## Training our People

MATCHING PRACTICAL WITH THEORY

DAVE TILTON – DIRECTOR, PARALLAXX LIMITED



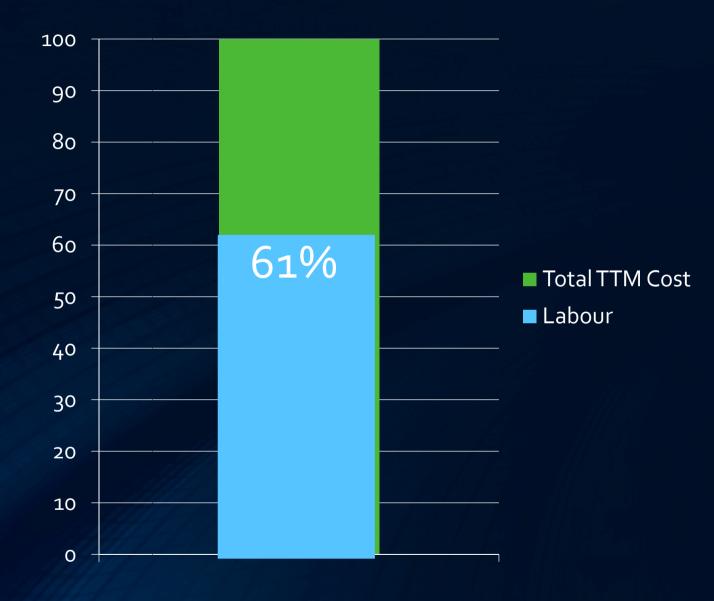
#### THE MOST INTELLIGENT METHODOLOGY



Safety of Road workers & road users

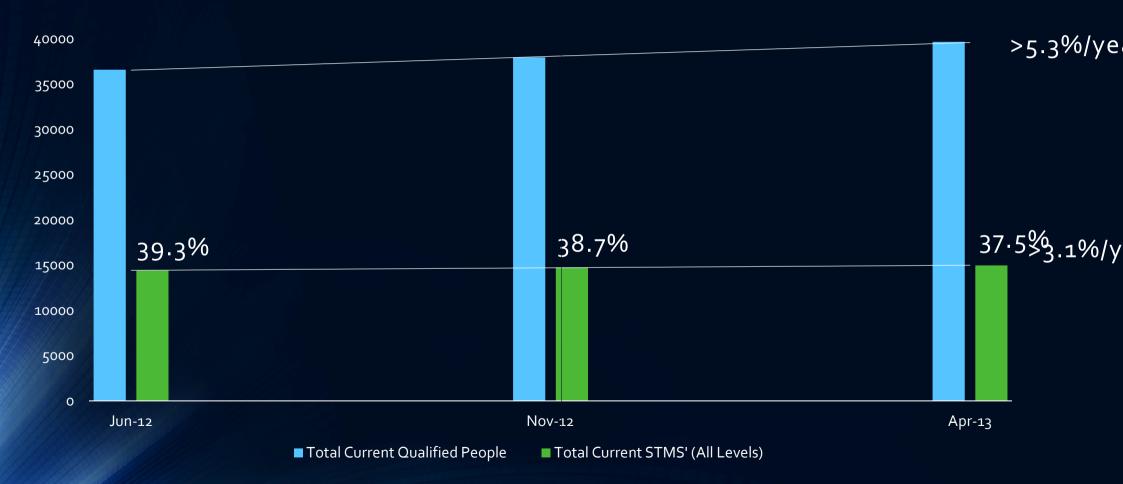


## Where does the money go?

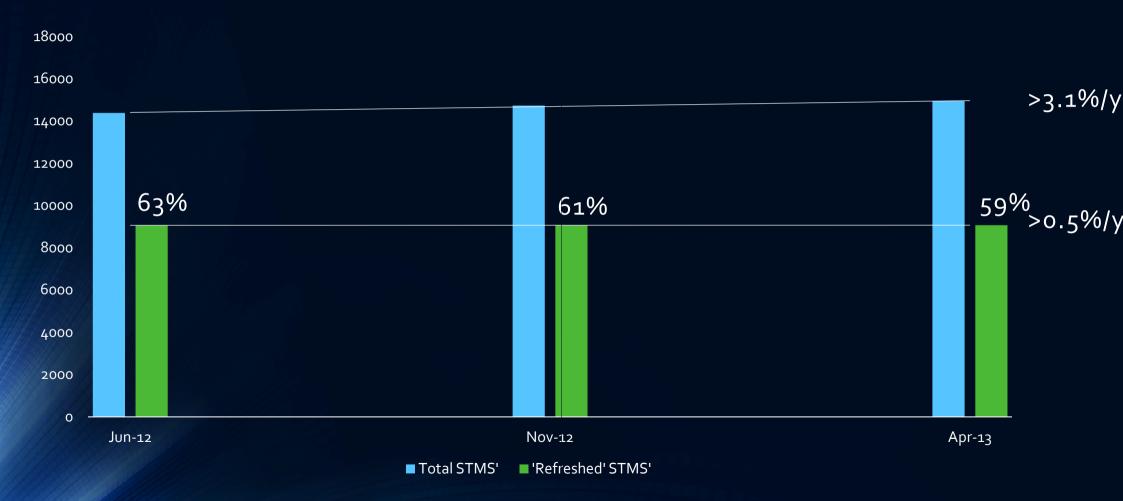


en from analysis of three recent or ongoing Auckland Capital Project TTM budgets

#### Our Numbers

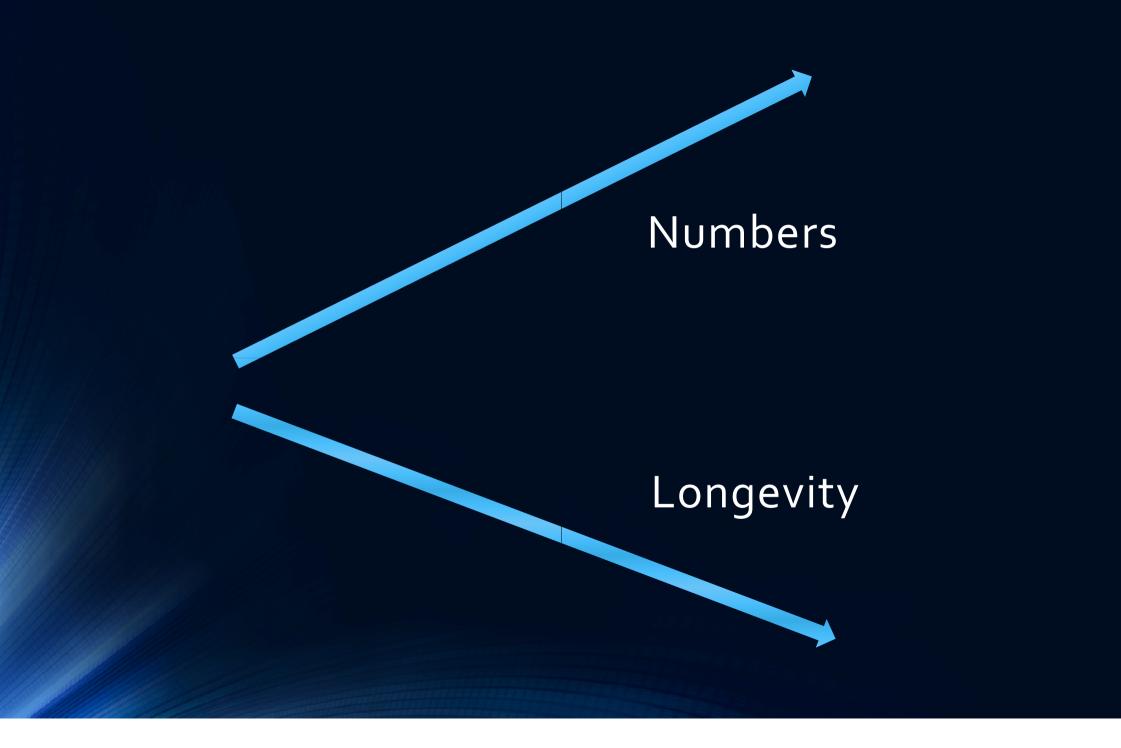


#### Our STMS'



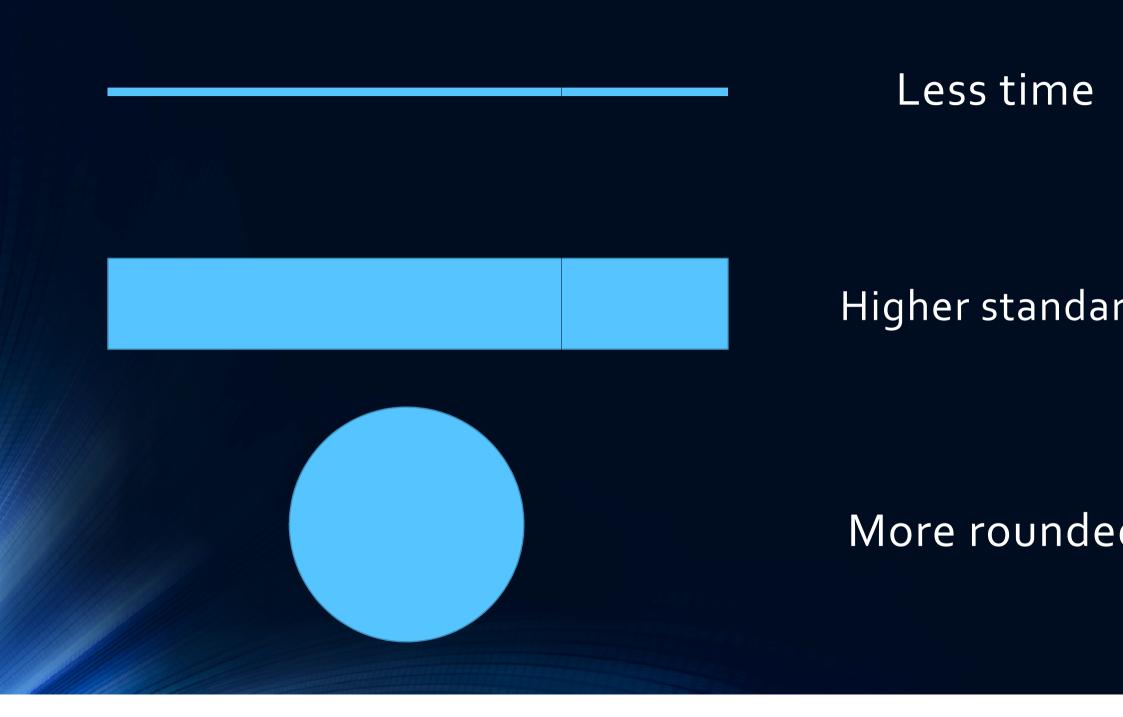
### What does the future hold (with these projections)

- 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%)



# The 'Hand-me-down' training system





### 13 Traffic Management Providers

## 4 have formal practical training systems



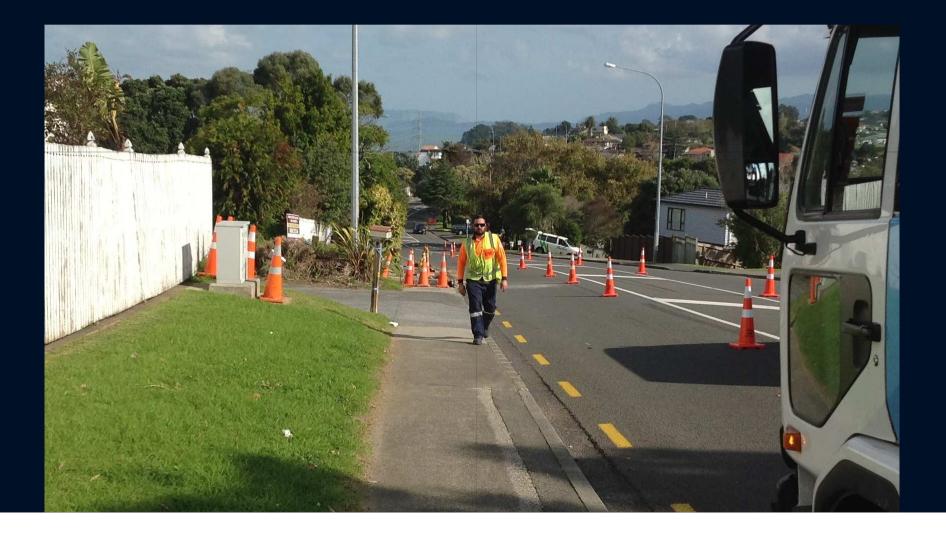
# Theory isn't enough

## Situational Leadership

- 1. Observe/Learn/Read
- "Im 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 <u>you</u> want them to be

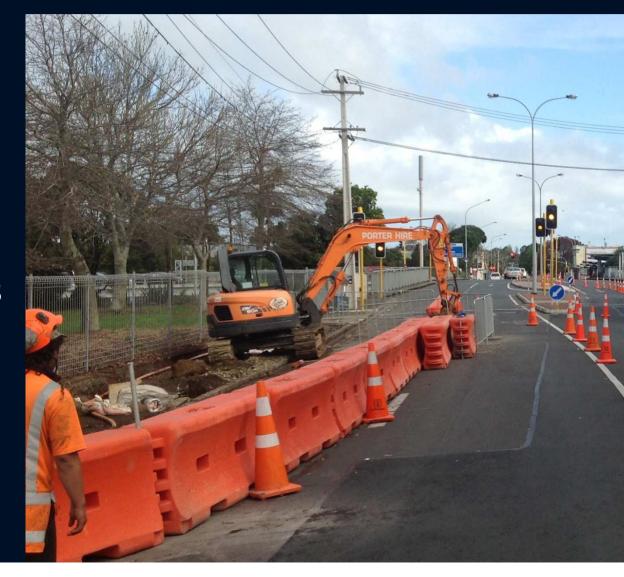
raining Checklist					Name: Date:			
HE FOLLOWING LIST IS NOT EXHAUSTI\ ELOW TOPICS.	/E, QUE	STIO	NING \	NILL C	CCUF	R ON A	NYTH	ING SURROUNDING THE
F AN INDIVIDUAL CANNOT DEMONSTRAT HEY ARE NOT DEEMED COMPETENT TO SIGN OFF THE NEXT FOLLOW UP (F/UP) B	E THE BE SIG BOX RE	LISTE SNED SPEC	D SKII OFF. I TIVE T	LL WIT F INST O THA	HOUT RUCT	INST ION C	RUCT R MO	ION OR ASSISTANCE, THEN RE COACHING IS GIVEN,
<u>RT Procedures &amp; Use</u> Stop/Go RT Use Terminology and Language	F/Up	F/Up	F/Up	F/Up	F/Up	F/Up	F/Up	Tested (name/date)
Toolboxing/Paperwork   Understand Toolboxing   Understand onsite inductions   Deliver a successful toolbox (witnessed)   Deliver a successful induction (witnessed)   Develop and implement an effective Site   Emergency Plan   Conduct a thorough Hazard ID (site)   Demonstrate understanding of all TMP								

# Teach them how to fish? Regular, practical toolboxes

Self-run workshops ACoPTTMQuiz

## 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 ternal awards / competitions



## Art or Science?

"any activity regarded as a medium of imaginative or creative selfexpression"

"a systematically organized body of knowledge on a particular subject"

Intelligent nitiative, when xpressed in the ght direction – is the single most valuable quality in an STMS

