

# **Impact of Customized Training on Learning across Demographic Groups**

**Naira Campbell-Kyureghyan\*, Karen Cooper**

*Center for Ergonomics, Department of Industrial and Manufacturing Engineering  
College of Engineering and Applied Science, University of Wisconsin-Milwaukee, Milwaukee,  
WI 53211, USA*

*\*campbeln@uwm.edu*

## Abstract

Training is one of the essential parts of any successful ergonomic and safety program. Two ergonomics and safety training sessions were offered at 11 facilities in the United States, one four-hour session for all employees and a second four-hour session for management. Translations and simultaneous interpretation of all materials were provided to those who did not speak the primary language of instruction (English). Pre-and post-tests were administered before and after the training to assess the effectiveness of the training. The results indicate that tailoring the training to the target population produces similar improvements in knowledge across demographic groups. These findings suggest that taking additional care to design programs to address the specific cultural backgrounds of the trainees can lead to effective learning.