

Whitepaper

# Convenient and Cost-Effective Training: Incorporating Education When Budgets Are Tight



# Convenient and Cost-Effective Process Control Training: Incorporating Education When Budgets Are Tight

While production demands are increasing, the knowledgeable workforce only seems to shrink. Set your personnel—and facility—up for success with a training model that fits into every working day.

It seems obvious that training is an integral part of any successful operation. Employees want to feel confident in their ability to carry out roles and managers want to know that the right decisions are being made on the plant floor. There are simply too many risks with uninformed personnel in charge of critical equipment or processes, including preventable safety incidents or damaged assets that could lead to unplanned interruptions.

## Current trends in process control

What are some of the conditions in today's process control landscape that make it difficult to train efficiently?

**+ Lean operations: the push to do more with less**

The way plants are run today aligns with the principles of 'lean operations'—meaning, there is no slack in the system or excess staff. If you need to train people, the challenge you are facing is: who is going to do the work while this particular team is being trained? Fundamentally, you cannot afford to increase the time away from the plant for your employees.

**+ Process control markets are expanding: global constraints**

More international companies are investing in existing and emerging process control markets, placing more industrial facilities in more parts of the world. With that, however, comes a workforce that is largely inexperienced and uninformed. Training for these individuals, in particular, is increasingly important, but the language barrier is an ever-present hurdle.

**+ Baby boomers are retiring: the knowledge-base is leaving**

The generation that has the most experience running the plant is retiring. A new millennium workforce is arriving, but they typically have no previous experience. To achieve the same level of competence and minimize the risks with running the plants, the new generation needs to be trained.

**+ Learning preferences are changing: the desire to watch rather than read**

This new generation workforce also comes with more tech-savvy learning preferences. Information is more accessible than ever, and students would rather watch course material and interact with equipment directly than read about it in a textbook. Traditional in-classroom learning styles are no longer as effective or practical as they once were.

**+ E-learning alone is not a complete solution: missing hands-on experience**

For some time now, there has been a belief that e-learning will accommodate most of our learning needs. Unfortunately, this is not the case—e-learning is only a partial solution. Research confirms that nothing can replace the experiential, or hands-on, element to learning. E-learning can be effective, but only if appropriately blended with other forms of learning, particularly the hands-on component.

+ **Processes are getting more complex: plants are integrating and automating**

It takes time to reach the level of competency where your personnel can make the right decisions in a critical moment. Due to the growing complexity of flow processes—including everything from upgrading or integrating your existing equipment to managing an outage—it also takes longer to train people to reach the level of competence you need. The only way to accelerate this journey is to deploy extensive and continuous training to the plant.

+ **Lack of training impacts employee retention**

It is a fact that there is a strong correlation between training employees and employee retention and loyalty. As the level of proficiency drops with the generational changes and investments in training increase out of necessity, employee retention becomes even more important.

+ **In a slow economy, training is often cut first**

Unfortunately, during every economic slow-down, training allocations are among the first things classified as expendable. This is inevitable. However, if we have to spend less on training, we should spend more wisely.

## Addressing these challenges

These barriers to effective training can be felt all around the world. So the question remains: what can be done to address many, if not all, of these potential setbacks related to keeping your personnel adequately educated?

A clear answer to the challenges of lean operations and rapid global market expansion is to **bring training much closer to home**. If you can't afford to send your personnel off-site for an extended period of time, you need a training solution that you can use in-house and in your area.

Challenges such as a retiring workforce, evolving learning preferences, and the need for a more hands-on approach can be solved by relying on **smart technology**. However, we need to blend different learning styles in order to maximize knowledge retention and the effectiveness of learning.

For the challenges of increasing process complexity and the need to increase employee loyalty, the solution is to abandon sporadic and intense training programs and replace them with **training that fits into every working day**. This will also help reduce time away from the plant and boost productivity.

The challenge of shrinking training budgets during economic slowdowns can be solved by **lowering the overall costs of training**. This would help ensure that training is not affected by general cost cuts. If you are required to spend less, let us help you spend it more wisely.

## The Emerson response to training-related obstacles

Now that we've identified what needs to be done to solve these issues, the question is: how do we combine them all, or at least a majority of the solutions, into one comprehensive model?

Emerson instructors have designed a course structure to 'bundle' these Fisher product training solutions into one comprehensive answer to training challenges. As we explain this concept, it will become clear that it indeed addresses the majority of the challenges you face and provides an opportunity to decrease, if not eliminate, many of these setbacks.

### Emerson's Blended Learning for Fisher® Products

The Blended Learning training approach was developed to help you realize an array of benefits, including a decrease in safety incidents and an increase in employee retention rates. You can:

- + Reduce overall training costs with less travel requirements and time spent away from the plant
- + Interact with course material directly from the facility, ensuring that training is easily incorporated into a typical workday
- + Minimize interference with daily work responsibilities
- + Learn through a variety of channels to maximize understanding and knowledge retention
- + Participate in hands-on workshops that give students a chance to simulate on-the-job experiences and better familiarize themselves with equipment
- + Receive best-in-class training from Emerson-certified instructors that are familiar with regional or industry-specific challenges your personnel face
- + Access a library of course modules beyond the duration of the course, making it easy to revisit or relearn content well after it's first presented
- + Request a customized training course or series to help with the development of your special competency programs
- + Provide the same training quality and consistency to your global facilities, regardless of language or country where it is needed

## Efficient course delivery

The Blended Learning model is designed to be delivered in small, manageable segments. You are able to stay at work and attend two-hour sessions, twice a week.

Every session consists of two components: e-learning and interactive.

The e-learning component is a pre-recorded session that covers generic and universal material. It is presented in the style of a documentary, containing the narrative, site footage, animations, 3D diagrams, etc.

The interactive session immediately follows the e-learning session and is delivered by a live instructor through a virtual classroom. The live instructor interacts with the students and takes them through a number of quizzes and tests to reinforce their knowledge.

These two-hour sessions are held twice per week and are repeated over a period of approximately four weeks—depending on the course—until the course content is completely covered.

During the last week of training—typically, the fifth week—students are directed to one of Emerson's local business partners. They are regionally situated throughout North America and are independent, highly integrated sales and service providers. Traveling to their facility is typically a few hours of driving time –not days of air travel. Emerson's local business partners are uniquely qualified and certified by Emerson to facilitate the hands-on, live workshops. These workshops are typically delivered in one to two days. The local workshop completes the Blended Learning course.

## Conclusion

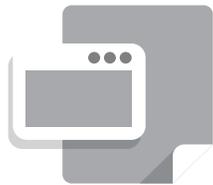
In summary, Emerson’s Blended Learning for Fisher products is designed to provide the following value:

- + Bring training closer to home
- + Use smart technology to make it easier to learn and retain knowledge
- + Make learning part of every working day without disrupting daily routines
- + Lower the overall costs of training

Learn more about Emerson’s Blended Learning for Fisher products:



+ Visit the webpage



+ Watch the video



+ Read the brochure

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 <http://www.YouTube.com/user/FisherControlValve>

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