

# Managing the Human Elements of Training

Lorena de Rodriguez, President



safety & security instruction

2015 Business Information Technology Conference  
March 22, 2015 - March 25, 2015 / Vancouver, BC



A large green circle with a yellow sad face emoji at the bottom. The word "LEARNING" is written in blue capital letters inside the circle.

**LEARNING**

# Managing the Human Elements of Training

- **Creating and delivering a Training Attitude with Consistency**

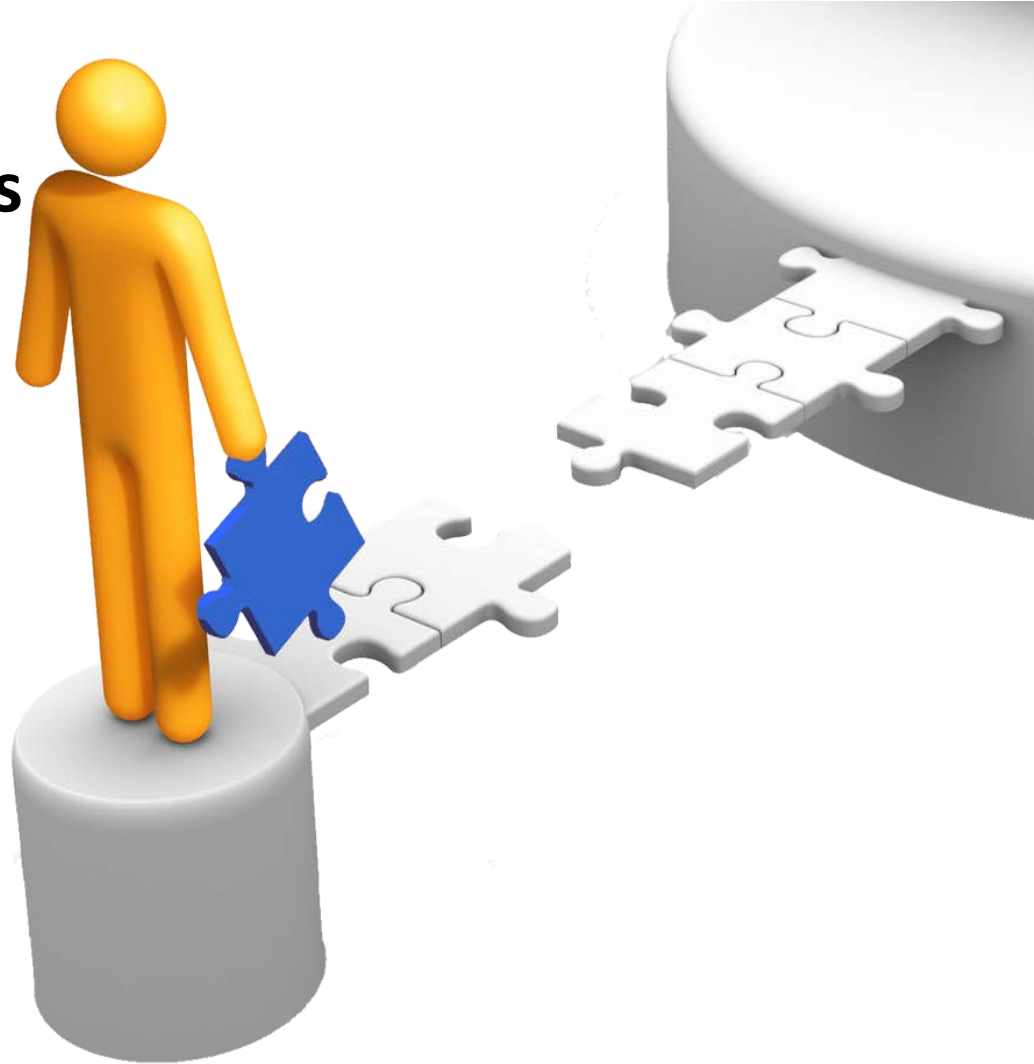
# Managing the Elements

What are the learning gaps?

Delivery Matters

ILT DVD CBT WBT

Benefits to Getting IT Right



**ILT**

**CBT/WBT**

Soft-skills Training

Roleplaying scenarios

Gaming for highly  
advanced skill –  
expensive

Job Related

Compliance

Skills Training

Awareness Training





# Airport Benefits

1.

• Improving message consistency

2.

• Focused on transferring skills

3.

• Remediation / Recurring Training /  
Enhanced recognition

# Learner (User) Benefits

Customer Convenience

24/7/365 always available

Minimize scheduling conflicts

Accommodate Language and ADA

Creative, Audiences Engaging





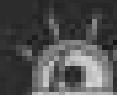
▶ Radio communications



▶ Location Signs



▶ Basic Aircraft Configuration



▶ Airport Emergency Plan



▶ Extinguishing Agents



▶ Hazardous Material Awareness



▶ Airport Familiarization



▶ Hoses & Nozzles



# Information Integrity

Who are you, are you who you say you are?

Pre-Enrollment

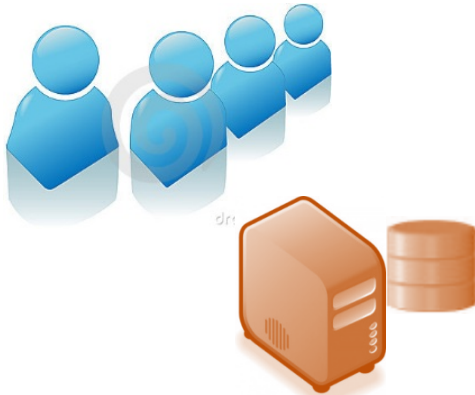
Obscure Portal/Link

Security of data, information

User friendly same platform



# Airport Systems Integration



**Badging / Credentialing System**



**Interactive Learning System**

# E-Learning Meets Goals

**Avoid  
Duplicate  
Entry**

**Consistent  
Messaging**

**Sustainable  
Records**


**Instantly  
Auditable**

**Bite Sized  
Information**




# Recommendations

Find vendor  
with  
experience  
integrating  
airport  
systems



Select  
scalable  
system  
that can  
grow  
with your  
needs  
and  
budget



Choose  
system  
that  
allows  
quick and  
cost  
effective  
updates



- **Look for an investment that can be sustained for years and**
- **Deliver measurable value to your aviation clientele**



**The Road Ahead**

*Thank You*

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