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INSTRUCTIONAL TECHNIQUES

Reading

Goldstein & Ford, Chapter 7 & 8

Terms you should know. At the end of this section you should be able to define and provide an example of the following terms without using your notes.

- Information presentation .....
  - Lecture .....  
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  - Conference .....  
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  - Motion picture/video .....  
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  - Correspondence course .....  
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  - Reading list .....  
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  - Programmed instruction .....  
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  - Computer Assisted Instruction .....  
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  - Drill and practice .....  
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  - Tutorial .....  
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Systematic observation	.....
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Simulation methods	.....
Business Game	.....
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Assessment center	.....
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Role playing	.....
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Behavioral modeling	.....
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Job-experience techniques	.....
On-the-job training	.....
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Orientation training	.....
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Vestibule training	.....
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Apprenticeship	.....
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On-the-job training	.....
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Embedded training	.....
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Job rotation	.....
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Understudy .....  
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On-the-job coaching .....  
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**Concepts you Should Master. Without using your notes you should...**

1. Be able to identify and list the characteristics of a good training design.
  
2. Be able to summarize the use, strengths, weaknesses, and research findings for the following training techniques.
  - a. Lecture
  
  - b. On-the-job training
  
  - c. Programmed instruction
  
  - d. Computer assisted instruction
  
  - e. Business games

3. In this section I reviewed a number of training techniques. Be prepared to identify the techniques that would be best for enhancing each of the following. Also, be sure to relate your answer to the key elements we covered in the section on "Psychology of Training".

a. Knowledge

b. Skills

c. Characteristics

d. Attitudes.

Activities you should master. Without using your notes you should be able to answer the following questions.

1. A training director at a local bank wants to improve the customer relations skills of tellers. The director has developed a 90 minute lecture on the topic. How effective do you think this training will be?

Based on what we discussed, how effective do you think the lecture would be? As evidence for your argument you should use information we discussed in this section as well as the section on the Psychology of Training (Social Learning, Bloom's levels of development, how to enhance Acquisition, Retention, and Transfer, etc.).

The key to preparing for this question is to decide, What is the primary focus of the training: Knowledge, Skill, Personal Characteristic, or Attitude. Then determine which technique would be best to change this element.