TRAINING FOR A SUCCESSFUL RIM PROGRAM
THE FUN SIDE OF RECORDS MANAGEMENT
- 8 major dams/reservoirs
- Over 100 miles of pipelines and tunnels
- Many diversion dams, turnouts and pump stations
- Power plant
- 3 water treatment plants
- 3 off-site offices for O&M
- Education/conservation garden
- Our boundaries cover 8 counties
RECORDS TRAINING

VERNAL TO OREM TO SPANISH FORK - ALL EMPLOYEES NEED RECORDS TRAINING

MANDATORY TRAINING

PROVIDED YEARLY
TRAINING TORTURE

• 42 SLIDES OF TEXT
• NOT AN IMAGE OR PHOTO TO BE FOUND!
• UNNECESSARY INFORMATION FOR THE AVERAGE
• REQUIRED ALL EMPLOYEES TO COMPLETE

Would you want to sit through this training?

<table>
<thead>
<tr>
<th>BASICS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Why do we need records management?</td>
</tr>
<tr>
<td>• To preserve and protect records</td>
</tr>
<tr>
<td>• To standardize the system</td>
</tr>
<tr>
<td>• For retrieval and tracking of records</td>
</tr>
<tr>
<td>• To ensure compliance</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>BASICS</th>
</tr>
</thead>
<tbody>
<tr>
<td>What is the Records Department?</td>
</tr>
<tr>
<td>• It is the place where important legal records are stored.</td>
</tr>
<tr>
<td>• It is the location of the majority of mission critical and mission important records.</td>
</tr>
<tr>
<td>• It is the place where vital records are identified and protected.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>BASICS</th>
</tr>
</thead>
<tbody>
<tr>
<td>• It is the location of the majority of District created and generated records, making the process of producing records for a records request streamlined.</td>
</tr>
<tr>
<td>• It is the place where vital records are identified and protected.</td>
</tr>
</tbody>
</table>
RULE WITH AN IRON FIST


- Too many forms:
  - “check out” a document,
  - distribute documents
  - make a change to something that had already been filed

- Attitude of “you will do what I say” and no accommodations allowed.

- Very boring training of strict bullet points detailing the responsibilities of everyone.

- Result: employees didn’t trust the system.
RESULTS OF TORTURE TRAINING

50% ATTENDANCE
TRAINING FOR RESULTS

- Take the training to the employees
- Reduce the slides by at least half
- Assess necessary vs unnecessary information
- Reduced the text on the slides - make the slides visually interesting
- Provide incentive
- Change the training every year
- Implemented themes
SPOKESMAN

- Use a Spokesman so you are not doing all the talking
- Used photos and corresponding audio clips to get point across
- Make sure it's someone people know

Litigation Holds / Lawsuits
- Inform the Records Manager of lawsuits or potential lawsuits.
- Litigation Holds
  - A Litigation Hold requires that employee preserve records that may pertain to a specific lawsuit until the lawsuit has ended.
  - Notification of a Litigation Hold is done through email.
  - Employees cannot alter or destroy any records no matter their format when a Litigation Hold has been announced.

93% Attendance
HOW TO VIDEO

- HOW TO VIDEOS
- USE EMPLOYEES
- KEEP THE CLIP SHORT
- REINFORCE WITH SLIDE

81% Attendance
RECORDS IN 60 SECONDS

- NO POWERPOINT
- WAS LONGER THAN 60 BUT KEPT IT VERY SHORT
- PROVIDED THIS HANDOUT AND A POLICY STATEMENT REMINDER

80% Attendance
QUIZ HEAVY/PRIZES

- ASKED A QUESTION
- GAVE A PRIZE (I.E. UNIQUE OFFICE SUPPLIES)
- PRESENTED THE MATERIAL
- TRAVELED TO OFFSITE OFFICES AND OFFERED 3 GENERAL TRAINING SESSIONS

100% Attendance
INFORMATION DRIVES BUSINESS

- Created a records department logo
- Purchased mugs with the logo to hand out at training.
- Provided a real world example similar to our work.
- Added audio for online training for those that could not attend.

100% Attendance
INFORMATION DRIVES BUSINESS

- Offered training strictly online
- Continued with the theme from the previous year
- Sent out “spill” coasters before training
- Used how to videos with employees
- Turned a power point with video clips into an MP4 video
- Kept the video to 10 minutes

87% Attendance
EXAMPLE OF HOW TO VIDEO WITH EMPLOYEES
RULE WITH A FRIENDLY FIST

• Ditching forms. Consider what is truly necessary.
• Reconsider your policy and procedures often—yearly if possible.
• Technology - put the handbook online.
• Accommodate!
• Provide incentive for attending training.
• Make it fun!
SOME OTHER FUN THINGS TO CONSIDER

• CREATE FLASH CARDS
• MONTHLY EMAIL TIPS
• PUBLIC SERVICE ANNOUNCEMENTS VIA FLYERS
• USE TECHNOLOGY – PHOTO CHECK OUT “CARDS”
• HOW CAN YOU USE OTHER DEPARTMENTS’ TALENTS
THE FUN THEORY

- HTTP://WWW.YOUTUBE.COM/WATCH?FEATURE=PLAYER_EMBEDDED&V=21XH2N0APYW

“...something as simple as fun is the easiest way to change people’s behavior for the better. Be it for yourself, for the environment, or for something entirely different, the only thing that matters is that it’s change for the better.”

-THEFUNTHEORY.COM