The words each participant is able to use to assist coworkers “FORM/POW,” and when to use them.
3. The next section explains the POWER Zone, followed by the distribution the 10-POW pocket cards.
4. The next brief section explains a few things a person should do “prior” to lifting, pushing or moving an object: POWER-UP and Pause for Prevention.
5. The next section introduces and explains the POWER Posture™. All 10 POWER Posture steps are shown, followed by a visual of the 10 steps surrounding the image of a person lifting a box. The instructor should demonstrate each of the 10 POWER Posture steps (10-POW), in order for participants to see the efficient way to perform each POWER Posture step. Instructor Note: After all 10 steps have been explained: demonstrate each step, explain the benefits of that step and how each step is connected. The instructor may also demonstrate some steps as they would look when a person uses an inefficient posture. The instructor may manually pause, replay or redemonstrate the 10 steps.

Instructor - POWER Posture Explanation & Demonstration Tips

LOVE-It: Close the gap as much as possible between you and the box. Make contact with object (box to mid-section) whenever it is possible and safe. The closer the object, the less stress there is on the spine, discs, muscles and connective tissues. This also allows the lifter to operate in a neutral posture. Many people have a habit of allowing too much space between themselves and an object. In addition, the last thing a person should do is pull an item toward themselves and lift all in one move. Instead, carefully reposition an item to its best possible location, then position the body close to the object. The force of pulling an item toward the body causes a high level of stress on the spine and could result in a back injury.

From a side view, show participants how much further you have to bend forward to reach the box when it is just a few inches away from you. Remind learners of the 10:1 stress ratio. Note: Use your arm and hand to demonstrate angles and force, not your back.

Feet Apart: A broad-based stance provides balance and POWER! Many people have a feet-together habit. When the feet are close together, additional POWER steps are more difficult, if not impossible to achieve.

Show learners that when your feet are together, you have **no** balance and **no** power. If you were a boxer that stood in a feet-together stance, you would not have enough POWER to defeat, let alone defend yourself from an opponent. Take a stance like a boxer and “feel” the difference in POWER.

Knees Bent: Bending the knees engages the POWERFUL leg muscles. These muscles are designed to do the heavy work. When the knees/legs are straight, back muscles are supporting the weight of the upper body (plus the weight of an object), and spinal discs are forced out of their protective surroundings. Many people have a legs-straight habit. It is impossible to lift anything with the leg muscles when legs are straight.

Show learners that when your legs are straight, strong leg muscles are not being used. A great example is to stand straight. Here, the leg muscles are barely working. Then slightly bend your knees and show learners by tapping your thigh muscles with your palms, that these muscles are now engaged and that these muscles are now holding the weight of the body (torso), instead of the back. **This is an important point to make.**

Back Straight: Bending forward at the waist is one of the most stressful moves for the spine. The straighter the back is, the less stress that is placed on the spine. With the knees bent, back straight and the head up (see below), the spine is in a protective “S” shape and is able to function efficiently. Discs and nerves are protected from cumulative stress, damage and injury. Use your arm and hand to show learners the increased amount of stress placed on your wrist when you bend your hand forward, not your back. In this scenario the wrist represents the lower (lumbar) back.

Nose-Between-The-Toes: Twisting places stress on the spine in areas which have little to no protection. Lifting or moving an object, or pushing a cart with the spine twisted (nose not between-the-toes) is a high risk move, much like bending forward at the waist. Note: Module 3 explained that the sides of the spine, where the nerves exit the spine, are not protected.

Head-Up: When the head is **not** level with the ground, stress is placed on the neck **and** back muscles. A head-forward posture places 100 pounds of stress on the neck and back. The head also leads the way. If a person looks down when lifting an object, the position and weight of the head pulls the person/torso forward. It is okay to look down to get one’s bearings and establish a proper grip on an object, however, right before lifting and exerting force, it is **critically important to level one’s head and exhale** (step 7).

Head-Up (Continued): A chin level with the ground posture (looking straight ahead), completes the protective “S” shape in the upper (cervical) region of the spine. In this posture discs are centered and weight, pressure and force is distributed evenly. Most people have a habit of looking down when walking, lifting, cleaning, mopping, looking at a computer monitor, mobile phone, etc. While looking down and checking a person’s path is necessary for safety reasons when walking or climbing stairs, a head-down habit sets people up for an injury when lifting, exerting force, reaching, pushing a cart, making a bed, etc.

Option: Balance the box lid (file storage box), a book or similar object on top of your head. From a side view, show learners that when the head is up (level), the spine is protected. Demonstrate a poor lift to show how little it takes for the box lid to slide off of your head. When this happens, your (their) back is at risk of injury!

Exhale on Exertion: A purposeful exhale at the time of exertion gives the back (spine) 1,000 pounds of added strength and support. The vast majority of people have a habit of not breathing when they exert themselves. Many people even hold their breath while exerting force. This places pressure on blood vessels and may lead to internal damage.

Show learners what an exhale sounds like. When athletes exert force they always exhale. Examples include: baseball pitchers, batters, tennis players, weight lifters, etc. Put your diaphragm to work and tighten the abdominal muscles while you breathe out. Even when a task requires some degree of an awkward posture, it is always possible to add a purposeful exhale. **Note: Most people do not exhale when they lift!**

LOVE It: Hold or keep the object close to the body when carrying, moving or pushing an item. The greater the distance from the body and the center of the POWER Zone, the more stress that is placed on the spine. The closer the better, as long as it is safe.

Show learners that when you lose contact with the box (a gap between the mid-section and box), that your back muscles are doing more of the work, instead of your legs, biceps and triceps. A best practice would be to keep the elbows at or as close to the waist as possible, whenever possible. With your elbows at your waist, extend your forearms and hands straight forward, then move them up and down toward the ceiling and floor. This space represents a person’s POWER Zone. Outside of this zone a person has a limited amount POWER and the risk of injury is greater.

Example: The POWER Zone is the same as the strike zone in baseball. If a batter swings at a ball that is not in the strike zone (below the knees, above the letters, or off the plate), chances are the batter will hit a foul, produce an out, or strike out. Hitting a home run is the result of a combination of, making solid contact with the ball, with a POWER Swing, delivered in the POWER Zone (strike zone).

Step-Turn-Pivot: When a person carries an object and is required to change direction, such as moving the box from one table to another: 1) Remain in POW at all times, 2) Plant one foot then bring the other foot around, like a robot, then proceed. The object is to avoid twisting the spine, especially under force. The step-pivot-turn process is also where an instructor may talk about the need to perform tasks using a step-by-step process, instead of using a fluid movement (bring item close, position body & lift vs. one move).

LOVE It to the End: What goes up, must go down. It is equally important to maintain a POWER Posture™ on the way down as it is on the way up. Many people have a habit of breaking all the rules at the end of a lift, as if the rules do not apply then. It is okay to look down to see where your feet are or where the object will be set down, however, right before the set down reposition the body and repeat the steps on the way down.

Note: The 10-POW applies to all movements and tasks: lifting, pushing a cart, making a bed, cleaning a tub, etc. If a person is pushing a cart and is not “Loving It,” their elbows are extended, their head is down and stress is placed on their neck, shoulders, back and wrists.

Each one of the 10 POWER Steps are critical for success. Participants need to see and feel each step for themselves and understand that the steps are all connected. In moving forward with your injury prevention program and P.O.W.E.R.™ training process, these steps represent “**Key POWER Goals**” and are the core elements of modules 7 and 8. “**The 10-POW is Here to Stay.**”

6. The next section says “**POWER Posture Practice,**” followed by instructions on the box lift exercise, followed by an example of the POWER Zone and POWER Posture™. This is for participants to visualize while their coworkers take turns practicing the 10-POW. The presentation automatically pauses here:

A) Go around the room one person at a time and have each participant lift and move the box from point A to point B. Instruct all of the remaining participants that they are “POWER Coaches.” Their job is to observe the lifter and provide verbal feedback (a POW or FORM) at the end of the move and describe each missed step/s they observed. This could be a table to table move, table to chair or chair to table. It is best not to require participants to lift a heavy item, or to have learners lift an object from ground level. Any ground level demonstration should use a small, lightweight item, because the key goal is to build good behaviors and habits, not show strength or risk an injury.

It is important to have participants observe risk and use their voice (POW/FORM). This lesson is designed to stimulate safe and caring conversations, and to normalize a process which requires every person to contribute every day, for the good of all. Have the subject repeat the steps until they get all 10 correct. Then celebrate with a verbal POW, or a high-five for a job well done, then move to the next learner. **Note:** Participants need to become accustomed to being observed and coached. This process sets the stage for modules 7 and 8, as well as ensuring compliance with regulations.

Option. At the end of the practice session with the box, choose one of the options outlined on pages 7 and 8, “After the Box” and below. Basic trainer instructions are also included in module 5 (click on the link located in module 5 instructions).

7. The next section includes photographs which show inefficient vs. efficient postures and an explanation (audio) of what participants are seeing. Examples of what inefficient vs. efficient employees look like while performing a number of tasks. The instructor may arrow forward (with remote) and skip past tasks which do not apply to this workgroup or hotel. The instructor should reach the end of the photographic examples with 45-60 minutes of scheduled time remaining. The training presentation then provides options for participants to apply the 10 POWER steps to a variety of pre-staged relevant tasks and tools, whether at this time or on a separate day (practice session #2 - required by regulation).

Option 1 (Preferred): Prior to module 5, the instructor has placed several items inside of the classroom. At this time the instructor may use a portion of the remaining scheduled time (30-45 minutes) to have participants apply the 10-POW to a few relevant tasks, tools or equipment (practice session #2).

Option 2 (As/if Necessary): Prior to training, in place of option 1 above, the instructor may choose to plan and pre-stage a field trip to a nearby location or a guest room to practice the POWER Posture™ on relevant tasks, tools and equipment. If, or as time allows, the instructor may gather participants at this time and walk to this location to have participants apply the POWER Posture™ to several tasks.

Tasks May Include: Making a bed, pushing a cart, vacuuming, mopping, lifting, using a tub/shower tool, dusting (extension duster & cloth), moving a piece of furniture (chair, etc.). The goal is to have everyone apply and repeat the 10 POWER Steps a few times with relevant tasks. This will expose each person’s unique, inefficient habits and will help employees form new, efficient and protective postures, also known as new muscle memories. *Continued on Next Page.*

Practical Session Instructor Notes: 1) Allow time to complete the last few steps in P.O.W.E.R.™ training (20 minutes). 2) If there is not enough time to apply the 10-POW to relevant tasks during class, module 7 (Skills Reinforcement Training) is specifically designed to accomplish this critical goal.

9. Next, the instructor will see and hear the words **“What Did We Learn.”** This section puts forth a closing argument about what participants have just learned and seen for themselves:

- We all have habits which place us at risk of a future injury
- We all have more in common than people think, and that we share a common goal, **“To Improve the Health and Safety of Ourselves and Our Coworkers.”**
- We all need assistance from others in the form of a second pair of eyes. This is often the only way people can break years of inefficient postures and numerous habits, which place every one of us at risk of a serious injury, at any time.
- We need to replace these habits with efficient skills and behaviors.
- That while personal responsibility is the ultimate goal to lasting change, team accountability and an extra set of eyes plays a huge role in achieving positive change around prevention, health and safety.
- Change takes time and it will take effort and repetition to achieve permanent behavioral change and an efficient posture.
- Change can be easy, fun and may prevent a lifetime of pain.
- Maintaining a POWER Posture, along with keeping tasks and work in the POWER Zone, provides a the musculoskeletal and nervous systems (the spine) the ultimate level of protection against fatigue, discomfort, stress and injury.

10. The next section contains some final thoughts about the content of training.

11. The next section instructs participants to turn to their **“Personal Summary & Action Plan Checklist”** in their workbook, or to a matching checklist which the Instructor will distribute at this time. These do not need to be completed at this time. The presentation will instruct participants that their goal, starting tomorrow, is to check off as many of these items as possible over the next 90 days.

Module Five - Closing Options

In the comprehensive Housekeeping POWER MIPP Training Course, the final section of module 5 offers the instructor two options by which to conclude training, followed by a course evaluation. The first option is a “Post-Training Memory Maker Quiz.” The second and/or additional option is an opportunity to have participants take a final exam, titled “Test Your Knowledge.” The goal of the quiz and/or test is to increase the retention of information delivered during P.O.W.E.R.™ training.

The MIPP Essentials Course Does Not Include Quiz and/or Test Options. Quizzes and Tests are Optional and must be ordered separately and distributed before and after the course.

Quizzes and Tests may be included in online individual learning courses (IL).

Module Five - Closing Options

- A) Distribute the appropriate quiz or test, with or without the answer key. The decision whether to distribute or retain the answer key/s should be based on: 1) How much scheduled time remains. 2) The program manager or Instructor's internal knowledge of this workgroup and subsequent determination on whether answer keys would best suit this workgroup. 3) Whether or not you plan to calculate the difference between pre and post quiz scores, or assign grades to final tests yourself.
- B) Have participants complete the choice of quiz and/or test in a timely manner, then collect the forms (see post-training activities on page 27).

Reminder: In the MIPP Essentials training course, the post-training memory maker quiz and final test are not included. These are available and their use is optional.

12. At this time the instructor may choose to distribute a "Course Evaluation" form to participants, or may wait until the end of class. Course evaluations are important for the following reasons:
- A. Participants have an opportunity to summarize their experience and provide the instructor and your organization with valuable feedback.
 - B. Your organization has a method to gauge and track both the overall training experience and the ratings of your internal course instructor/s.

Reminder: In the MIPP Essentials training course, the course evaluation is not included in the training presentation content or voice over. This deliverable is included, however, its use is optional.

13. Continue to the end of the training presentation. The next section "**Thanks**" the entire class for their participation. This includes a preview of "**What's Next?**" Here, the creators of the P.O.W.E.R.™ program briefly describe the next phases of P.O.W.E.R.™ training. The internal program manager and/or instructor may add comments and should personally thank every person for their class participation.

Note: The instructor may advise this group or learners that today's training was phase 1 of 2 or 3 phases. Part of your final message should include a response such as: "See you in a few weeks, so practice all of the steps you learned today and apply them to every task possible, at work and home," and/or "We will be implementing phase two of P.O.W.E.R.™ training next month or next quarter."

14. The next section includes a closing statement from the creators of the P.O.W.E.R.™ program and may include an invitation to visit the Accurate Ergonomics website to purchase logo items.
15. End the class. Participants return to their normal work duties.
16. Exit the LMS.

Instructor/s should take a few minutes to evaluate their performance and make note of where training delivery improvements may be made in areas such as classroom set-up, Instructor engagement, timing, practice sessions, etc.

Instructor Training Summary

As was stated early in this guide, P.O.W.E.R.™ training is designed to change the behaviors of every participant. This guide was designed to give you as much advanced knowledge as possible about the topics included, as well as an opportunity to practice and refine your delivery of training. Once an instructor delivers their first training class, they will discover how all of the parts of training flow and work together. From then on, each additional class will become easier and more fun to deliver.

Now that you have a much better understanding of what is involved in a training class and knowledge of all of the training material options available, it is easy to see why several hours is needed. As you plan and prepare to execute your training initiative, first decide whether you want to deliver training modules all in one session, or if you prefer or need to deliver one or two modules at a time, on separate days, including whether or not to deliver module 5 in one or more sessions.

Schedule Training Dates and Times

1. Allow a sufficient amount of time to deliver effective training.
2. Be aware of any mandatory break times, as these will extend the time needed to complete training.
3. Reserve the training room or space necessary for training, well in advance.
4. Notify employees of training inclusion and requirements (training initiative announcement).
5. Notify each group of participants when and where their training will take place.
6. Send a second notification and/or post the names, training dates, times and location in a suitable location.
7. Ensure that participants show up on time, or a few minutes early.

New Hire and Individual Learner Training

Training experience metrics gathered over years prove that new hire training adds a tremendous long-term value. The sooner an employee is able to learn and develop P.O.W.E.R.™ skills, the sooner they are able to:

- Perform their duties and tasks efficiently.
- Build positive, protective and sustainable muscle memories.
- Physically and mentally perform tasks with minimal fatigue and discomfort.
- Enjoy their job, reduce the risk of injury and become part of your new culture of prevention.

Licensed Users Have Two Options to Deliver “New Hire” Training: 1) Deliver classroom training to each new hire, or group of new hires. 2) Have each new hire take the online version of P.O.W.E.R.™ training (contact Accurate Ergonomics for details about access).

- 1) Classroom training is best delivered and received when there is more than one employee.
- 2) When P.O.W.E.R.™ training is delivered online to individual learners, employees are asked to practice stretching and POWER Posture techniques on their own. You will need to deliver workbooks and/or separate forms which are not included online (pocket card, 10-POW card). Some documents may be included in online course assignments (pre and post quizzes, my comfort survey, printable module 1 & 2 checklist, core exercise regimen, my personal action plan checklist, final test).
- 3) You may also choose to have online individual learners take modules 1-4, then have a Team Accurate specialist or your internal instructor deliver module 5 and the practical sessions in groups, or complete every module and then deliver module 7 (Skills Reinforcement Training), shortly thereafter.

Post Training Activities

1. Gather unused training materials and place them back in your box. Keep the training box and materials organized so that you are prepared for the next class or workgroup.
2. If you need to order additional materials, plan to accomplish this task a minimum of two weeks prior to the next class.
3. Use the sign-in sheet to track attendance. In addition you may use whatever format or program you choose to track overall attendance and to ensure that every employee receives training.

Your may also request via email, a “POWER Program Tracker” (Excel Worksheet Set), or a link to a Google Sheets version. This will be important to have throughout the program and beyond.

Training Quiz and Final Test *(If Utilized in Training)*

1. Review the quizzes and/or grade the final tests. This process will give internal program stakeholders insight on:
 - A. How much employees knew about the topics covered in P.O.W.E.R.™ training, prior to training.
 - B. Whether the lessons and skills put forth in training filled knowledge gaps (pre vs. post responses).
 - C. Which employees, if any, need to retake P.O.W.E.R.™ training or need more assistance.
2. If you are not fully satisfied with the results in a post-training quiz, or when a test grade is lower than your workforce curve, consider assigning this or these employees the task of reading the available training manual (English Only). In two weeks, or on the date you set, have them retake the test without the answer key. Grade the test and proceed accordingly.

Training Needs Assessment & Personal Comfort Surveys *(If Utilized in Training)*

1. Review each training needs assessment and comfort survey.
2. When an employee has rated their comfort/discomfort experience at a number or level which may be higher than average (subjective), put this information to good use and talk to this person about:
 - A. What is this person doing that may be causing their shoulder, neck, back, knee, etc., to be in a state of discomfort or pain? Habits, postures, specific tasks, tool use, etc.?
 - B. How could this person perform their tasks in a better, more efficient manner and posture?
 - C. Is this person using their tools and equipment properly?
 - D. Is this person following safe work practices at all times?
3. Coach this person on some of the countermeasures discussed in training, such as: increasing water consumption, stretching before and after tasks, exercising core muscles, etc. (Plan-Prepare-Execute).
4. Follow up is important. Mark your calendar to check in with this/these employees in 1 week, 2 weeks, etc. The more employees know that you care, the more motivated they are to report symptoms, change behaviors and the more your culture will transform and develop into a Culture of Prevention.
5. Now that you have baseline comfort/discomfort metrics, you are able to survey specific employees by experience, or by workgroup at a later date, such as 1, 3, 6 or 12 months post training. In this way you may track improvements and ensure that steps are being taken to reduce the risk of injury. This process allows you and your front-line Supervisors to build an actively-caring, Culture of Prevention.

Follow Your Company’s Health and Safety Rules and Reporting Policies at All Times.

Course Evaluations (*If Utilized in Training*)

Review course evaluations:

1. How many “Yes” versus “No” answers were there in the upper half of the form?
2. How did participants respond to the questions in the main body of the form?
3. What actions or improvements could you take as a result of participant’s responses?
4. How did participants rate the training course and/or their instructor?

P.O.W.E.R.™ Instructor Doctrine

The instructor plays a critical role in P.O.W.E.R.™ training. An instructor’s job is to:

1. Plan and prepare accordingly for each class and workgroup.
2. Start and end each class on time. Schedule enough time, as it is better to end early than run late.
3. Engage participants throughout training. A little engagement or a few words go a long way.
4. Motivate participants to fill out their forms and use their checklists, for their own health and safety.
5. Be a neutral party. P.O.W.E.R.™ is about your workforce.
6. Be a coach, not a cop. Positive reinforcement almost always works best in changing behaviors.
7. Maintain a professional and respectful tone and attitude at all times. No personal agendas allowed.
8. If for some reason a participant disrupts a class, ask to speak to them outside the class. Handle the situation quickly, in the best manner possible. Consider scheduling this person in another class once the situation has been resolved.
9. If you do not know the answer to someone’s question, write it down, do some research and seek professional advice where necessary. Then reconnect with that individual to close the loop. If you are not a licensed healthcare practitioner or treatment provider, limit your suggestions accordingly.

Follow your Company Guidelines and Procedures at All Times.

Important Instructor Notes:

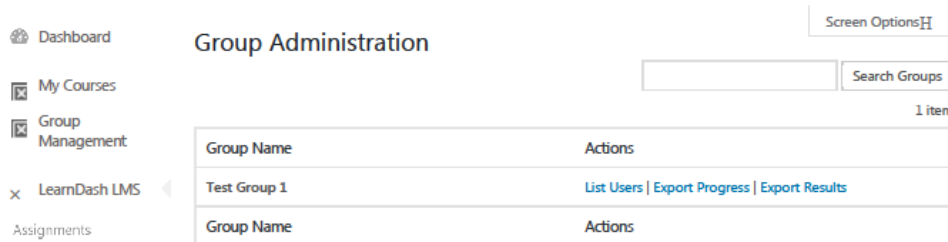
1. **Watch Your Back!** If you attempt to show participants the incorrect or inefficient way to perform a task, **be very careful so that you do not injure yourself.** It is far better to explain a poor or inefficient posture with your arm and/or hand than it is to risk an injury.
2. If a participant asks a question, such as “My back or shoulder hurts, what do you think is causing this, or what should I do?”
 - A. Remember, you are not a licensed Doctor or medical professional.
 - B. Do Not give anyone any diagnostic, medical or treatment advise.
 - C. Follow your company’s health and safety policies at all times.
3. Review the list of effective leadership behaviors on page 34.

“Enjoy a Great Training Initiative and Experience!” - Team Accurate Ergonomics

Learning Management System (LMS) - Group Leader Instructions

If your hotel or company has included the option to deliver online education and training to Individual learners, such as new hires or someone unable to attend a classroom session, or there are more than one location or trainers at a location, below are the instructions on how to enroll learners and trainers.

1. Group leaders are assigned a special level of access to the Accurate Ergonomics Online Learning Academy.
2. Login to the Accurate Ergonomics LMS. A Group Leader will see this page.



3. The **"Group Administration"** page shows the Group or a List of Groups, that a Group Leader is able to manage. Click on **"List Users"** to see who is in this group and/or export data into an Excel Worksheet (more information below).
4. On the left, click on **"My Courses"** to see the courses that are available to you.
5. Click on **"Group Management."** The Group Name will appear at the top left of the page. If a group leader is managing more than one group, next to the name will be a drop down arrow. From the dropdown list select the group you desire to manage. Under the Group Name you will see the course, or a list of available courses: **"— Course Name."** Under **"Enrolled Users"** you will see how many seats are remaining, as well as the total number of seats purchased or included in your license.

Enroll a Learner/s in a Group to Email a Notification and Grant Access to the Group Course/s:

- A. Click on **"Add User."**
- B. Check the **"Add and Invite User"** Radio Button.
- C. Enter the First Name, Last name and Email Address of the person you desire to enroll, then click on **"Add User."** The person will receive an email with their login and password information.

Note 1: During set up, the majority of the time a workforce will be divided into groups (e.g. workgroups). Each group only has access to the course or courses which your company has selected to include.

Note 2: If there is more than one course included in a group, each learner added to the group will have access to every course. If there is a specific course you desire this or other learners to take, or not take, you will have to send them an email instructing them to take course number **"X."**

Continued on Next Page.

Learning Management System (LMS) - Group Leader Instructions (Cont'd.)

To accomplish this, click on “View Reports” near the top of your screen to return to the Group Leader Landing Page. Locate the “Group Name,” then Click on “List Users” to the right. Click on “Email Group” compose your email, then click send at the bottom of the page. Also see ProPanel on page 32. Emails sent from the LMS may end up in an employee’s spam folder. If this is the case, you will have to inform employees to check these folders.

The other alternative is to contact Accurate Ergonomics and have our e-learning team create an additional group or groups, if this was not accomplished as part of your onboarding or set-up process.

Add Multiple Users to a Group at the Same Time:

- A. Click on “Upload Users.”
- B. Check the “Add and Invite Users” Radio Button.
- C. Click on the Link that Says “Download a sample csv file,” then select “Open.”
- D. Beginning with Line 2 (Sample), enter each learner’s email address, first name and last name.
- E. Save the file to your chosen destination, such as your desktop so that it is easy to locate.
- F. A Dialogue Box Will Appear, Click Save Again.
- G. Close the CSV File. You Will Have to Click Yes Again.
- H. Return to the Upload Users Dialog Box and Click On “Browse.”
- I. Locate and Double Click On the File was Just Saved.
- J. Click on “Add Users.”
- K. A light green colored bar will appear at the top of the page. If the upload was successful, you will see that message. If not, read the message on the right and try to correct the entries listed by row number in the CSV file. Then repeat the process.

Note: Every time that you save or close this CSV file, you will have to click “Yes,” as well as override (replace) the existing file with the same name. If you need assistance, email: info@accurateergonomics.com.

6. Add a Group Leader by clicking on the “Add Group Leader” box.
7. Delete a Group Leader by checking the box next to a name, then click on “Remove Group Leader/s.”
8. Download reports by clicking on “Export Progress or Export Results.”
9. Ignore the “Key” codes unless you purchased a bulk number of seats, wherein the Group Leader can enroll learners using enrollment keys.

Learning Management System (LMS) - Group Leader Instructions (Cont'd.)

10. The best way to run or view reports is to:

- A. Click on the "Group Management Icon" in the left hand panel.
- B. In the same line as the Upload User Button, click on "Course Reports," then select a Course Title to view what percentage of each learner's course has been completed and/or the date of completion.
- C. Click on "Quiz Report," then select a course and a quiz or test title to view quiz results. Click on a "Detailed Report Icon" to view actual quiz or test responses and scores.

Important Note: If you remove a user, such as in an attempt to increase the number of seats available, all of that users data will ne permanently deleted.

11. **ProPanel:** Click on "Dashboard" to see and/or utilize ProPanel.

- A. Here you can view some group metrics, such as total students and courses.
- B. You can also filter and run reports, by Group, Course, User and Status.
- C. Make your selection/s and click on the "Filter" button.
- D. Under "ProPanel Activity" you can view the results and/or download a report by clicking on the "Course" or "Quiz" button.

Note: In "ProPanel Filtering" you can use the filter to select a specific learner, then click the email button, compose and send an email to that individual only.

Licensed User Notes:

1. Access to courses and group management features is granted to licensed users in good standing.
2. If or when a group leader or employee leaves your employment, you should remove them from the group leader list and access, and/or the users list.
3. As a group leader, your employees (learners) should contact you with questions, based on the contact information gathered during the set-up process.
4. When necessary, group leaders may then contact the Accurate Ergonomics e-learning team for additional assistance.

Post Completion of Phase One P.O.W.E.R.™ Training

Below are some of the key steps to take after P.O.W.E.R.™ training is delivered:

1. (Optional): Enter data from P.O.W.E.R.™ training into the POWER Training Tracker Master Worksheet Set (attendance, quiz scores, surveys, etc.). This set of worksheets is a great way to ensure training completion and track data and program metrics. When delivering module 7 (SRT) and module 8 (PDT/POWER Coaching), this set of Excel worksheets will assist you in many ways. Ask your internal program manager for information, or email Accurate Ergonomics to request file or a link to a Google Sheets version.
2. Begin the warm-up and stretch program in each trained workgroup, as soon as possible.
3. Routinely attend and participate in pre-work stretch times.
4. Use the words POW & FORM and encourage others to do the same.
5. Give positive feedback whenever possible and warranted. Remember, every body loves a POW!
6. Ensure quality drinking water is readily available and that employees are hydrating routinely.
7. Limit the availability of salt, sugar and unhealthy condiments in lunch rooms.
8. If meals are served on-site, reduce or eliminate sodium and sugar during preparation and consider including a healthy meal choice.
9. Brew decaffeinated coffee wherever regular coffee is currently available.
10. Integrate healthy choices into vending machines. Ask employees what they would purchase?
11. Order and mount wall posters in key locations throughout your Hotel.

What's Next?

This is the point in time you can make the biggest difference and change both workforce behaviors and the culture on a permanent basis. Many training programs use a one-and-done process. Once training is “over,” most employees feel that they can now move on to whatever is next, *the “Flavor of the Month.”* If you do not follow our “Prescription for Sustainable Success,” the positive outcomes your organization desires may not be achieved. It takes time to change behaviors, postures and build a culture of prevention, however, it is well worth the investment. Phase 1 of the P.O.W.E.R.™ training process requires the largest time commitment of any phase. The good news is that phase 1 builds the foundation and sets the stage for phase 2 and 3 (the continuous improvement, enforcement and evergreen compliance process).

Phase Two - Module Seven - Skills Reinforcement Training™ (SRT)

Pause and think about the progress that has been made to date and the barriers overcome thus far. Then plan on taking the next step in the P.O.W.E.R.™ program. Module 7 begins where module 5 ended (module 6 is for at-desk employees). Contact Accurate Ergonomics or visit AccurateErgonomics.com to purchase SRT deliverables, which include a Skills Reinforcement Implementation & Instructor Guide. There is also an option to purchase or take an online SRT Train-the-Trainer Course. Upon receipt of these deliverables, read the implementation guide and plan to deliver small group training sessions in the next few weeks or months.

Phase Three - Module Eight - Precision Development Training™ (PDT) / POWER Coaching

Module 8 begins where module 7 ended. If module 8 was included when you received module 7, once module 7 is complete locate module 8 materials, read the PDT Implementation Guide and/or take the online PDT Train-the-Trainer Course and plan to deliver POWER Coaching over the next few months. POWER Coaching is a continuous (Evergreen) process, which meets the ongoing compliance and enforcement provision in OSHA regulations. The regulation states that hotel supervisors must ensure that that employees are using their tools, the body mechanics skills and safe work practices learned during training. POWER Coaching is the best process and system to accomplish this goal, increase efficiency, prevent future injuries, ensure employee compliance and develop a Culture of Prevention.

The POWER of Leadership

Never underestimate the POWER of Leadership. Below is a list of essential and effective leadership practices and behaviors. These are known to positively influence culture and climate attributes and support positive outcomes in prevention and safety:

Vision: A leader is able to visualize what prevention excellence would look like and convey that vision in a compelling way throughout the organization, and with the personnel charged with keeping employees free from harm.

Action: A leader's actions communicate their high personal standards in health, prevention and safety. A leader helps others to question and rethink their own perceptions, behaviors and assumptions, while describing a compelling picture of what the future holds.

Credibility: A leader builds a high level of trust with their peers and reports, is willing to admit mistakes and advocates for the best interest of their workforce. A leader gives honest information and high-impact feedback about prevention and safety, even if the information may not be well received at times.

Caring: A leader demonstrates caring through listening, in order to understand what motivates people by discovering other's concerns, challenges, fears, hopes and dreams.

Collaboration: A leader works well with others, actively cares about employees and promotes cooperation and collaboration around prevention and safety. A leader actively seeks input from others on issues which affect them and encourages others to make decisions and implement solutions for improving health, prevention and safe outcomes.

Communication: A leader is a great communicator who encourages others to give honest and complete information about health and safety, even if the information may be unfavorable. A leader keeps people informed about the big picture of health, prevention and safety, and communicates frequently and effectively up, down and across the organization.

Action Oriented: A leader is proactive rather than reactive in addressing prevention, safety and culture issues. Leaders hold themselves responsible for developing others through engagement and coaching.

Change Agent: A leader creates change by helping others move through each stage of the behavioral change process, by communicating, listening and providing appropriate feedback. A leader gives timely, considered responses regarding health and safety goals and concerns. A leader demonstrates a sense of personal urgency in achieving results, and demonstrates a performance, efficiency-driven focus by delivering excellent results in a timely manner, before injuries happen, not just after an injury occurs.

Feedback and Recognition: A leader provides appropriate feedback and recognizes people and teams for their individual and group accomplishments. A leader publicly recognizes the contributions of others, uses praise more often than criticism, gives positive feedback and recognition for good performance, and finds ways to celebrate every prevention and safety accomplishment.

Accountability: A leader practices accountability, gives people a fair appraisal of their efforts and results, and clearly communicates people's roles in health, prevention and safety efforts. A leader fosters the sense that every person is responsible for health, prevention, safety and the outcomes of the organizational unit.

P.O.W.E.R.™ System - Training Modules - Training Offerings

The Accurate Ergonomics P.O.W.E.R.™ series, “*A Prescription for Sustainable Success*,” includes numerous modules. There are also specialty and industry specific courses and modules available. Courses and modules are also added on a continuous basis. Each one is designed to improve employee health, fitness, skills, prevention-based behaviors, and to build a “Culture of Prevention” in your workplace, as well as in each employee’s home.

Module Six - At-Desk Ergonomics: This module addresses the office environment. Employees who spend a portion or more of their time working at a desk may take this valuable module as a group, or individually via our online learning academy (LMS). Module 6 was developed because advances in technology now require more time be spent sitting or standing at a desk, or working on some type of surface or electronic device, than ever before. Module 6 may be taken as a stand alone module for personnel who have completed P.O.W.E.R.™ training. P.A.U.S.E.™ For Prevention is a complete 6 to 8 module course for at-desk professionals, listed separately below.

Module Seven - Skills Reinforcement Training: This module is an advanced session in postural skills efficiency, task performance and postural improvement. Leaders, supervisors and injury prevention champions (POWER Coaches) are taught: risk recognition and reduction skills and techniques, the process of improving postural efficiency through coaching, and are provided the tools necessary to measure, track and document improvements and effectively communicate with coworkers. Participants receive a valuable opportunity to apply the skills taught in module 5 during a special POWER Course (Ergonomics Power Par Course). During module 7 and beyond, P.O.W.E.R.™ transitions to a new meaning, “Powerful Observations With Excellent Results.” Skills Reinforcement Training (SRT) has been shown to improve human and postural efficiency by more than 50%.

Module Eight - Precision Development Training: This module is the final, continuous improvement and evergreen compliance phase in the achievement and maintenance of health, countermeasure and postural efficiency excellence. Precision Development Training (PDT) is an individual POWER Coaching experience. Chosen staff members receive additional training in behavior-modification and posture-change techniques, as well as how to manage the process of continuous improvement and data tracking. Accurate Ergonomics Specialists and/or internal personnel observe employees and provide positive feedback and Power skills coaching while work and tasks are performed, based upon each employee’s individual needs and efficiency baselines established during Module Seven. The goal of PDT is to improve postural efficiency metrics to a level of 90%-100% for each employee and/or 85% or higher for a workgroup or your entire workforce.

Module Nine - SAFE Task Engagement and Behavioral-Based Prevention: This module introduces nine new prevention-based behaviors. Each behavior is designed to increase awareness and engagement in the performance of tasks, plus encourage safe, injury-free outcomes for every employee, at work and home. Module 9 empowers every person to apply specific skills and techniques while performing tasks. These behaviors are integrated into module 8 deliverables during the third coaching experience and beyond, and are reinforced where applicable during the POWER Coaching process, at pre-work stretch times and safety stand-ups.

Module Ten - The Perfect 10: This module is for active job descriptions as well as employees who work at a desk. Module 10 is an individual process which May also utilize Accurate Ergonomics Nextgen Wearable Technology to achieve a very high level of positive, sustainable behavioral and postural change. Individuals are able to identify their own at-risk postures and engage in a body consciousness and self-improvement process, designed to significantly increase awareness and change postural habits and behaviors, for life. Contact Accurate Ergonomics to learn more.

Module Eleven - Cumulative Stress Mitigation: This module teaches leaders and employees how to recognize, assess and reduce MSD risk factors and mitigate cumulative stressors. Content includes: tools for identifying and prioritizing risk around tasks, tools, equipment and postures; a method and workbook by which to gather data and perceptions; the ability to communicate improvement strategies, suggestions and recommendations for risk abatement through engineering, administrative and process controls. Individuals and/or teams are given the opportunity and the tools necessary to identify and evaluate challenging or high-risk tasks, tools and equipment, plus apply effective ergonomic and prevention-based principles and solutions based on the lessons and skills learned in previous P.O.W.E.R.™ training courses and modules. *(continued on next page)*

P.O.W.E.R.™ System - Training Modules - Training Offerings

Leadership and Supervisor Development (Train-the-Trainer): Internal leaders, supervisors and injury prevention champions receive additional critical information and specific skills designed to achieve sustainable success in both workforce and workplace health, ergonomics and injury prevention. This comprehensive course, titled “A System for Sustainable Success” enables internal leadership to fully embrace and engage in prevention at every level. Training includes easy to follow instructions, which ensure sustainable success and internal program ownership when followed as prescribed. A process designed to build a sustainable culture of prevention, which maintains and supports prevention in all areas, every day. Delivery Options: On-Site, Virtual or Online (LMS).

New Hire Training: It is critical that all new employees receive P.O.W.E.R.™ training’s valuable education and skills training as soon as possible after joining your organization. Once trained, new hires are far better prepared to enjoy a productive career and significantly improve their long-term health and safety outcomes. New hires may receive modules 1-5 via classroom training, or online through the Accurate Ergonomics Online Learning Academy (LMS).

Injury Prevention Academy: This is a Certificate Program. A select group of individuals within your organization receive extensive professional education and training in the entire P.O.W.E.R.™ program, process and system. This group becomes the core element of internal P.O.W.E.R.™ leadership. Graduates become Injury Prevention Champions (IPC’s) and/or POWER Coaches (PC’s) who support program goals and success at every level.

Site-Visits: This is a customized, continuous improvement process, wherein Accurate Ergonomics training and coaching specialists routinely spend time at your workplace to audit program elements and results, plus ensure engagement and long-term positive change in workforce behaviors and culture. Specialists and POWER Coaches support the proactive process of prevention and culture development, to ensure that every program element remains effective, relevant and energized. Employees, supervisors and other leaders are routinely engaged and motivated to achieve sustainable success in many areas. Routine site-visits are an effective way to permanently change workforce behaviors and build a Culture of Prevention.

Specialty Modules: These modules are industry or topic specific. Examples: Advanced Flexibility; Core Strengthening and Fitness; Advanced Health and Wellness; Substance Abuse Prevention; Heat Illness Prevention; COVID-10/Infectious Disease Control. Chronic Pain Management; Construction; Home-Office; Ground & Air Rescue; Manual Material Handling; Manufacturing & Production; Wine, Beer and Beverage Production; Municipalities; Patient Handling; Police and Fire Agencies; Power Generation; Water and Sewer Treatment; Trucking & Forklifts; Warehouse & Distribution; Banking, Agriculture, Plant/Planned Maintenance, Warehouse Builders, and more.

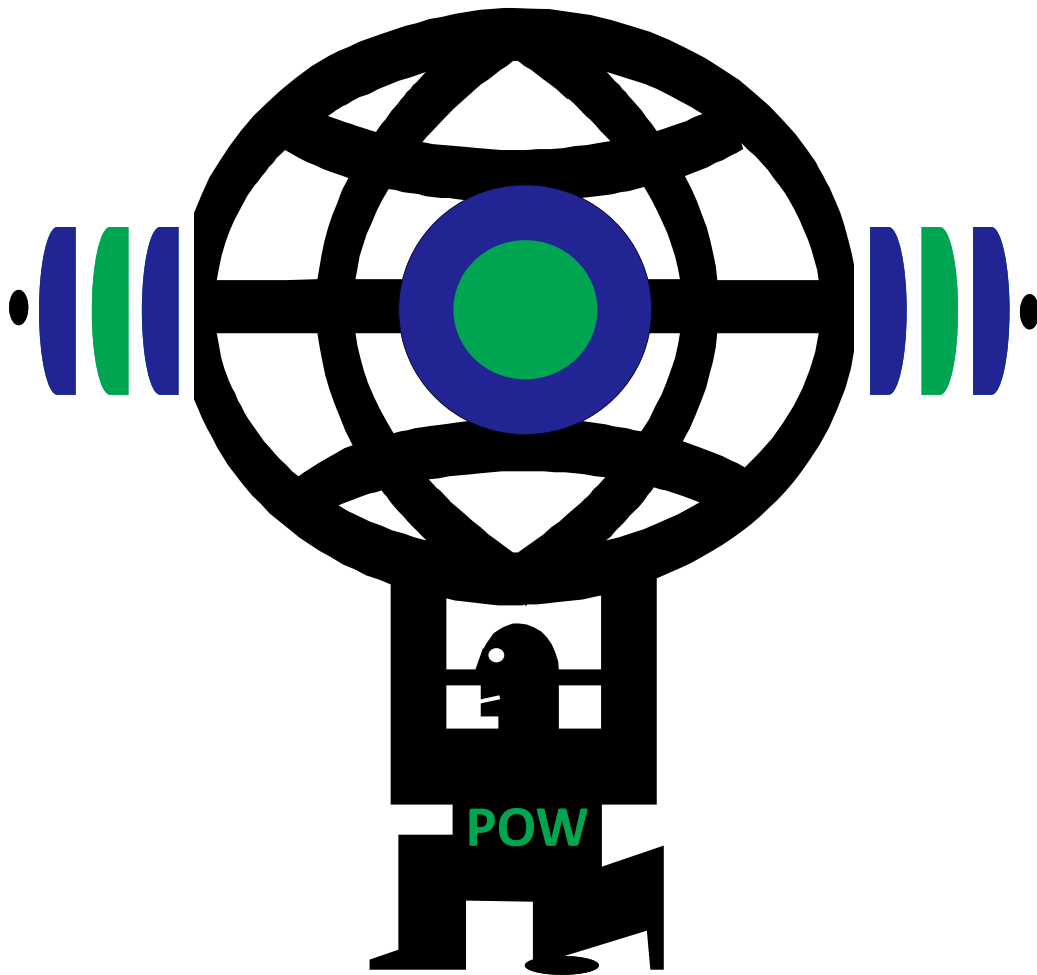
The P.O.W.E.R.™ Program also offers training courses for all hospitality occupations: Food & Beverage, Bell and Uniformed Services, Engineering & Maintenance, Event Set-Up, Front-Desk, Back Office, PBX, Sales, Accounting, et al.

P.A.U.S.E.™ For Prevention: This training program includes 6 to 8 modules and is designed for at-desk professionals, communication and dispatch centers, control room operators and administrative employees (sales, accounting, front-desk). Anyone who works at a desk. Seated and standing professionals learn how to minimize the negative consequences of sitting and standing, improve and maintain health and efficiency, and adjust their own workstations and posture. Training may be delivered classroom style, or online at each employee’s desk, at their own pace.

Contact Accurate Ergonomics for a Complete List of Current Offerings.

Accurate Ergonomics is Available to Design a Custom Program or Course or Specifically for Your Hotel & Workforce.

POWERFUL



Sustainable Success



“Health & Safety for Every Body”

To receive more information about our life-changing solutions and training programs, or to purchase companion P.O.W.E.R.™ products, call 1-866-950-3746 or visit AccurateErgonomics.com

©2020 - Accurate Ergonomics - All Rights Reserved