DISTANCE LEARNING USING VIDEO CONFERENCING

JAMES MCPHERSON
TECHNICAL TRAINING COORDINATOR
UNION SANITARY DISTRICT / BAYWORK
Distance Learning (DL)

- **Purpose** – Can we use DL to train
- **Problem** – Poor allocation/use of resources for common compliance training
  - Cost
  - Scheduling
  - Effectiveness
- **Facilities** – SFPUC HQ and Sunol Water Treatment Plant
Results (Heat Stress)

- Lessons Learned
  - System Startup and Operation
  - Audio Quality
  - Vendor Selection Considerations
  - Training Effectiveness
    - Kirkpatrick Level One – Training was effective and could be used for compliance requirements
    - Interaction between and within sites
    - Tailor instructional material to DL
    - Train your trainers
Webinars @ EBMUD
Key Lessons from the First 20 Months

Monthly New Employee Orientation Series
Edward Sullivan
EBMUD Security & Emergency Preparedness Section
GOAL: Comfortable & Confident New Employees

 SEEKING COST-EFFECTIVE SOLUTIONS FOR MANDATORY NEW EMPLOYEE TRAINING

QUARTERLY - GROUP SESSIONS FOR DISTRICT-WIDE ORGANIZATIONAL OVERVIEW

MONTHLY - WEBINARS ON KEY TOPICS
  • CRITICAL INFORMATION NEEDED ASAP BY EMPLOYEES
  • INFORMATION BENEFITS FROM LIVE INTERACTION

LET LOGISTICS & OPERATIONAL IMPERATIVES DRIVE DELIVERY METHODS
Success Tips from EBMUD

Let your cost/benefit drive technology selection
• WebEx (online) + Arkadin (audio via telephone)

Allow participants to choose their location to attend – with presenter, at a workstation, or in small group remotely

Train your presenters & encourage practice

Make presentations both highly structured & highly interactive
• Outline “outcomes” as well as agenda & methodology in intro
• Use images often for impact
• Engage participants in active two way discussions

Ensure participants have instructions in advance

Have a back-up plan!
What Have We Done?

- Created Video
  - How video can be used to support process documentation and staff training
- Explains the tasks necessary during
  - Pre-production
  - Film acquisition
  - Post-production editing
- Demonstration of the video TODAY
- How-to workshop in Spring of 2012
Success Requires

• How will it be used?
  – Clear understanding of how video will serve documentation or training goals

• What will it look like?
  – Clear definition of product desired

• What will we say?
  – Have a script

• How will we do it?
  – Strong logistical planning
Success Requires

• How can we create a product staff can learn from?
  – Technical knowledge in relation to both video technology and how people learn

• How do we go from footage to learning tool?
  – Careful editing to ensure product meets documentation / training goals

• How do we get our money’s worth out of this investment
  – Implement a plan
mIToolbox: Using Wiki Technology to Support Health and Safety Knowledge Management

Carolyn Jones
Manager, Health and Safety Program
San Francisco Public Utilities Commission
What We Did:

• Used customized version of Confluence wiki software
• Built Health & Safety sites for internal group & external organization use
• Goal – communicate information easily & quickly, meet client needs, flexible access
• Be a “deep” resource of information – policies, forms, training materials, newsletters, handbooks
Lessons Learned

• With wiki software, sites can be built by non-IT staff
• Forms, reports and information on safety practices are directly accessible to staff throughout organization
• Having central repository of information saves staff time
• Training materials are readily accessible to staff
• Internal group workspace facilitates collaborative development of work products