



THIRD WEST COAST WATER UTILITIES WORKSHOP

**USE OF IT TO SUPPORT TRAINING & KNOWLEDGE
MANAGEMENT**



DISTANCE LEARNING USING VIDEO CONFERENCING

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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!



A VIDEO SOP ON HOW TO MAKE A VIDEO STANDARD OPERATING PROCEDURE (SOP)

DOUGLAS GEY
Laney College



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





mToolbox: 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

