

maxim
CONSULTING GROUP

**Subject Matter
Experts: The Secret
to Training Success**

October 2017

SUBJECT MATTER EXPERTS

MAXIM CONSULTING GROUP OVERVIEW

Management Consulting	Lean Transformations	Peer Groups	Corporate Finance Advisory
<ul style="list-style-type: none"> Strategic Planning Operational Excellence Technology Integration Training & Development 	<ul style="list-style-type: none"> Supply Chain Management Design Standards Enterprise Scheduling Process Standardization 	<ul style="list-style-type: none"> Electrical Mechanical Fire Protection General Contractor Heavy Civil Utility 	<ul style="list-style-type: none"> Mergers & Acquisitions Advisory Equity & Debt Financing Ownership Transition Management Succession Captive Insurance

AGENDA

- Section I Why Effective Training is Important
- Section II The Needs of the New Generation
- Section III The “Bottom Up” Philosophy
- Section IV Best Practices for Successful Training

EFFECTIVE TRAINING AND DELIVERY

IDENTIFYING THE PITFALLS OF TRAINING

Describe some of the worst training you have ever received. Why was it ineffective?

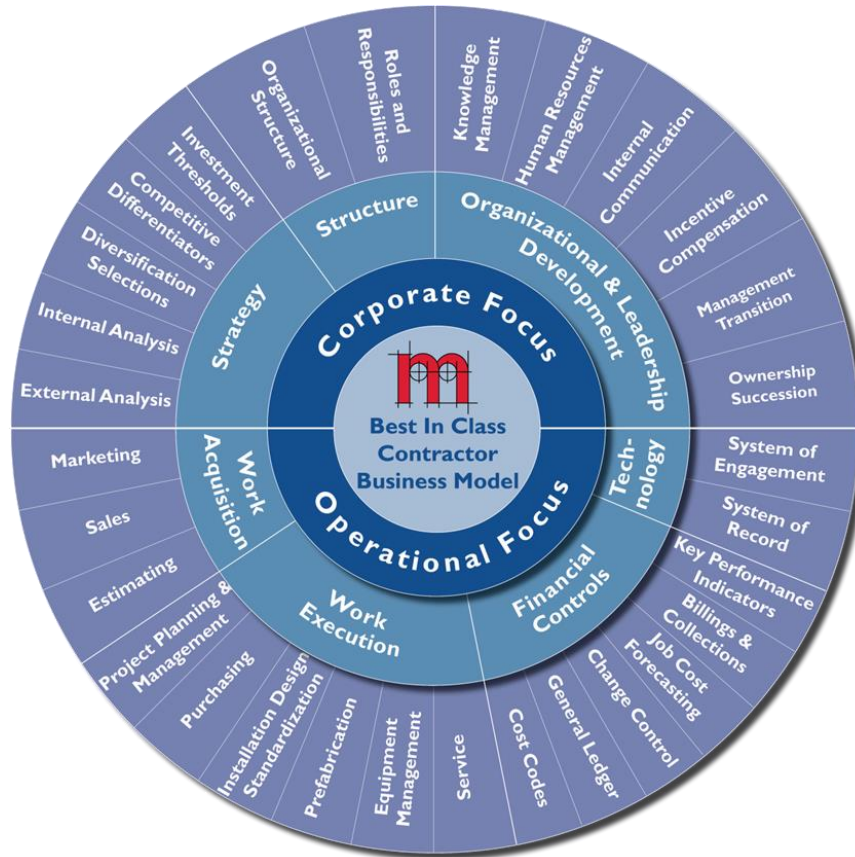
ENSURING SUCCESSFUL LEARNING

Describe some of the best training you have ever received. Why was it so impactful?

CONSTRUCTION OPERATIONS

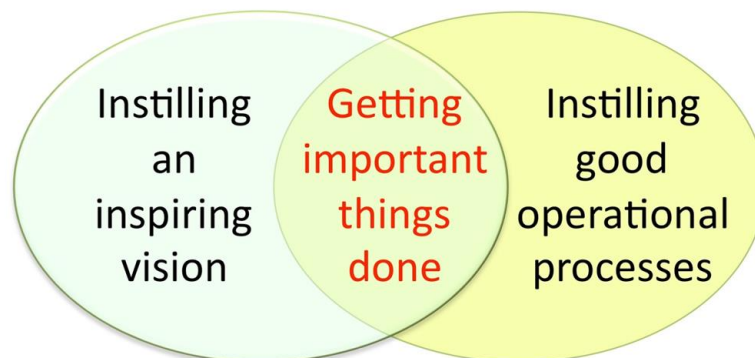


CONSTRUCTIONS OPERATIONS IN DETAIL



EFFECTIVE TRAINING – ROLE OF LEADERSHIP

Leadership & Management



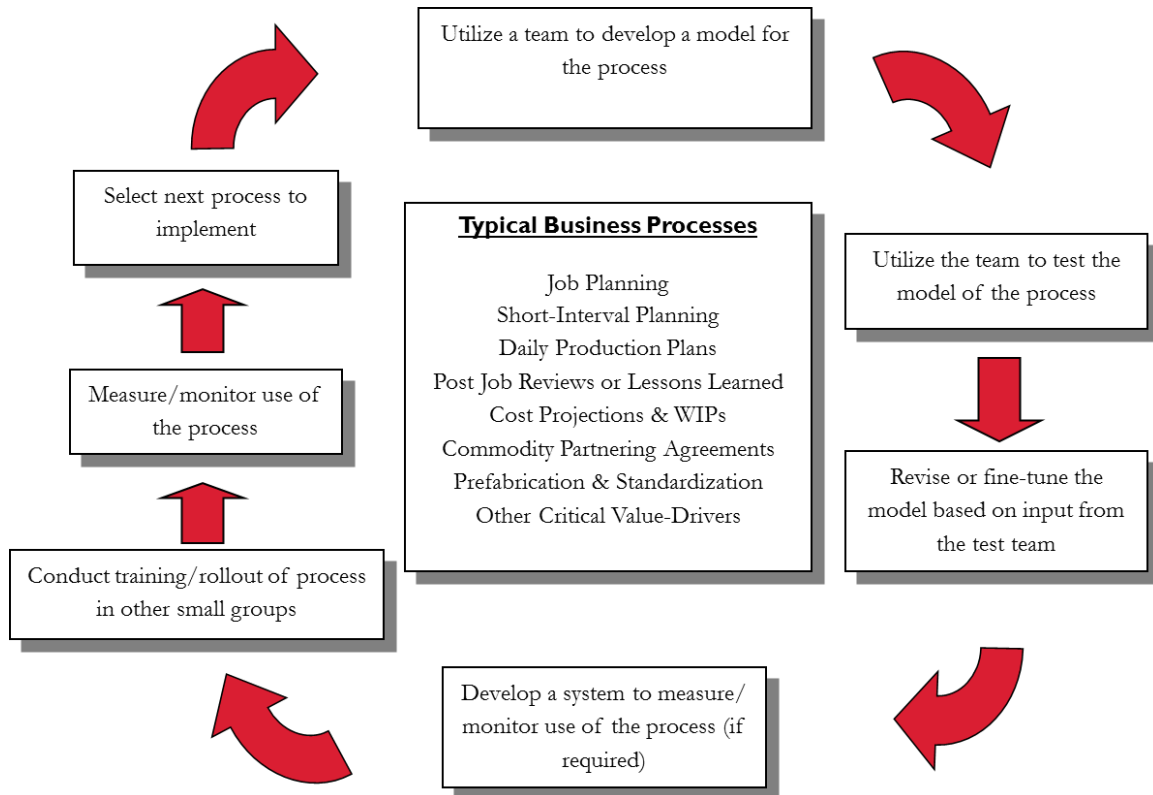
EFFECTIVE TRAINING AND DELIVERY

THE NEEDS OF GENERATION Y

- What does this generation of worker need to succeed?
 - Technology/Data
 - Involvement/Engagement
 - Mentoring
 - Positive Environment

DEVELOPING STANDARDS

CHANGE MANAGEMENT PROCESS



EXAMPLE: RECONSTRUCTION PLANNING

- Who is on the process improvement team?
- Why?

PROCESS TEAM

- Becomes your subject matter experts (SMEs)

TRAIN THE TRAINERS

WHO PROVIDES TRAINING

- For Management and Staff?
- For Project Managers?
- For Field Leaders?

Choose Wisely!

TRANSFERRING KNOWLEDGE

- Mentoring
- Visual
- Video

VIDEO CAPTURE

- GoToMeeting
- Demo Builder
- Formal Videotaping
- Online Education

TESTING FOR KNOWLEDGE

- Demonstrated Ability
- Written or Online Testing

MEASURING EFFECTIVENESS

- Type of Metrics
 - Compliance
 - Variance

*Success tip: Tie Metrics into
Incentive Compensation Program*

HOW TO TRAIN

- Right Instructors
- Small Groups
- Interactive
- Workbooks
- Repository of Training Materials
- Testing for Knowledge

EFFECTIVE TRAINING USING SUBJECT MATTER EXPERTS

PATHWAY TO SUCCESS

- Define Company Standards Utilizing Cross Functional Teams
- Document Training Using Visual Media and Technology
- Train Well, Train Often Utilizing Internal SMEs
- Establish Mentoring or Follow Up Process
- Establish Metrics
- Incentivize Behaviors

SPEAKER BIO

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Professional History

- Maxim Consulting Group
Senior Consultant
(2011-current)
- Turnupseed Electric
Division Manager
(2010-2011)
- A-C Electric Company, Inc.
Division Manager
(1998-2010)
- Gates Electric Company
(1985-1998)

Stephane McShane is a Director at Maxim Consulting Group responsible for the evaluation and implementation processes with our clients. Stephane works with construction related firms of all sizes to evaluate business practices and assist with management challenges. With a large depth of experience working in the construction industry, Stephane is keenly aware of the business and, most specifically, operational challenges that firms face. Her areas of expertise include: Leadership development, executive coaching, organizational assessments, strategic planning, project execution, business development, productivity improvement, and training programs. Mrs. McShane is an internationally recognized speaker, mentor, author, and teacher. Her ability to motivate, inspire, and create confidence among your work groups is extremely rare and very effective.

PROFESSIONAL EXPERIENCE

Stephane possesses the rare combination of talent from being in the field as an apprentice, electrician, foreman, then working her way through each operational chair within a successful electrical construction firm. Her ability and drive defined her to be "best in class" at each position held. This talent is what makes her tremendously effective at operational and organizational assessments today. She has successfully conquered every operational position from being an estimating trainee through executive management. She has built, trained, and led her teams to become the undisputed leaders in their markets. She is able to quickly identify organizational positives and negatives and assess appropriate action steps and throughputs.