



## GOODMAN FIELDER - (PUHOI VALLEY CHEESE)

### TRAINING THROUGH STORYTELLING

#### THE CHALLENGE

An investigation into an injured worker highlighted that our training approach was missing the mark in several ways. Online training was the preferred approach for efficiency and ease of access. However, we have a diverse workforce with English as a second language.

The training didn't suit the audience or the workplace environment. Comprehension was limited. At times, training wasn't relevant, nor was it engaging.

There was a disconnect between safety behaviour and training as we still had a high rate of injuries, and our challenge was to how do we address that disconnect.

#### OUR APPROACH/THE SOLUTION

We took advantage of our planned shutdown maintenance twice a year to provide face to face learning. The supervisors, through to senior leaders, were supportive of the approach.

Using the learning content, we developed stories to build connections between people and stories. The stories helped convey the company values, responsibility to the Puhoi River, and the safety culture. Storytelling helps with learning because stories are easy to remember.

To check for comprehension of the learning, we created a board game. Teams of 2 – 4 roll dice, move the counter and pick up a responding card.

Each card had a learning-related question: with prompts to provide clues to the answer. It created a discussion in an engaging and fun way.

We also changed our monthly safety talks to include topics that generated discussion with a safety lens. In the lunchrooms, articles or questions about safety, investigation findings by WorkSafe, the environmental etc. was a different way for the team to discuss and generate ideas.



## GAME CARDS



It is important all employees, visitors and contractors are made aware of their responsibilities and that they have the necessary supervision while on site

Yes / No



**Question:**  
Where will you find information on who our emergency wardens and first aiders are?

**Prompt:**  
Posted around the site and on notice boards



**Question:**  
Name three actions we can take to improve our environmental performance?

**Prompt:**  
Save water by reporting leaks  
Reduce waste  
Reduce energy usage



Compliance Questions

Know Your Environment

Save Our Planet

## THE IMPACT

We have seen engagement and knowledge levels rise since we changed our training to be more people-centric and audience-appropriate. Our reportable injuries (any restrictions on a medical certificate) reduced from five to two over 12 months.

## LESSONS LEARNED

Tailor the learning to meet the diversity of your workforce. Understand your audience, make it people-centric and fun. The discussion topics at monthly safety meetings and those placed in the lunchrooms have been effective engagement and knowledge building strategies.