



2.22 Training

Benefits of an Effective Training Program

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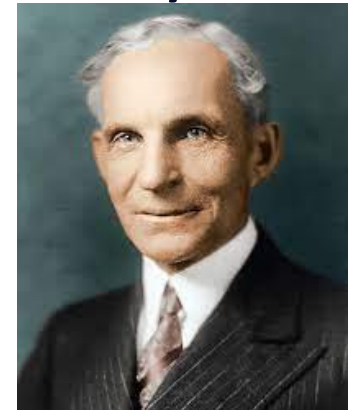
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Benefits of an Effective Training Program

One of the most asked question about training employees:

“What if I do all this training and the person quits”??

“The only thing worse than training your employees and having them leave is not training them and having them stay.” — Henry Ford



Benefits of an Effective Training Program

During this short presentation occasionally you will see this Picture



This is a reminder that **Information** on that slide is **Auditable**.

Benefits of an Effective Training Program

In discussing Item 2.22 ‘Training’ it can encompass a large amount for information and discussion topics For this presentation we will concentrate on Paragraphs:

- 2.22.1
- 2.22.6

Let’s look at what these Two paragraphs state....



Benefits of an Effective Training Program



M1003 Section J Paragraph 2.22 “Training”

2.22.1 Does the facility establish and maintain approved procedures for identifying training needs, providing the training, and **evaluating the effectiveness** of that training for all personnel involved in activities affecting quality? **FOLLOW-UP of training**

2.22.6 Does the facility provide the necessary instruction **and means** whereby those personnel can develop, achieve, and maintain proficiency? **DELIVERY of the training**

What are the types of Training?

- **Orientation Training**
- **Compliance Training**
- **Technical Training**
 1. **NDT**
 2. **Welding**
 3. **Coating**
- **Quality Assurance Training**
- **Hazmat Training**
- **Safety Training**

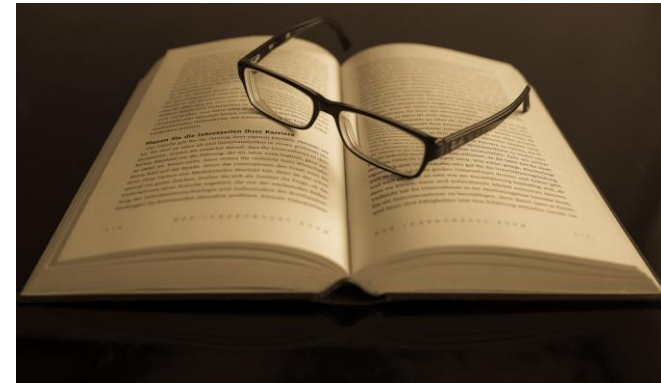
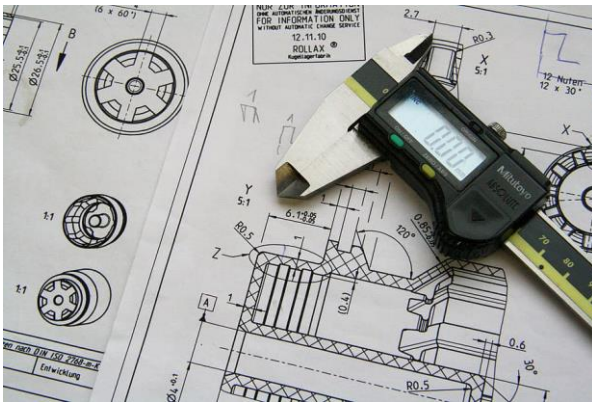


DELIVERY of the Training

The method that you use to deliver training will play a big role in the effectiveness of the training but first let's discuss what types of training are we talking about and the category of training.

Technical vs Information Training

VS



Technical Training vs Information Training

Technical Training:

- Nondestructive inspection
- Welding
- Coating and Lining
- Truck Inspection
- SCAB Testing

Information Training:

- Orientation Training
- Compliance Training
- Quality Assurance Training
- Hazmat Training
- Safety Training

The Type of Training must play a significant role in how you should Deliver the Training.

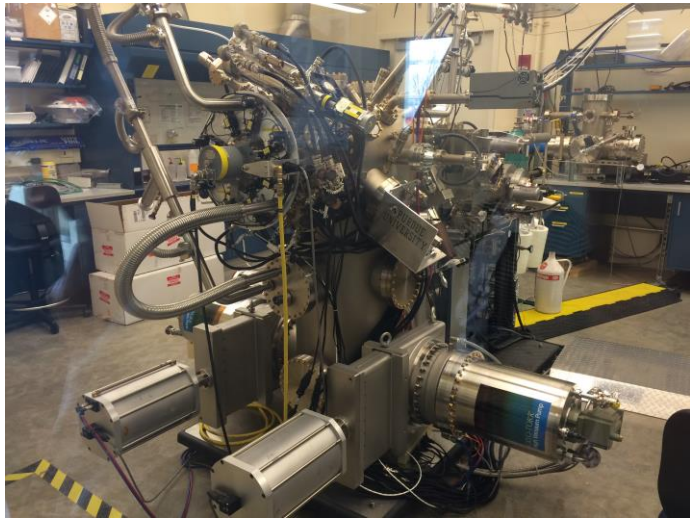
Technical Training vs Information Training

Information Training:

Hands on my not be as essential as getting information communicated.

Technical Training:

Hands-on **interactive** training is essential



DELIVERY of the Training

What makes delivery training more effective.
First set **Goals**. Then how is it to be delivered.?

Is the training going to be delivered by:

- Instructor-led Training?
- eLearning?
- On-the-Job Training?



DELIVERY of the training

Instructor lead training:
Use high-quality trainers

Sessions are likely to be more engaging and effective if the person delivering the training is a good speaker, who is knowledgeable about the subject matter.

They must be able to answer questions around the topic, not simply deliver a scrip or slide.



Train-the-Trainer Programs



Not everyone can be a Trainer. Many times, your BEST person doing that activity is not the best person to train others for that activity.

Just like your employees need training so do **YOUR TRAINERS!**

Have a dedicated training program for your trainers



“The golden rule of training”

- You must know the subject.



The trainer will be identified as an **Expert** by the audience.

Good training is all about engagement

Training is an important activity but Getting trained is not so exciting. Why?: ...

.....Because most of the times it is passive.

Trainees sit there listening to the trainer (Some even fall asleep or tune out).

So first, change the rules. Change the way the training is done.



Engage them in every section of training, ask them questions, answer their questions in different ways. Push them to think new things.

For the audience to be engaged they must be active and participate.



Have you seen or did this in a training class?



Engaged trainer and trainees

Trainers

As a trainer you must maintain eye contact, rehearse the presentation, actively listen, move, use the whole area, and think of ways you can help each member of the audience to actually listen to your message.

Bottom line; Engagement is not a “may” it’s a “must”.



Trainers

- **Try to articulate needed concepts to which the audiences can connect.**
- **Tell stories, create scenes, and make relative analogies.**
- **That way you make the content easier to absorb.**
- **Bottom line, if you draw pictures in their minds you ensure that they retain content.**



Ask the right question

- As Trainers we are very much engrossed in answering the questions and resolving the doubts. Is that really required?
- Which concept would be retained more in the minds of the audience, the one which you answer or the one they understand?



Last Comment of Trainer Delivery...

Research on the brain as it pertains to memory suggests that people tune out after a short period of time. Giving frequent breaks helps maximize retention of training material.

One hundred and fifty years ago, on Nov. 19, 1863, famed orator and former Secretary of State Edward Everett delivered a two-hour speech at the Gettysburg National Cemetery — but most people only remember the two-minute speech given by President Abraham Lincoln.



DELIVERY of the training

Computer Based/eLearning/video Training



Types of Computer based training:

- eLearning
- Video Training
- Webinars
- Virtual Reality Training



These types of training have obviously become more prevalent

DELIVERY of the training

Computer Based/eLearning/video Training

ADVANTAGES:

- CBT allows trainees to access training materials anytime and anywhere, if they have a computer or electronic device with an internet connection. This flexibility enables individuals to learn at their own pace.
- CBT eliminates the need for physical classroom spaces, printed materials, and travel expenses, making it a cost-effective training solution for organizations. It also reduces the time and resources spent on training administration.

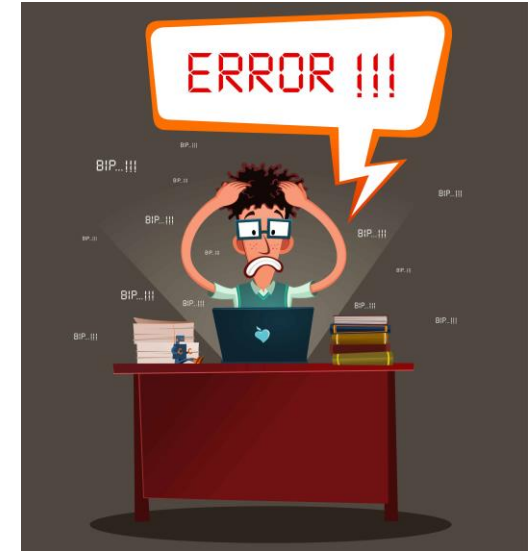


DELIVERY of the training

Computer Based/eLearning/video Training

LIMITATIONS:

- **Limited Human Interaction:** – CBT lacks face-to-face interaction with instructors and fellow learners. Some individuals may prefer the social aspect of traditional classroom environments or require personalized guidance from an Instructor.
- **Technical Issues:** – Technical glitches, such as internet connectivity problems or software malfunctions. Trainees may encounter difficulties accessing or navigating the training materials, leading to frustration.



DELIVERY of the training

Computer Based/eLearning/video Training

LIMITATIONS:

- **Self-Motivation and Discipline:** – CBT requires learners to be self-motivated and disciplined to complete the training independently. Some individuals may struggle with self-directed learning and benefit more from the structure and accountability provided by traditional classroom settings.
- **Limited Hands-on Practice:** – Certain skills or subjects may require hands-on practice or real-world application. While simulations and virtual labs can partially address this limitation, some practical aspects of training may be challenging to replicate in a computer-based



DELIVERY of the training

Computer Based/eLearning/video Training

Keep in mind that any errors in the computer Based Training will be repeated over and over again unless you are diligent in proofing the presentation.



FOLLOW UP of the Training

Many companies end training their employees after they completed the course...but that is Not the End



Possible way on How do you follow up and assess the effectiveness of training?

- Audits.
- Surveys/Questionnaires.
- Interviews with trainees.



FOLLOW UP of the training

Possible ways Assessing the effectiveness of training: Audits.

- Audit the work that the employees has done.

Surveys/Questionnaires.

- Anonymous surveys or simple questionnaires after the training sessions.

Interviews with Trainees.

- Probably the BEST follow up ask questions about content delivery of the training.

The BEST thing to do is do all 3..



Auditing Training

As an Auditor do not stop auditing as soon as you see a training roster or sign-in sheet.



Questions to ask:

1. Who was the trainer?
2. How is the trainer qualified?
3. How was the course delivered?
4. Who approved the training course?
5. Was there follow-up to the effectiveness.

Hey Gary!!!!





THANK YOU