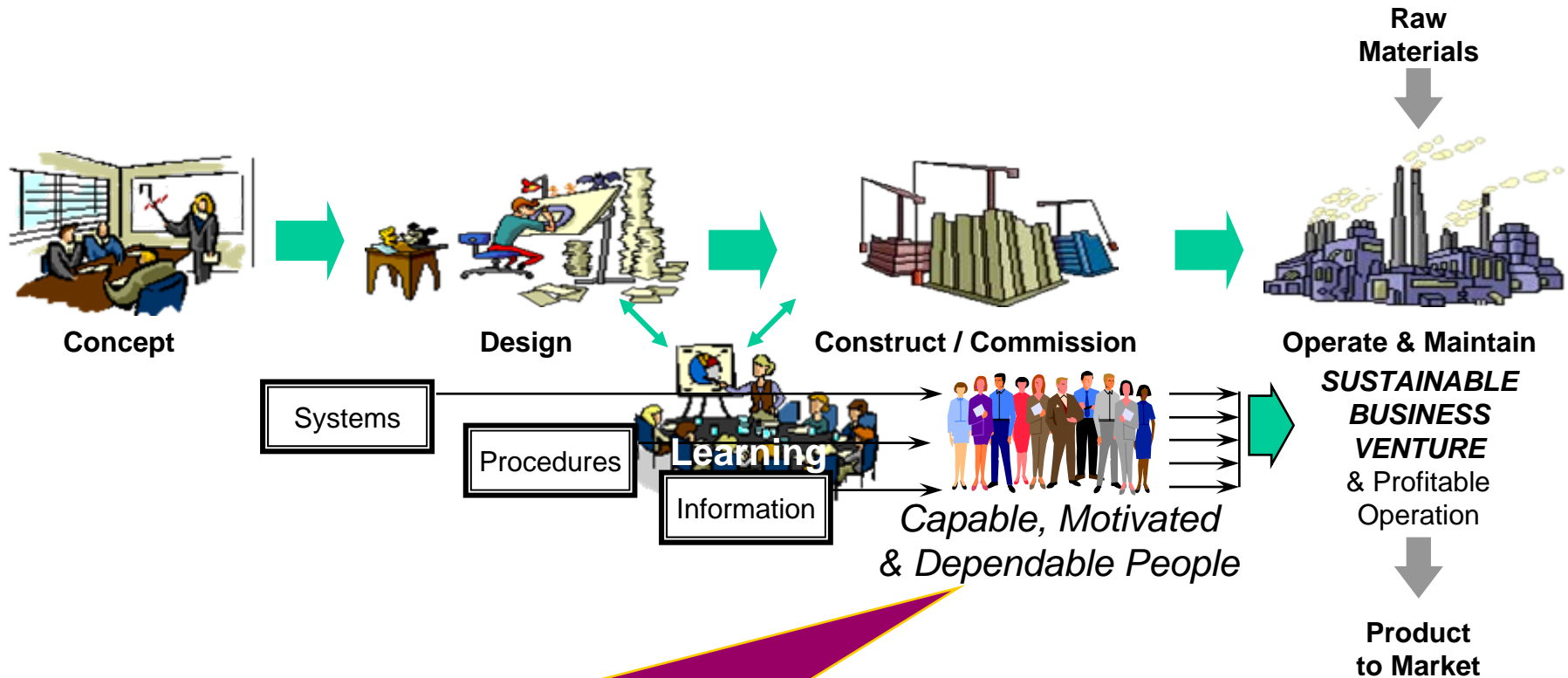


Helping to Build and Sustain Better Businesses



*Education and Training
are significant
components of this work*

Capable, Motivated and Dependable People ~ superior motivation and performance comes from two perspectives:

- *Employees having the fundamental technical knowledge related to both their job and the broader business.*

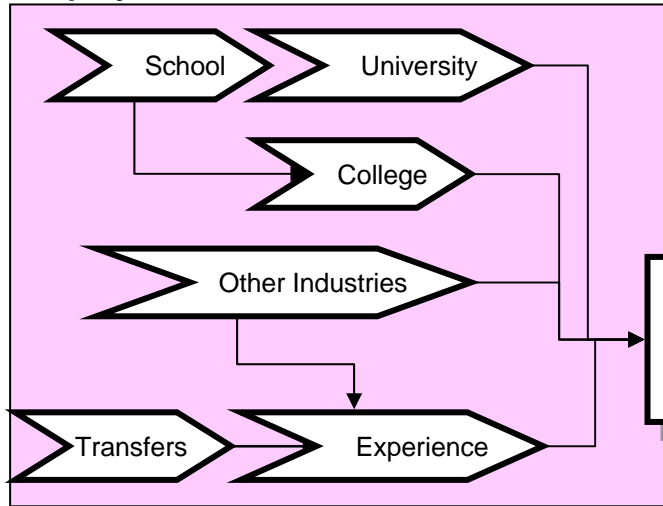


- *Employees having the business and social skills and contextual knowledge necessary to enable superior team performance.*

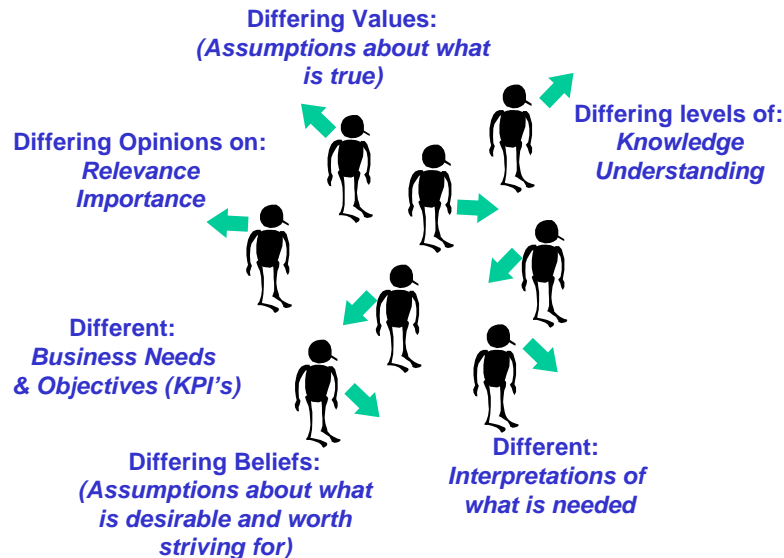


Building a Capable Organisation

Sources of Employees:



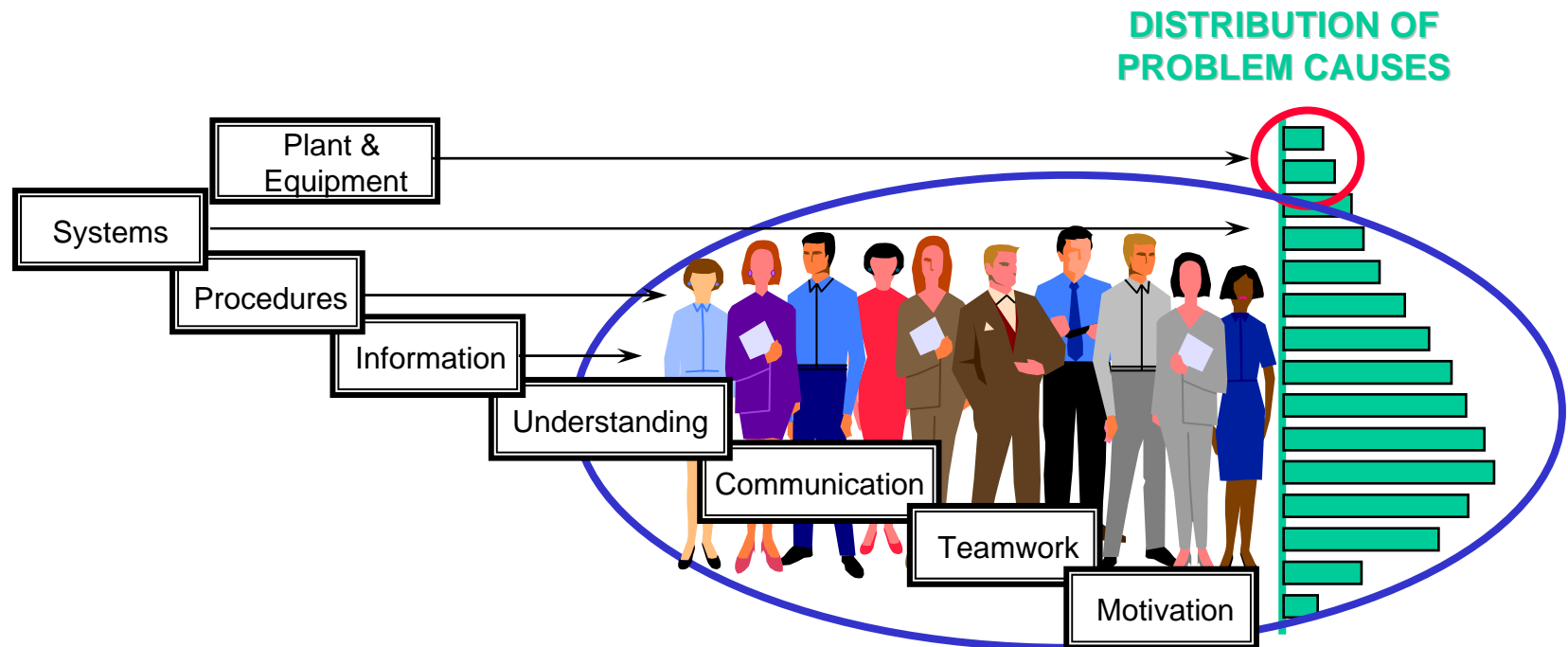
Technical Knowledge



Convergence
(Business & Social Skills)

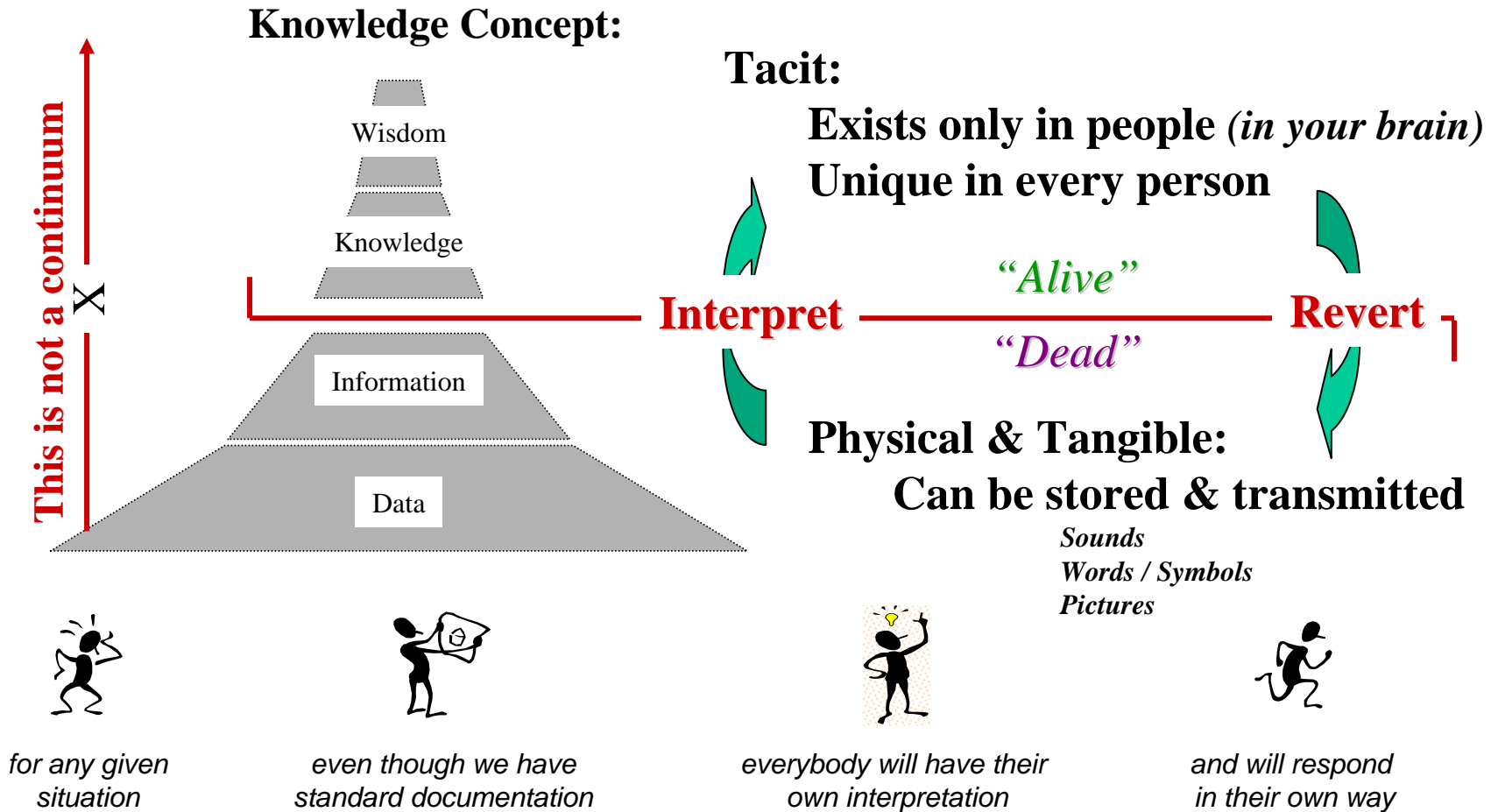
“Organizational Savvy”

From our involvement with many different organizations, we have found that most of the performance improvement problems facing industry are about **PEOPLE**.

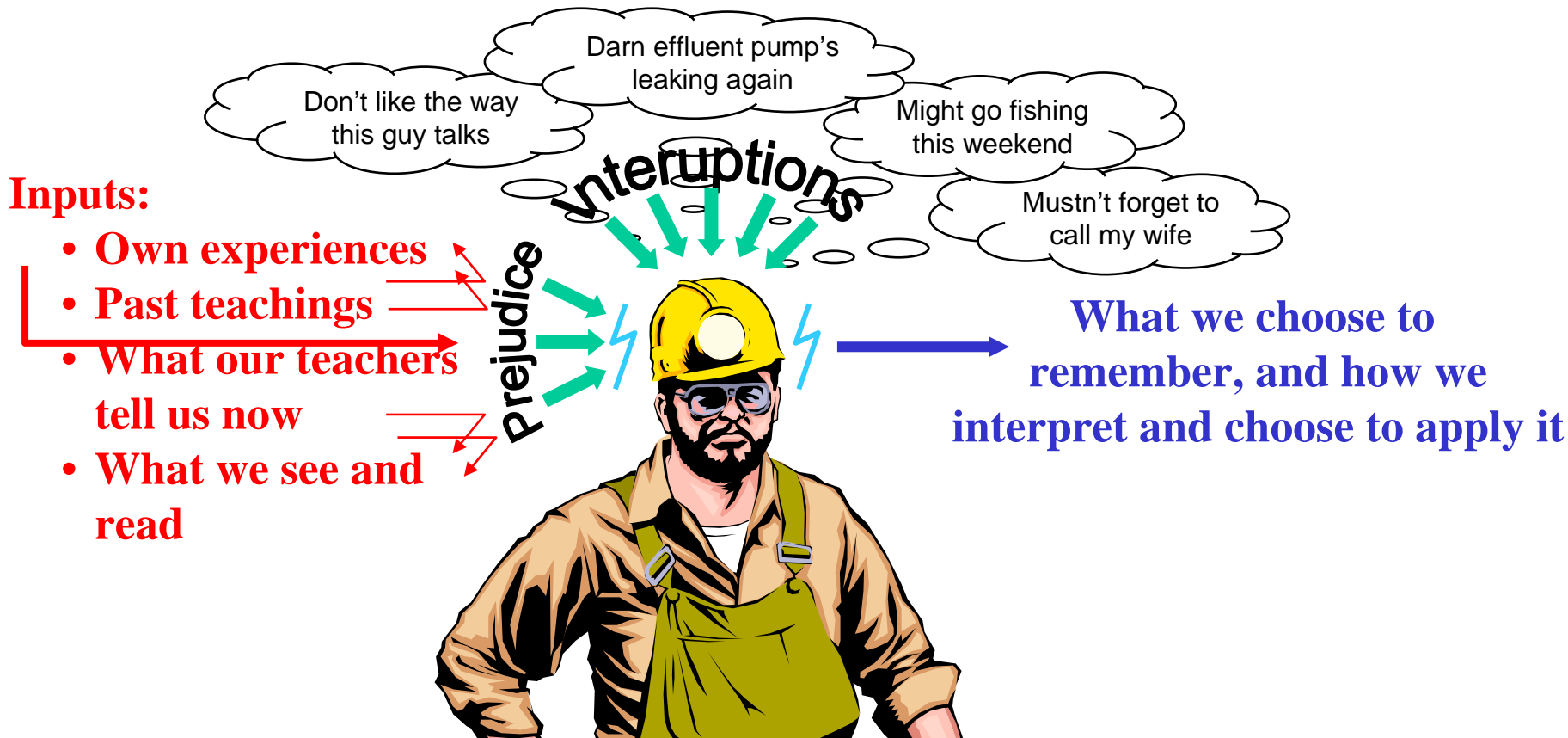


- ↳ We can help **PEOPLE** through better education and training.
- ↳ To be more effective, we must first understand some fundamental principles of communications and learning.

The concept of *knowledge versus information*:

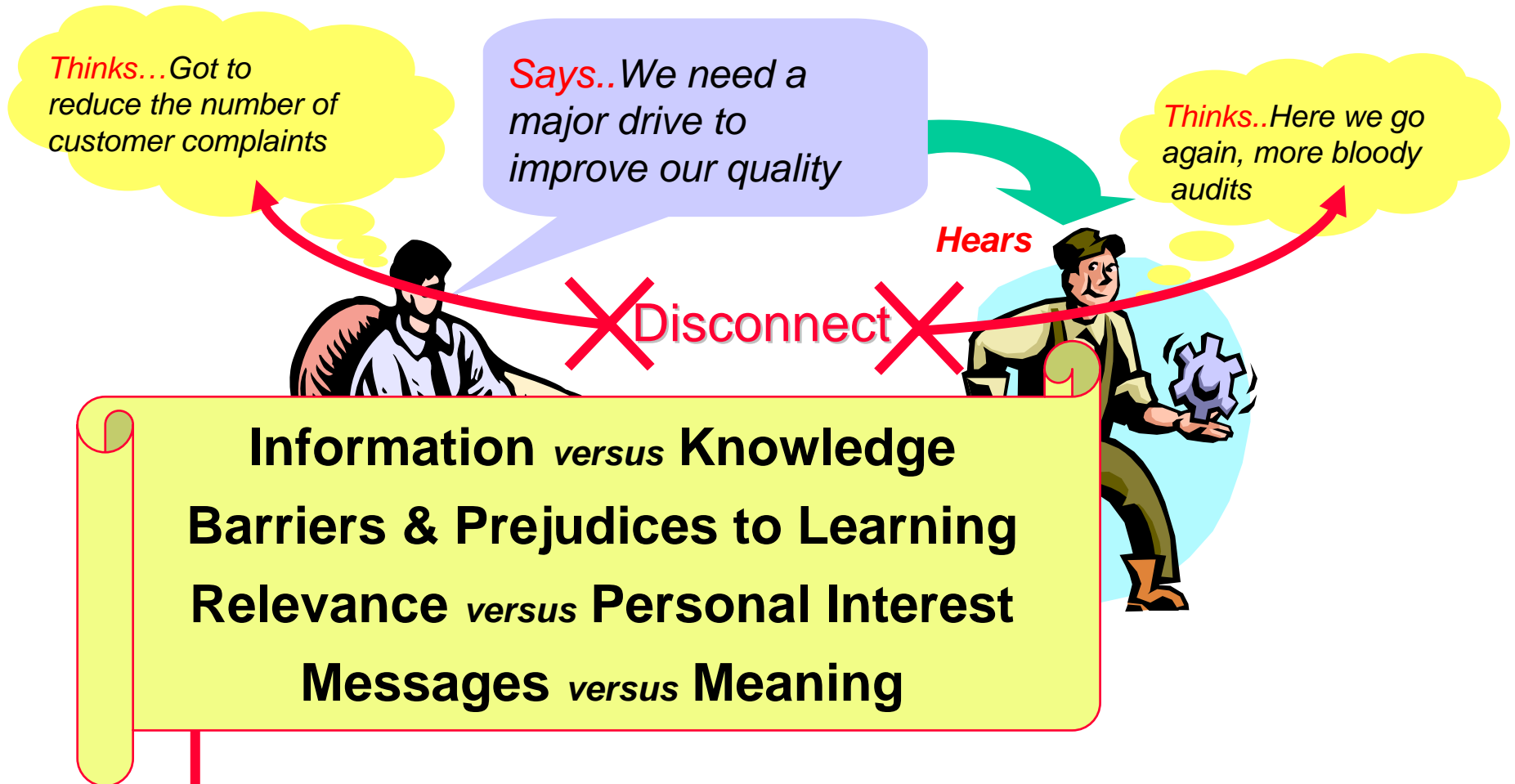


Learning is “a personal process”



*Individual knowledge and competence is personal
 It can be encouraged – but it cannot be “managed”*

Understand the difference between “Message” and “Meaning”



So how do we overcome these issues?

Elements of the Learning Strategy:

What? (context)

- *What we are talking about*
- *What we are not talking about*

Why? (relevance)

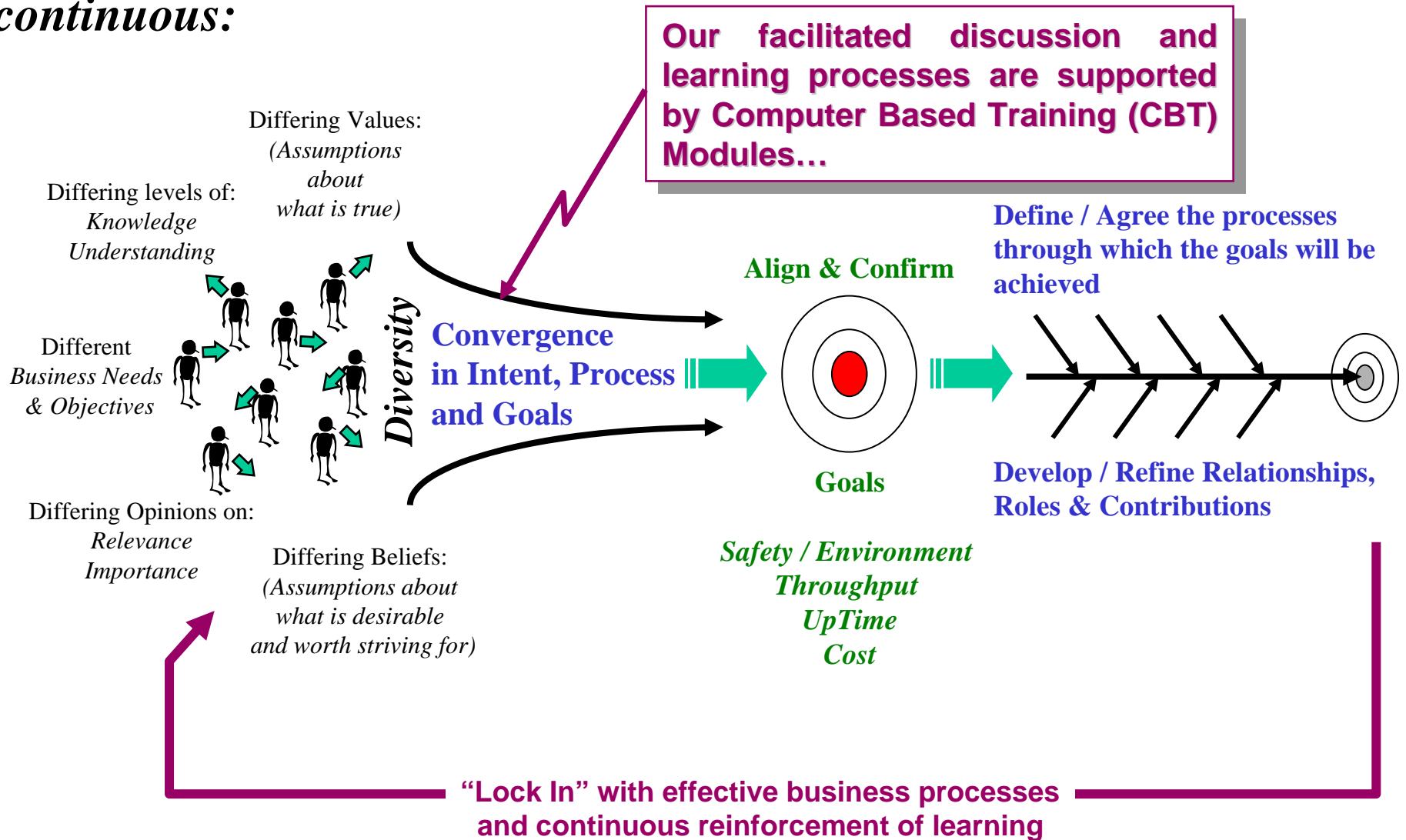
- *The benefits of doing it*
- *The consequences of not doing it*

How? (process)

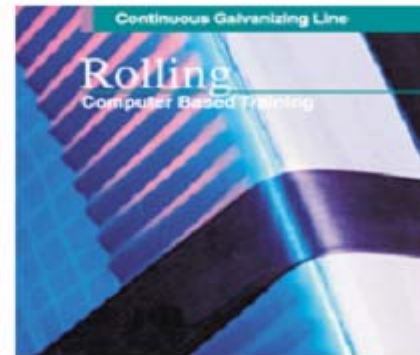
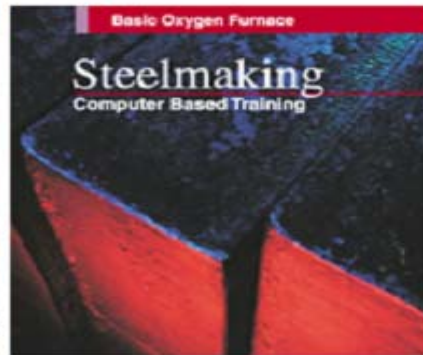
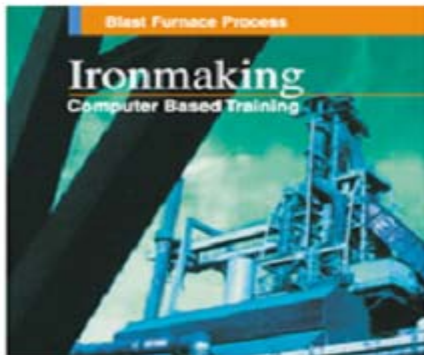
- *Who*
- *When*
- *Where*
- *With what*
- *etc*



The Learning, Development and Improvement Process is continuous:



CBT - Computer Based Training (multi-lingual)

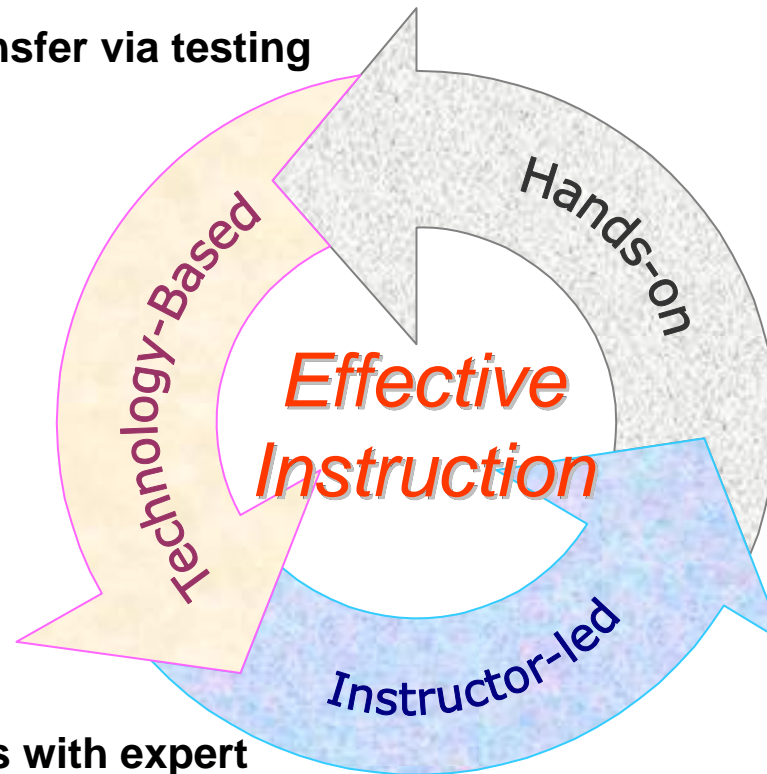


12 Modules on the Steel Making Process

over 100 sales to industrial and service organizations

HATCH Computer Based Training Philosophy

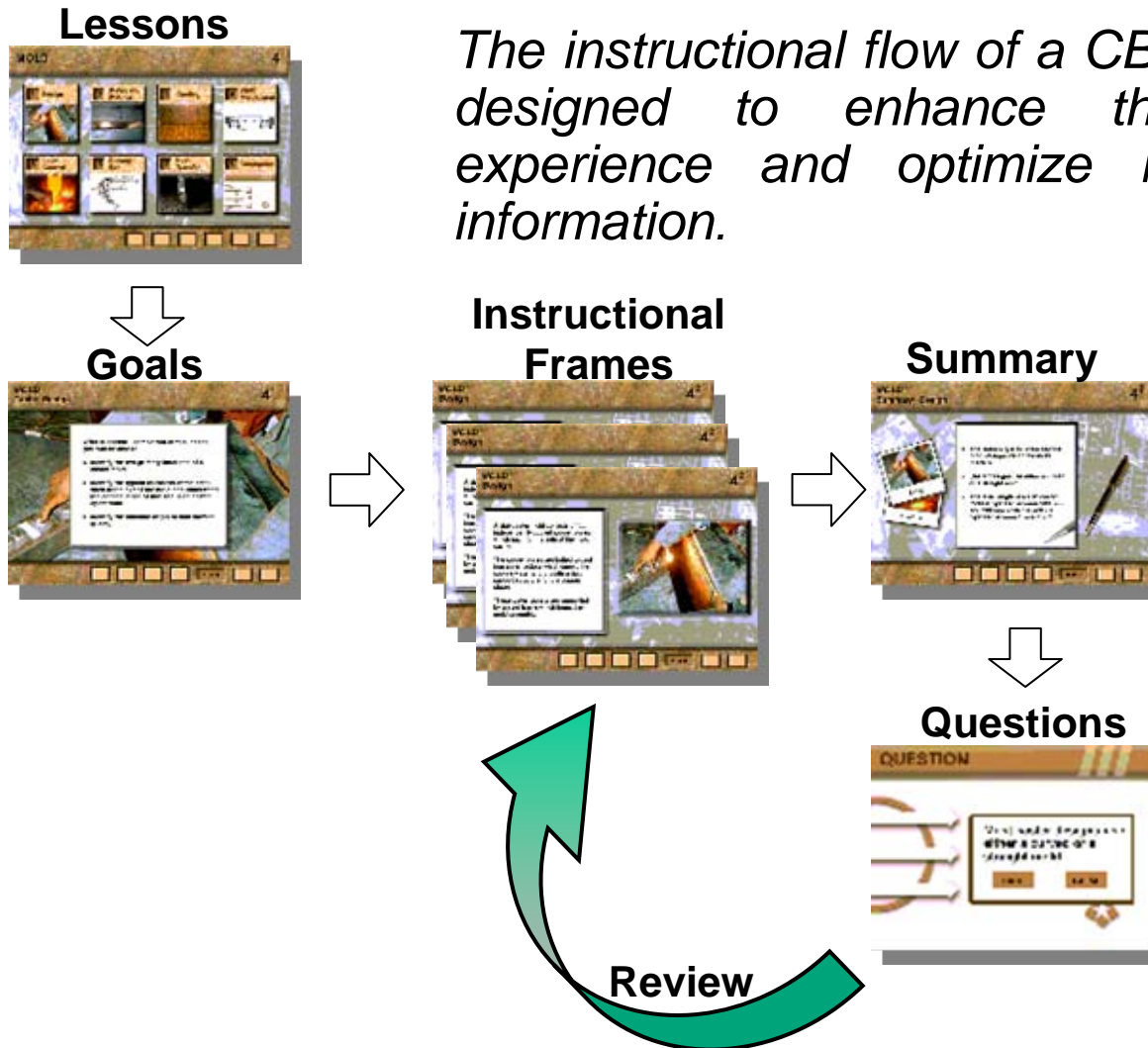
- Capture expert's knowledge
- Convert to Computer Based Training (CBT)
- Deliver to learners in most effective manner
- Assess knowledge transfer via testing



- Practical application of knowledge on-the-job
- Development of motor skills
- Certification
- Refine knowledge base as new expert

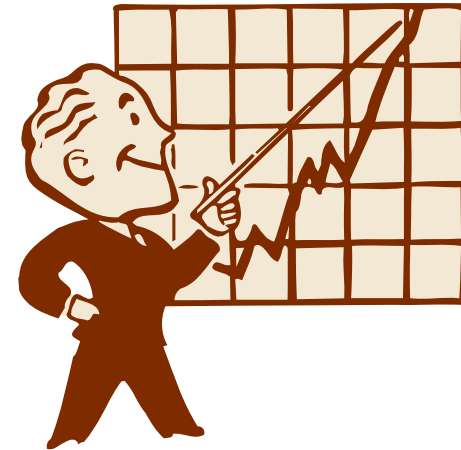
- Interactive discussions with expert
- Application of learner's prior experience
- Resolution of outstanding issues

STRUCTURE OF CBT MODULES



Organisational Benefits

- Reduced learning time
- Higher content retention
- Cost savings
- Consistent delivery
- Expert knowledge capture and delivery
- Proof of knowledge transfer and learner's completion

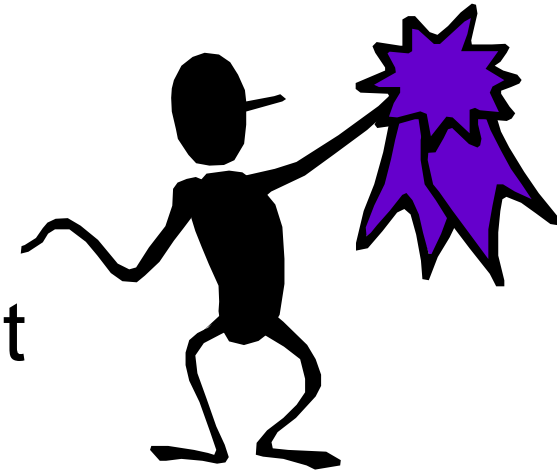




Learner Benefits



- Instruction at learner's knowledge level
- Targets learner's needs
- On-demand availability
- Self-paced instruction
- Safe learning environment
- Portable instruction



On-Demand Training

- Client needs training systems for today and tomorrow's employees
- New software engine developed to enhance linkage to firm's warehouse of information
 - Link to Standard Operations Procedures
 - Conversion of training material to reference material
- Enhanced editing capacity to facilitate maintenance
 - Using Microsoft Access as programming platform
- Strong interest from existing clientele

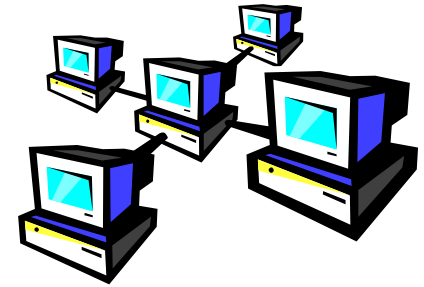


Columbus

Coatings Company

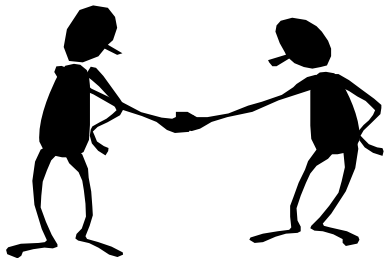
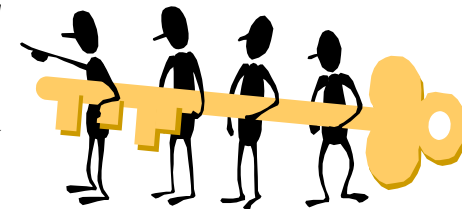
What we provided:

- *Training tools developed in a computer environment that was accessible across all departments ~ from any operating area and by any individual.*



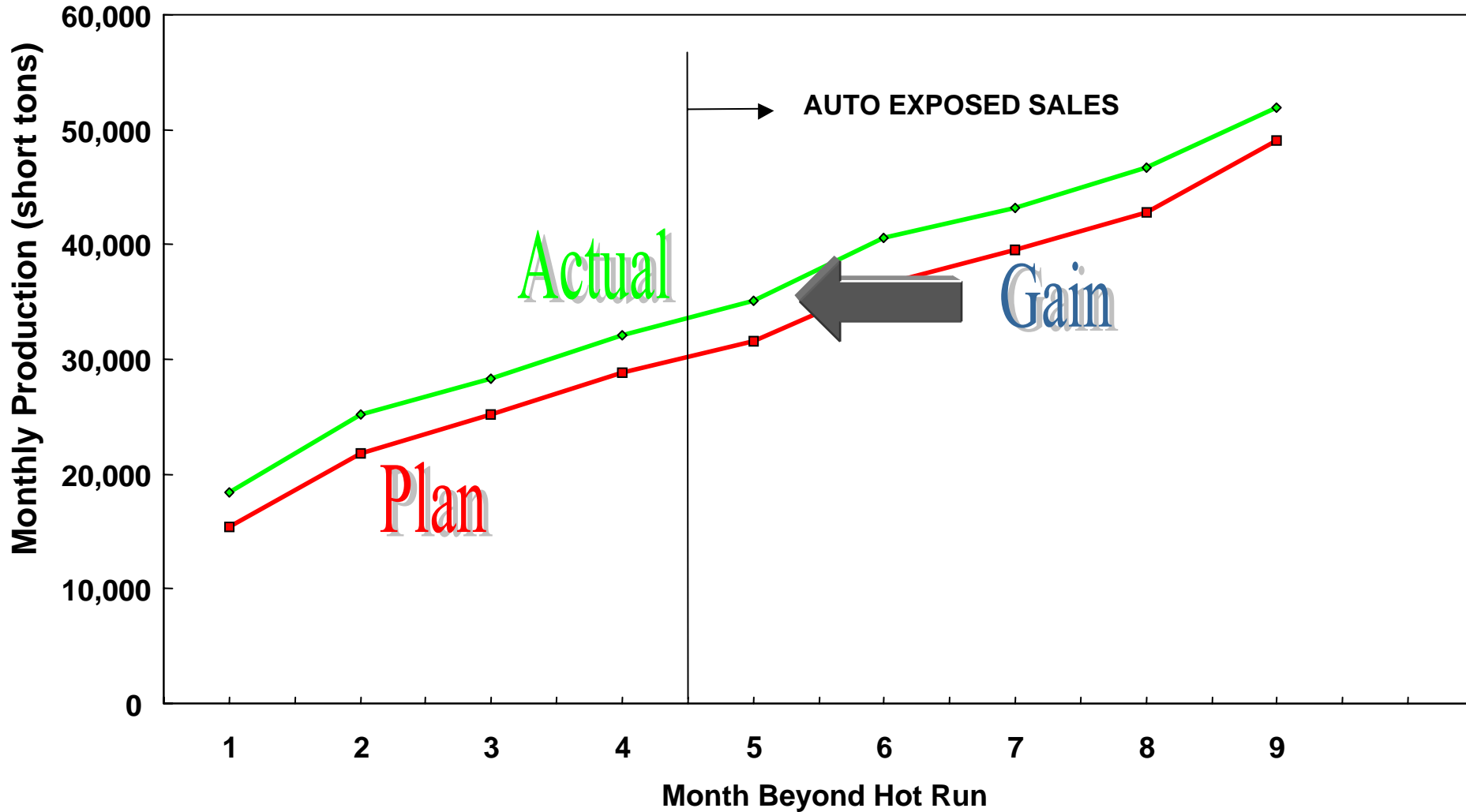
- *“Learning by Doing” ~ new employees with no previous galvanizing experience came up to speed quickly by completing the CBT Modules after an initial familiarization tour of the facility.*

- *Employees indicated that CBT allowed them to understand the functioning of the galvanizing line as well as the function of each operator at each station - enabling them to work together most effectively.*



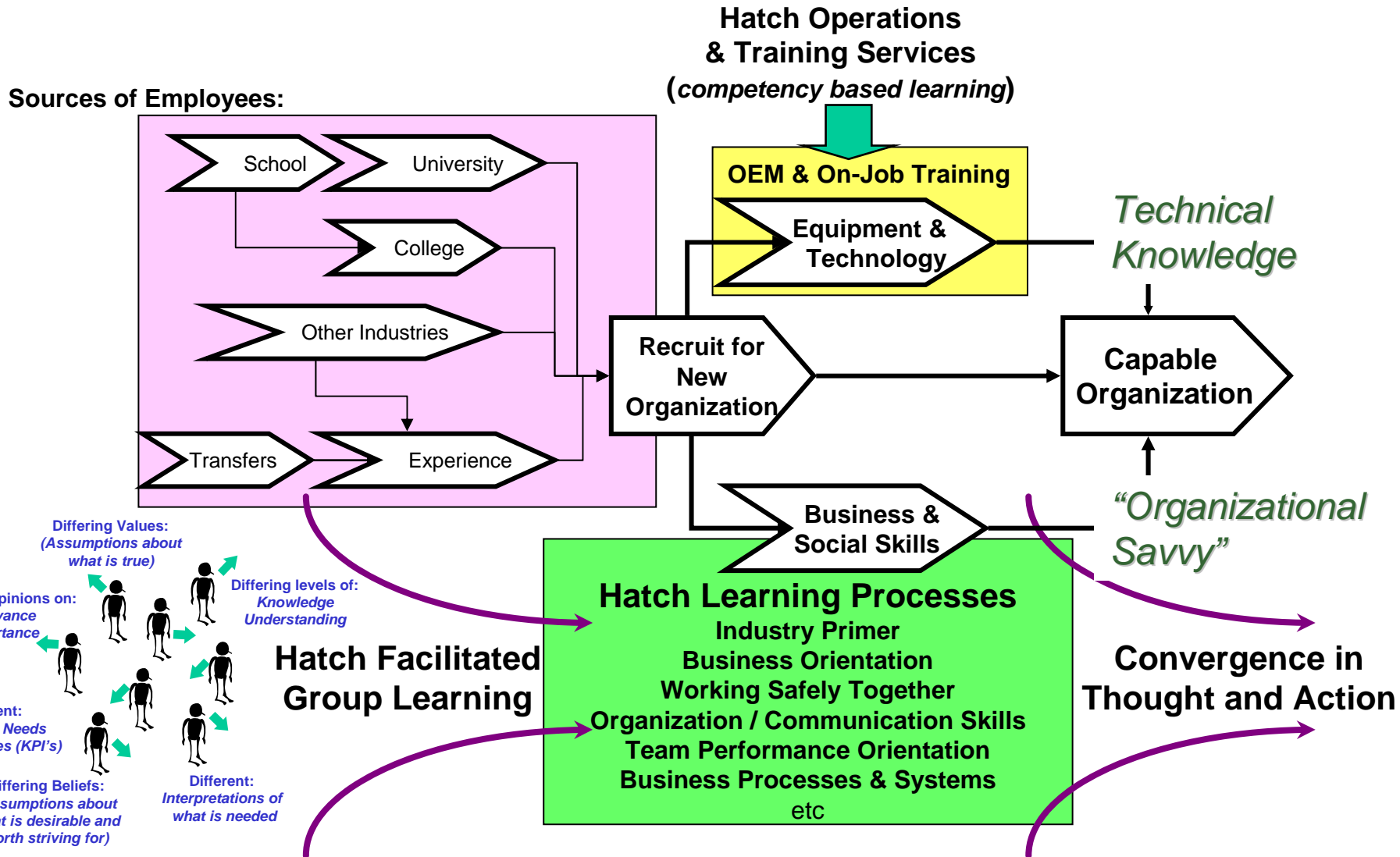
- *Employees could go back to the system to recap on areas ~ it was easy to find answers on the system ~ this also enabled the more experienced employees to be better at mentoring and coaching new employees.*

Columbus Coating Company



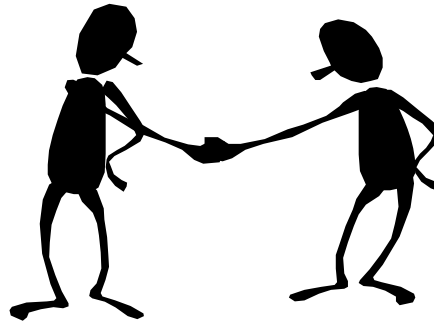
Columbus Coatings had a smooth start-up ~ well ahead of the firm's expectations

SUMMARY ~ Developing Capable & Motivated People:



Fini

- merci beaucoup



- any questions