

Supervisor Guide to Training



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First Edition (June 1983)

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ABOUT THIS BOOK

Contents

This book introduces supervisors to the IBM Displaywriter System training program.

Related Publications

A description of related publications is provided in the *Operator Guide to Training*.

Data Security

All magnetic media are subject to physical damage, erasure, and loss for a variety of reasons, including operator error, accidental occurrences, and machine malfunction. In addition, magnetic media are subject to theft. Therefore, an integral part of any informational system should be to establish and implement backup (duplication) procedures. The customer, not IBM, is solely responsible for establishing and implementing all such procedures.



HELLO!

This is a brief introduction to the IBM Displaywriter System training program your operator will use to learn how to operate the Displaywriter.



The Importance of Training

The Displaywriter can process text quickly and accurately, thereby increasing office productivity. The Displaywriter is easy to learn and operate because its advanced engineering design and instructionally sound training program relieve operators of the task of memorizing steps.

The training program is organized into short, graphic segments which carefully guide operators through the steps of operation. This organization allows them to control their own learning.

Since the Displaywriter is an advanced machine, training is essential to ensure that your office benefits fully from the Displaywriter.

TRAINING GOALS

The training program is designed so that operators can complete a routine work application by the end of basic training. They should be able to create a simple original document, make minor revisions, and print the document.

After basic training, operators will continue training on a set of recommended topics important to most routine work applications. Then, they will train on additional topics which pertain to their specific work situation.

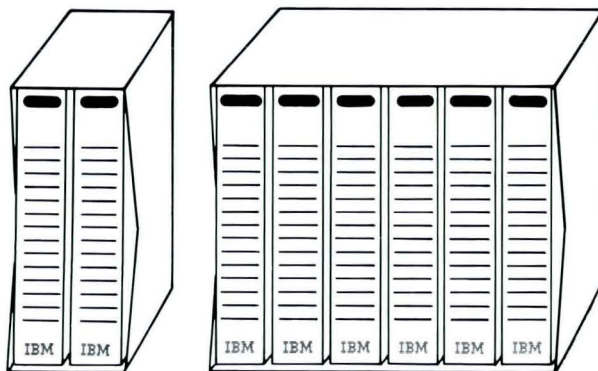


TRAINING PROGRAM

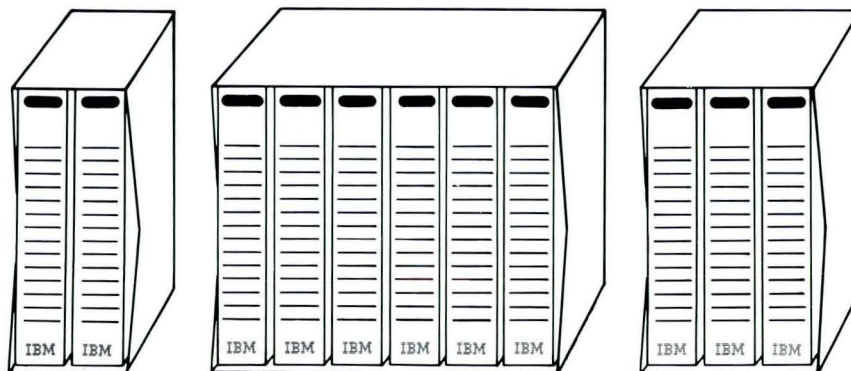
There are two different training programs, one for Textpacks E and 2, and one for Textpacks 4 and 6. You received the training program for the Textpack that you ordered.

Each program comes in slipcases containing binders. A description of each binder is provided in Appendix A.

Textpacks E and 2:



Textpacks 4 and 6:



THE OPERATOR TRAINING PROFILE

Since operators differ in their work experience, job requirements, and learning style, not all operators require the same amount and type of training.

- Depending on their word processing experience, they will need to read different parts of the *Pretraining* binder.
- Depending on their work applications, they will need to learn certain Displaywriter functions.
- Depending on their learning style, they will use different parts of the instruction.

The *Operator Guide to Training* guides operators in customizing the Displaywriter training program to their work experience, job requirements, and learning style. When operators finish the Guide, they will have a personal Displaywriter training profile guiding them through training. **It is very important that every operator read the *Operator Guide to Training* before beginning training!**

If operators have a question or problem during or after training, they have several resources available to assist them. If, after referring to the training instruction, *Problem Determination Guide*, *Problem Solver*, and other reference material they still need assistance, they can refer to the IBM Office Systems Customer Assistance Center (OSCAC) for support.

Operator Training Schedule

Your organization has a mix of applications and talent that makes its training needs unique. Consequently, the training time for your operators will also be unique. The *Operator Guide to Training* helps operators select the appropriate training program and compute their approximate training time. Their guide instructs them to obtain your approval of their training schedule before beginning training.



Training Environment

Uninterrupted training time is crucial for effective learning! Interruptions significantly slow the learning process, resulting in increased training time.

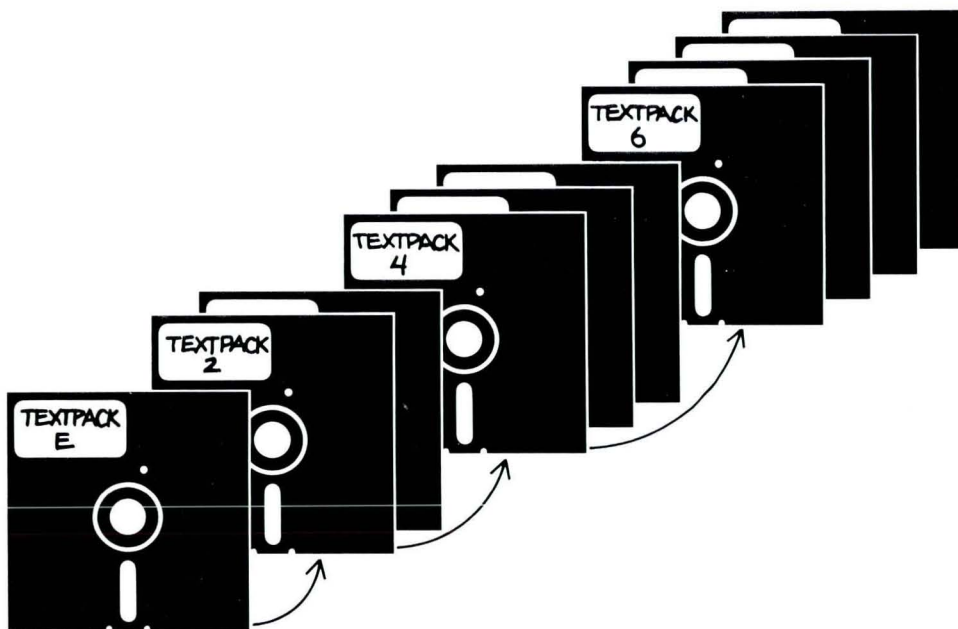
Training establishes a foundation from which operators will build. Therefore, interruptions should be minimized until the operator completes the training schedule.

You can ensure effective training by providing time for uninterrupted training, and communicating the operator's schedule to your staff.

Samples of internal correspondence that you may want to modify and use to notify your office of the operator training plan are provided in Appendix B.

Continued Training

The capabilities of your IBM Displaywriter System will increase as you add higher level Textpacks and features. This is called *upgrading*. When you upgrade to a new Textpack or add a feature, your operator will require additional training time to learn the new functions. You may also receive IBM Technical Newsletters or maintenance level program diskettes which may contain updates or enhancements to your present Textpack level. Pass this information on to operators and provide training time, if necessary.



Appendix A: Description of IBM Displaywriter Training Materials

There are two different complete sets of training materials, one for Textpacks E and 2, and one for Textpacks 4 and 6.

The binders below are the same for all Textpacks.

BINDER	CONTAINS	PURPOSE
<i>Pretraining</i>	<i>IBM Displaywriter System Preview</i>	A diskette that introduces the Displaywriter System. An instruction booklet for operating the diskette accompanies it.
	<i>Operator Guide to Training</i>	Introduces the entire Displaywriter training program and describes how to use it. It is essential that operators read this <i>before</i> training!
	<i>Word Processing Concepts</i>	Familiarizes new word processing operators with basic word processing terms and concepts.
	<i>Upgrade Guide</i>	Describes how to continue training with new Textpacks, once an operator has trained on Displaywriter.
<i>Starting Your Training</i>	<i>Supervisor Guide to Training</i>	Introduces the supervisor to the Displaywriter training program.
		Teaches the basic steps for creating, revising, and printing a simple text document on the Displaywriter.

These binders are for Textpacks E and 2 only.

BINDER	PURPOSE
<i>Text Applications 1</i>	Teaches common functions that can be applied to most work applications.
<i>Text Applications 2</i>	Teaches advanced functions for general work applications.
<i>Diskettes/Stored Text</i>	Teaches how to use and maintain work and program diskettes and how to create documents from stored text.
<i>Spelling/Printing</i>	Explains how to use the spelling capability to check documents for misspelled words, and also how to perform advanced printing tasks.

These binders are for Textpacks 4 and 6 only.

BINDER	PURPOSE
<i>Common Text Applications</i>	Teaches common functions that can be applied to most work applications.
<i>Special Text Applications</i>	Teaches advanced functions for specific applications.
<i>Diskettes</i>	Teaches how to use and maintain work and program diskettes.
<i>Spelling/Printing</i>	Explains how to use the spelling capability to check documents for misspelled words, and also how to perform advanced printing tasks.
<i>Numeric Tables</i>	Shows how to create and revise numeric tables and check mathematic calculations.
<i>Stored Text Using Get/ Stored Text Using Merge/ Advanced Time Savers</i>	Shows how to create documents from stored text. It also shows some advanced functions that can be used for any applications.

These binders are the same for all Textpacks.

BINDER	CONTAINS	PURPOSE
<i>Reference Book</i>	<p><i>Prompts and Messages</i></p> <p><i>Charts</i></p> <p><i>Menu Sequences</i></p> <p><i>Glossary</i></p> <p><i>Index</i></p>	<p>Lists the cause and action steps for all the prompts and messages that can appear on the screen.</p> <p>Provides reference information for computing such things as proportional spacing and metric equivalents.</p> <p>Shows the order in which menus appear on the screen.</p> <p>Describes Displaywriter terms.</p> <p>Provides an index for the entire Displaywriter training program.</p>
<i>Problem Solver*</i>		<p>Helps operators solve common operational problems.</p>
<i>Job Aids</i>		<p>Provides a quick look at operational procedures taught in the training program.</p>

* The *Problem Solver* is in the *Reference Book*, for Textpacks E and 2 only.*

These books are shipped with the IBM Displaywriter System and are used to set up the equipment. They are the same for all Textpacks.

BOOK	PURPOSE
<i>IBM Displaywriter System Customer Setup Guide</i>	Shows how to physically set up the entire IBM Displaywriter System.
<i>IBM 5218/5228 Printwheel Printer Setup Procedures</i>	Shows how to check the printer after it has been set up.

These reference materials are also shipped with the IBM Displaywriter System. They are the same for all Textpacks.

<i>ITEM</i>	<i>PURPOSE</i>
<i>IBM Displaywriter System Printer Guide</i>	Describes each part of the printer and includes printer operating instructions.
<i>IBM Problem Determination Guide</i>	Shows how to identify and respond to problems.
<i>IBM Problem Determination Diskette</i>	Used with the <i>IBM Problem Determination Guide</i> to identify equipment problems.
<i>Memory Record Diskette(s)</i>	Used with the <i>IBM Problem Determination Guide</i> to diagnose problems.
<i>IBM 5218/5228 Printwheel Printer Problem Determination Guide</i>	Shows how to identify and respond to printer problems.
<i>IBM Displaywriter System Office Systems Customer Assistance Center (OSCAC) Guide</i>	Describes the services available and the procedures to follow when calling this center.
<i>IBM Conversion Ruler</i>	Used to calculate the format for documents.
<i>IBM Duplicate Diskette Labels</i>	Used to identify duplicated program diskettes.

Appendix B: Internal Correspondence Samples



(Internal Name)
(Internal Address)
(Date)

To: (All Staff Affected)

Improving business operations is an ongoing goal of our department. We believe we have taken a positive step in that direction by ordering an IBM Displaywriter System.

We anticipate that after your operator is fully trained, your letters and reports can be prepared more quickly and accurately.

This system, like any effective system, requires the operator to complete training before processing work on the equipment. A temporary reduction in your secretarial support can be expected in order to provide time for uninterrupted training. We need your cooperation in this effort because uninterrupted training is the key to effective use of the Displaywriter.

In order to minimize the disruption of your secretarial support, we will schedule uninterrupted training time. You will be advised which hours your operator will be available for normal support and which hours will be devoted to uninterrupted training.

When you receive the schedule, please look it over to determine if your ability to meet deadlines will be affected. If so, let me know so we can reexamine the deadlines or provide alternative support.

Adhering to the training schedule makes good sense for you and your operator, so that our new system will be fully operational as soon as possible. Thank you for your cooperation.

Sincerely,

(Name of Executive)

(Internal Name)
(Internal Address)
(Date)

To: (All Staff Affected)

Thank you for your cooperation during this period of reduced secretarial support. Your operator's training on our newly installed word processor is complete. Your work can now be processed on the IBM Displaywriter.

As with any new system, there will be some things to work out, but I'm confident that you will see improvements in the responsiveness to your work requirements.

Thanks again for your cooperation during this training.

Sincerely,

(Name of Executive)

IBM Displaywriter System
Supervisor Guide to Training
Order No. S544-2226-0

READER'S
COMMENT
FORM

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Possible topics for comment are:

Clarity Accuracy Completeness Organization Coding Retrieval Legibility

If you wish a reply, give your name, company, mailing address, and date:

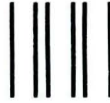
What is your occupation? _____

Number of latest Newsletter associated with this publication: _____

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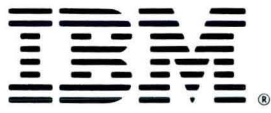
Cut or Fold Along Line

IBM Displaywriter System Supervisor Guide to Training Printed in U.S.A. S544-2226-0

Fold and tape

Please Do Not Staple

Fold and tape





S544-2226-0

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