

Training That Resonates

A Case Study of eLearning at the Fairfax Connector

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2012 BUS & PARATRANSIT CONFERENCE

Introduction

- The Traditional Role of the OEM in Delivering Training
- The Opportunity to Improve Business Performance
- The Fairfax Connector eLearning Project
- The Impact on the Team
- Top 5 Takeaways



The Team

- Fairfax Connector
- MV Transportation
- New Flyer Institute



The Traditional Role of the OEM in Delivering Training

- Not Much Has Changed in 20 + Years
- Class is in Session!
- Learning Through the Fire Hose of Knowledge
- They Came – They Trained Us – They Left



Class is in Session

BEST CASE – Students that WANT TO LEARN - An ENGAGING Instructor that provides quality material




WORST CASE – Students that DON'T WANT TO LEARN – an Uninspiring Instructor with poor material




Like Drinking from a Fire Hose

- High Volume of Training over a Short Time Frame
- No Ability to Meet Individual Learning Needs
- Not Highly Accessible
- Can be more about filling seats than learning outcomes





Learning is about the *intensity of the engagement*. It has almost nothing to do with the amount of money spent or seats filled in a Classroom.



The Needs of Fairfax Connector and MV Transportation

- Highly Visual and Interactive Training that would Engage our People
- Staff at all Three Divisions Could Access On-Demand – Available in Smaller Segments
- Content that would Help to Improve Reliability and Performance – Available Over the Life of the Bus



The Fairfax Connector Project with the New Flyer Institute

- Course titles selected to improve business performance at Fairfax Connector
- 2 Day workshop to identify SMART Objectives and Storyboard
- Web-based eLearning Platform
- PM Inspection Course – 3 Week Effort to Improve PM Inspection Package



The Impact on the Team

- They Want To Learn
- They are Part of the Project
- Our Expectations are Much Clearer



The Impact on the Team



They Embrace
Accountability –
3 Page
Inspection
Package Grew to
15 Pages



Want to Make an Impact?

	Low Impact	High Impact
High Value	Analysis of Major Contributors to Road Calls	PM Training that targets key failures and causes of Road Calls
Low Value	Bus Orientation Training	Training on Preventive Maintenance Inspections

Impact on Reliability

TOP 5 TAKEAWAYS

- I. Define what business problem you are trying to solve
- II. Get to the root cause of the problem
- III. Create S.M.A.R.T. objectives for your training investment
- IV. Create highly visual content and *involve your entire team*
- V. Make it highly accessible (Pull vs. Push)



Thank You



Need More Help?

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