



eBook

Outdated Skills Are Costing You

Close skill gaps and boost uptime with flexible online learning for improved maintenance outcomes

INTRODUCTION

Online training is everywhere and available on every topic, and as more work training goes digital, it's important to consider its benefits and especially how it's provided. Often, online learning is misunderstood – and not applied with a strategy in mind. At a basic level, online learning provides ultimate flexibility, allows for evolution of your workforce learning, is backed by expert knowledge, and provides customizable learning paths.

In this eBook, we'll dive more into online learning's primary strengths and how your operations can benefit. This eBook will also touch on:

- Why internal training should be supplemented and possibly replaced by online training to take the training burden off of your most experienced staff.
- Leaning on habits your most experienced team members share is a catch-22. Some create efficiencies and others perpetuate problems. Newer team members might not know the difference if their sole source of training is your longest-tenured tech.

- Whether or not your team relies on instructor-led training, adding online training provides significant benefits, including improved knowledge retention and increased engagement.
- How learning styles are shifting and what that means for workplace training.
- How training improves many aspects of technical operations – and how organizations like yours are leveraging online training for better outcomes.



TABLE OF CONTENTS

- 4 Flexibility for Busy Professionals
- 5 Adaptability for Evolving Learning Styles
- 6 Developed by Industry Experts
- 7 Tailored Learning Paths by Trade
- 8 Simplifying the Training Paper Trail
- 9 Measurable Outcomes and Learning Retention
- 10 Budget-Friendly
- 11 How Organizations Are Leveraging Online Training for a Smarter, More Adaptable Technical Workforce
- 12 Partner with TPC for More Efficient Maintenance Operations

Online training provides many strengths and supports your operational goals. Providing industrial maintenance training with the right curated training plans specific to your team's needs helps keep operations running smoothly and reduces unplanned downtime.

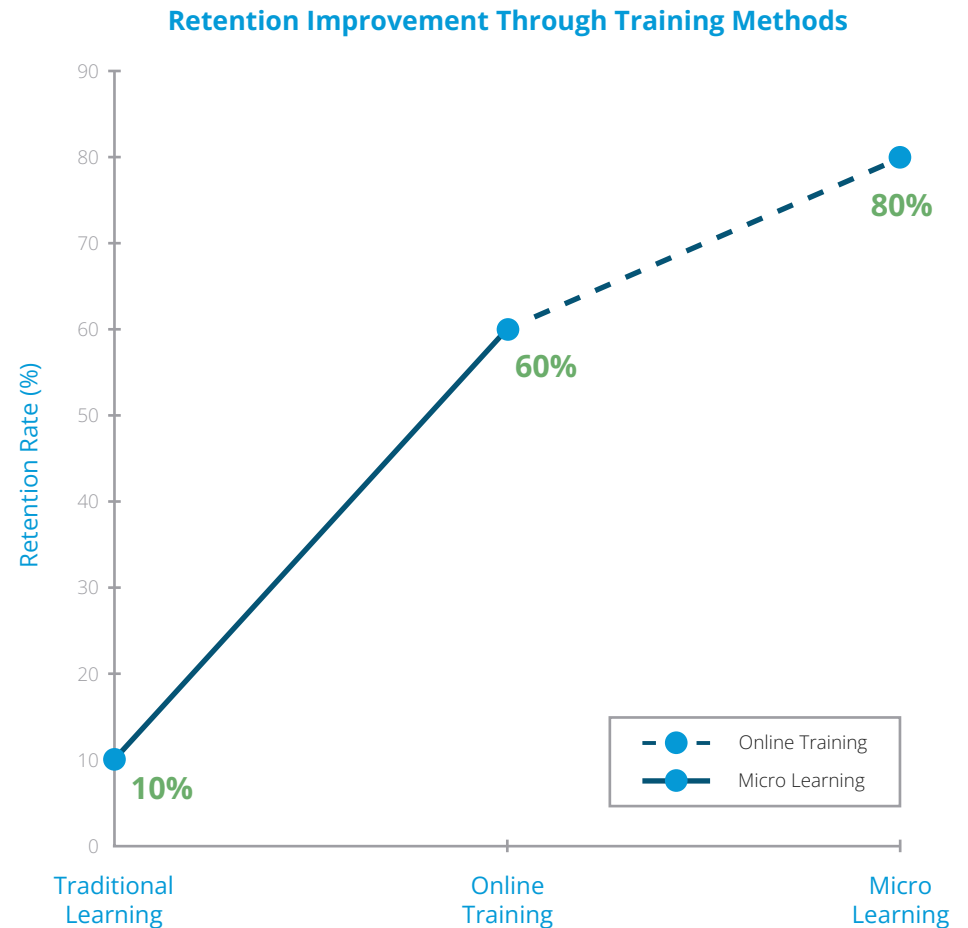


PRIMARY STRENGTH 1: FLEXIBILITY FOR BUSY PROFESSIONALS

Learning retention accelerates when online training is introduced. It's the key to giving workers the ultimate flexibility so they can learn at their own pace, in small segments, and when they are not tasked with repairs.

Self-directed learning is fueled by personal and professional goals, uses real world examples, and allows for self-management by the learner. Data published by the Research Institute of America shows that these features of online training can ramp up knowledge retention by 25-60%, compared to up to 10% via traditional learning methods.

It features micro-learning, which brings retention to up to 80%, per the Journal of Education. When learners can start and stop modules, they're also able to pause whenever they need a break or to step back onto the facility floor.



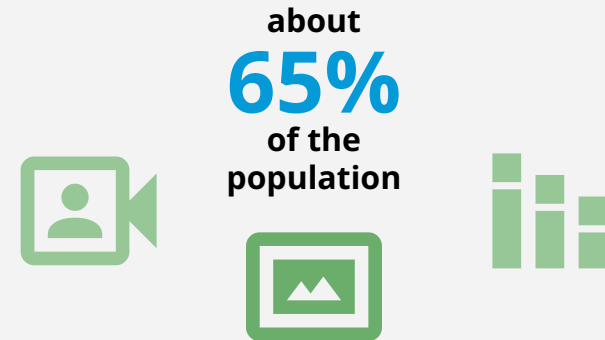
PRIMARY STRENGTH 2: ADAPTABILITY FOR EVOLVING LEARNING STYLES

There's no doubt that learning styles are changing. In this post-pandemic world, people joining the industrial maintenance workforce are more likely to have experienced long-term distance learning while still in school. Using online training as part of your training program helps meet these evolving learning styles, ensuring your team can latch onto topics with ease.

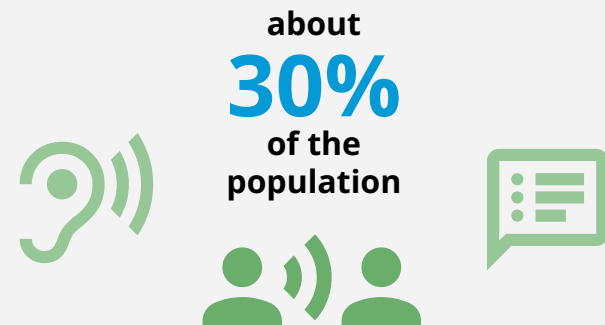
Online training is delivered with on-screen text and narration. The addition of videos delivers fresh knowledge and reinforces learning, or can be used as a refresher for those with hands-on experience. They support more than just your Gen Z and future Gen Alpha employees.

Online training supports at least
95% of learners.

Visual learners, who prefer to engage with images, videos, charts, and diagrams to maximize knowledge retention.



Auditory learners, who need narration, like a lecture or voice over. Online training delivers to these individuals, who have mastered listening skills.



PRIMARY STRENGTH 3: DEVELOPED BY INDUSTRY EXPERTS

Choosing online training doesn't mean your team has to miss out. When online training is developed through a partnership between field-experienced technical experts and learning experts, it's more likely trainees will be able to gain and retain the right knowledge and put it to use immediately after training.

When partnering with an online technical training provider, your team will:

- Learn best practices for maximized understanding and retention
- Take knowledge checks to make sure their knowledge is keeping up
- Embrace technical best practices shared from decades of extensive hands-on experience



PRIMARY STRENGTH 4: TAILORED LEARNING PATHS BY TRADE

When working with an online training provider, you can easily customize your team's learning paths, picking the right courses in the right order to maximize knowledge growth and minimize time wasted on the wrong course. When you provide learning paths catered to each individual's needs, it's easier to get your team to engage with and complete training.

Online technical skills training provides learning paths for every maintenance excellence center:

- Qualified Electrical Worker
- Instrumentation & Controls System Technician
- HVAC Technician
- Maintenance Manager
- Mechanical Systems Technician
- Multi-Craft Maintenance Technician



OPERATIONAL BENEFIT 1: SIMPLIFYING THE TRAINING PAPER TRAIL

What do you do when regulatory reps are knocking on your door after an incident? They want you to show your team's work, but if it is part of a paper trail, it might be impossible to pinpoint when your team completed training. Moving to an online training system makes it as simple as exporting training reports in a digital format.

With online training built on a solid learning management system, you won't need to go file-cabinet-diving for the answers – the source of training truth is at your fingertips, on your smart device or laptop.

It's securely stored in the cloud for immediate access, even if you aren't standing in front of paper records. Your key reports hit your inbox at the frequency of your choice, so you always know exactly how many of your team members are completing their training and how they scored on knowledge checks. Streamlining training administration is an added benefit, and once you see how simple it is, stuffing a file cabinet with important records will be a thing of the past.



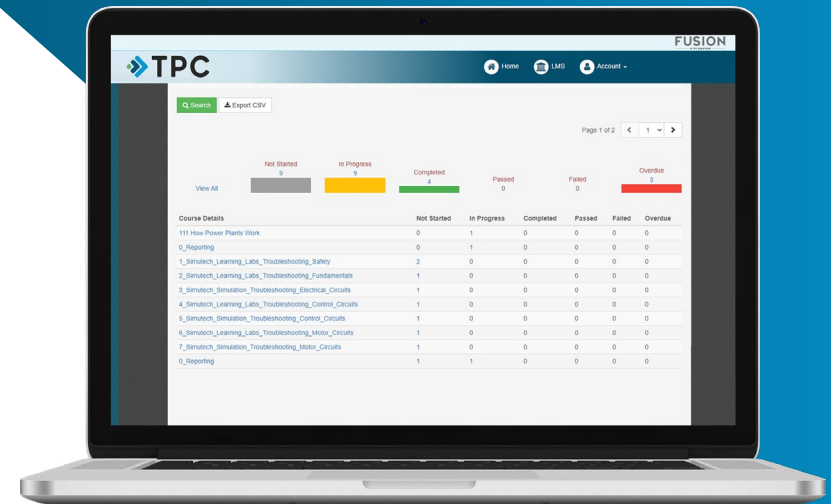
OPERATIONAL BENEFIT 2: MEASURABLE OUTCOMES AND LEARNING RETENTION

Online training has a distinct advantage over handbooks, lectures, and job shadowing: it provides immediate feedback. Managers can see results in real time and use built-in knowledge checks to find out just how much their teams are retaining.

Demonstrable knowledge is one of those hot terms – so many standards require it – and online training delivers. Throughout the training courses, learners are tested periodically, reinforcing learning before they get back to work. In turn, this helps organizations identify learning gaps and assess knowledge in real time.

With a variety of types of questions asked in the knowledge checks, your learners will be able to think critically and digest the information considering all angles, demonstrating their skills and increasing knowledge retention. At the end of each section, they'll complete a short quiz followed by a longer reinforcement quiz at the end of each module.

All those results and each learner's completion rates are provided to their managers immediately, with graphical formatting and easy-to-understand reporting.



OPERATIONAL BENEFIT 3: BUDGET-FRIENDLY

Even when times *aren't* uncertain, sticking to your budget is often the number one criterion for determining which training program to adopt. Online training is designed to fit in most budgets. It's a way to get expert advice on using tools, replacing components, and staying safe on the job – without calling in the expert. After all, when the training is developed in partnership with technical experts, you know it's going to pack the right punch.

Online training subscriptions can help level the playing field; plus, giving every technician access to the same, relevant training modules gets them speaking the same language without breaking the budget.

It's a shift equalizer: if your team understands how to continue work directly from the previous shift's notes, with the same procedure in the same "language," your maintenance manager may not need to come back to work at 2 am. to fix an unfixable problem. Talk about a way to retain that expert before they walk down the road to your competitor, who promises no middle-night calls!

Statics show that online training:



takes **60% less**
training time



has **25-60% lower**
cost per learner

Flexible pricing structures allow organizations to choose:

**Unlimited per-user
subscription:** a single technician
trains, retrains, and refreshes after
time away without restrictions.



Course count pricing – so
anyone can take any course up
to your total seats purchased.

HOW ORGANIZATIONS ARE LEVERAGING ONLINE TRAINING FOR A SMARTER, MORE ADAPTABLE TECHNICAL WORKFORCE

✓ Preventing unplanned downtime

When your team focuses on preventive maintenance tactics, they can plan maintenance downtime for a time that doesn't put a damper on production.

✓ Retaining key knowledge

Use it as a refresher after time away from work – the skill fade is real! Whether it's for vacation or to recover from an injury or illness, refreshing knowledge is key to rebuilding confidence and reinforcing knowledge. The results include reduced safety risks and less potential for mistakes after a team member returns to work.

✓ Recruiting new team members & retaining the rest

Competition for the best jobs is at an all-time high, and companies offering continuous learning demonstrate to job seekers that they put safety and competency first – a true bonus for maintenance techs doing dangerous work.

✓ Onboarding new hires

Stop looking for the person with the best skills and instead use training to take those with the aptitude and enhance their capabilities by giving them training they can take whenever they are off the facility floor.

✓ Upskilling to fill the gaps

Transform production staff into maintenance staff when you are unable to hire experienced techs, using online training to prepare them for their new careers. Or use it to improve the knowledge and skills of your current team for better maintenance outcomes.

PARTNER WITH TPC FOR MORE EFFICIENT MAINTENANCE OPERATIONS



TPC's online training solutions are keyed into your technical centers of excellence, with training paths for every maintenance role at your facility. Between our Qualified Electrical Worker program, online training offerings, simulation-based troubleshooting training, and instructor-led training from experts in their fields, we offer training that works for your team and helps protect your equipment from training-related mistakes.

Our online training is available via multiple types of subscriptions, making it easier than ever to fit training into your budget.

At the end of the day, if training prevents one recordable or reportable incident, you'll save – money and time – and have an easier time attracting and retaining key maintenance staff.

Our training experts are here to help you plan training that makes sense for your team – and helps them meet your goals.

Let's chat about the skills your team needs to succeed – and the training that will get them there.