Training our People

MATCHING PRACTICAL WITH THEORY

DAVE TILTON – DIRECTOR, PARALLAXX LIMITED
Where does the money go?

- Taken from analysis of three recent or ongoing Auckland Capital Project TTM budgets

- Total TTM Cost
- Labour
Our STMS'

Jun-12: 63% refresh rate
Nov-12: 61% refresh rate
Apr-13: 59% refresh rate

>3.1%/year refresh rate

>0.5%/year refresh rate
What does the future hold (with these projections)

- By December 2014 – ‘Refreshed’ Level 1 STMS individuals will make up only 48% of all Level 1 STMS’
- By November 2016 – ‘Refreshed’ Level 2/3 NP individuals will make up only 49% of all 2/3 NP’s (currently 83%)
Numbers

Longevity
The ‘Hand-me-down’ training system
THE ONLY WAY WE KNOW
Less time

Higher standard

More rounded
13 Traffic Management Providers

4 have formal practical training systems
Theory isn’t enough
Situational Leadership

1. Observe/Learn/Read
   “I’m keen, but I don’t know where to start”

2. Shadow
   “Why aren’t I getting this? I’m useless!”

3. Reverse-Shadow
   “This is easy. Next?”

4. Demonstrate
   “Perfect”
A three pronged approach

Get some visibility

Keep them current

A system for practical training
Get some visibility
Onsite Auditing & Coaching

1 April
207 / 300 points

30 June
253 / 300 points
Keep them current
A practical training system
So your team is trained the way you want them to be
Teach them how to fish?

Regular, practical toolboxes

Self-run workshops

A CoPTTM Quiz
The sky is the limit

One-on-one goal setting
Mystery shoppers
Role-plays
Regular feedback sessions
Site problem solving scenarios
Rotation policy
‘Trainer’ Endorsements
Internal awards / competitions
Art or Science?

“any activity regarded as a medium of imaginative or creative self-expression”

“a systematically organized body of knowledge on a particular subject”
Intelligent initiative, when expressed in the right direction – is the single most valuable quality in an STMS