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Subject Matter Experts

The Secret to Training Success

Maxim Consulting Group Overview

Management Consulting

- Strategic Planning
- Operational Excellence
- Technology Integration
- Training & Development

Lean Transformations

- Supply Chain Management
- Design Standards
- Enterprise Scheduling
- Process Standardization

Peer Groups

- Electrical
- Mechanical
- Fire Protection
- General Contractor
- Heavy Civil
- Utility

Corporate Finance Advisory

- 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



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EFFECTIVE TRAINING AND DELIVERY

Section I - Answering The “Why”

Identifying the Pitfalls of Training

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

- _____
- _____
- _____
- _____
- _____

Ensuring Successful Learning

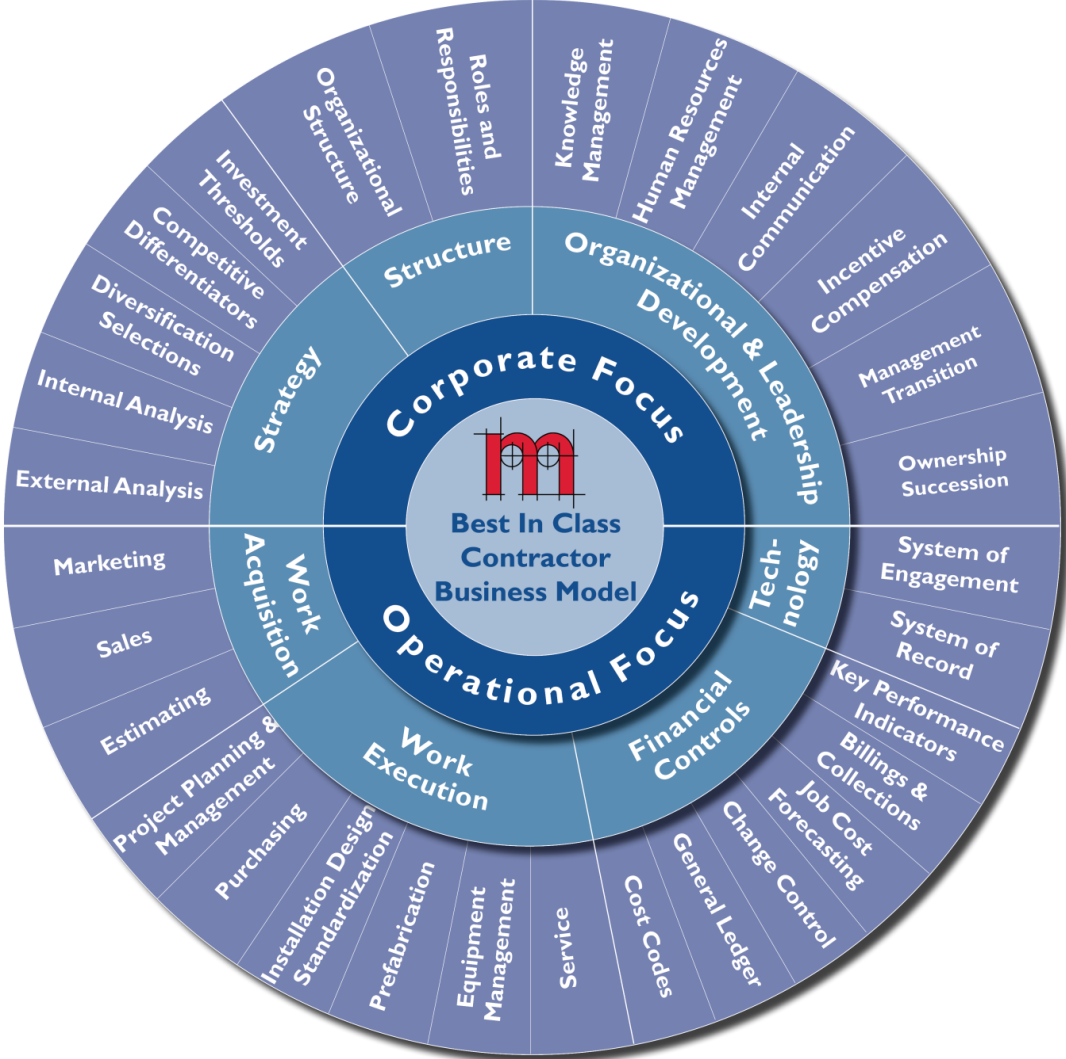
Describe some of the best training you have ever received. Why was it so impactful?

- ---
- ---
- ---
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- ---

Construction Operations

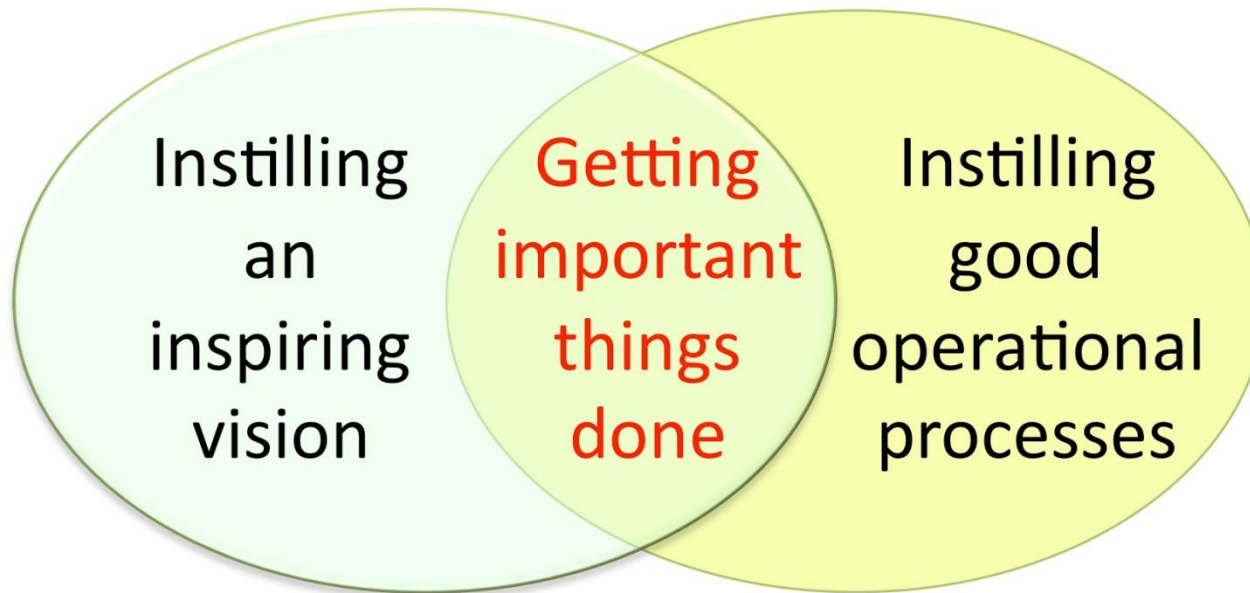


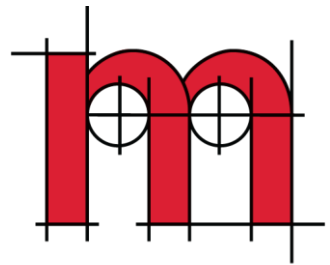
Construction Operations in Detail



Effective Training – Role of Leadership

Leadership & Management





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EFFECTIVE TRAINING AND DELIVERY

**Section 2 – The Needs of a New
Generation**

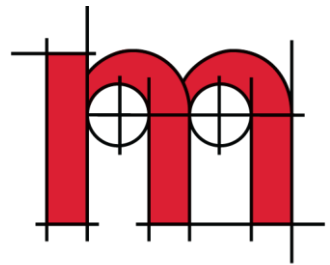
The New Generation



The Needs of Generation Y

What does this generation of worker need to succeed?

- **Technology/Data**
- **Involvement/Engagement**
- **Mentoring**
- **Positive Environment**



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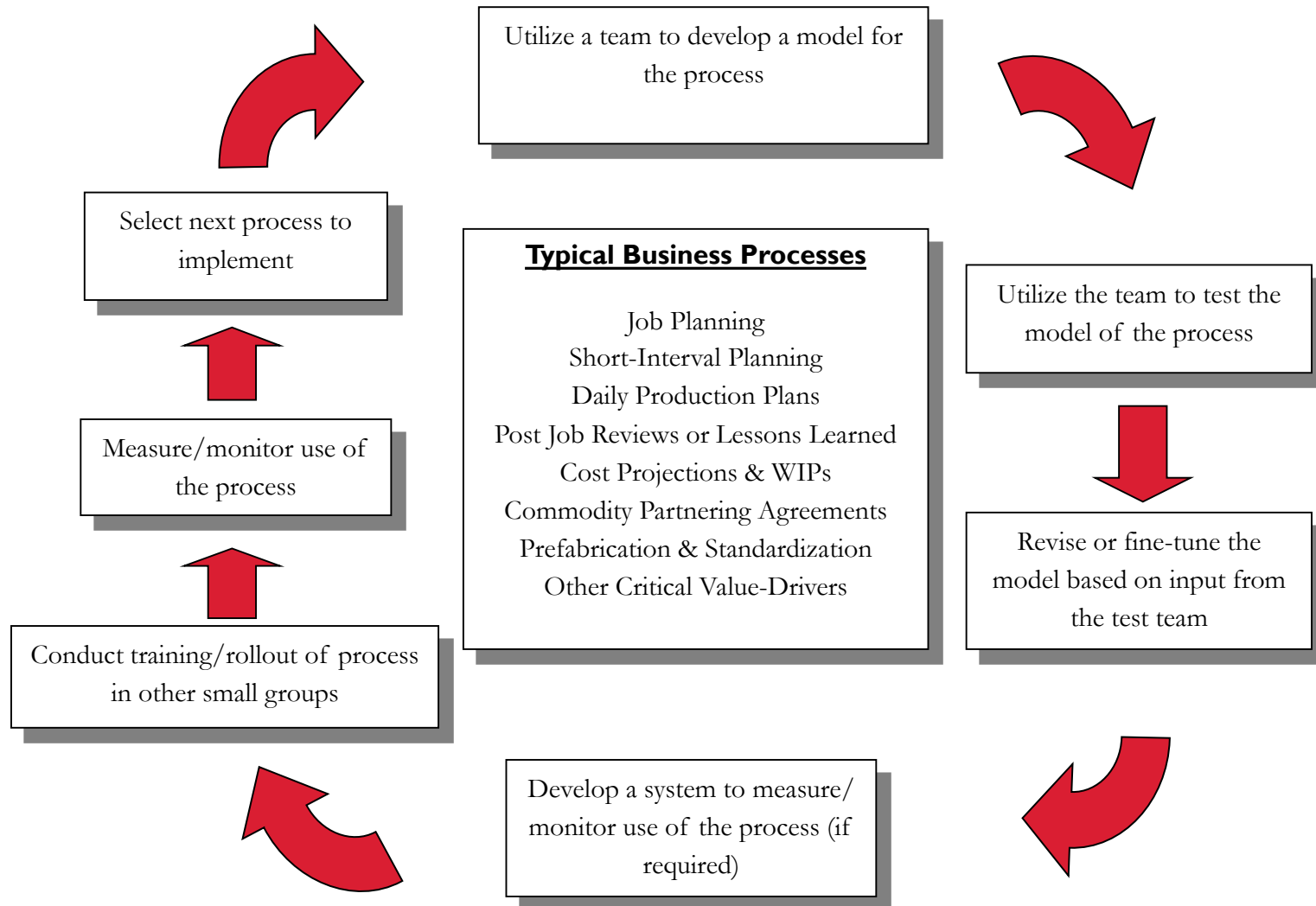
DEVELOPING STANDARDS

Section 3 - The Bottom Up Philosophy

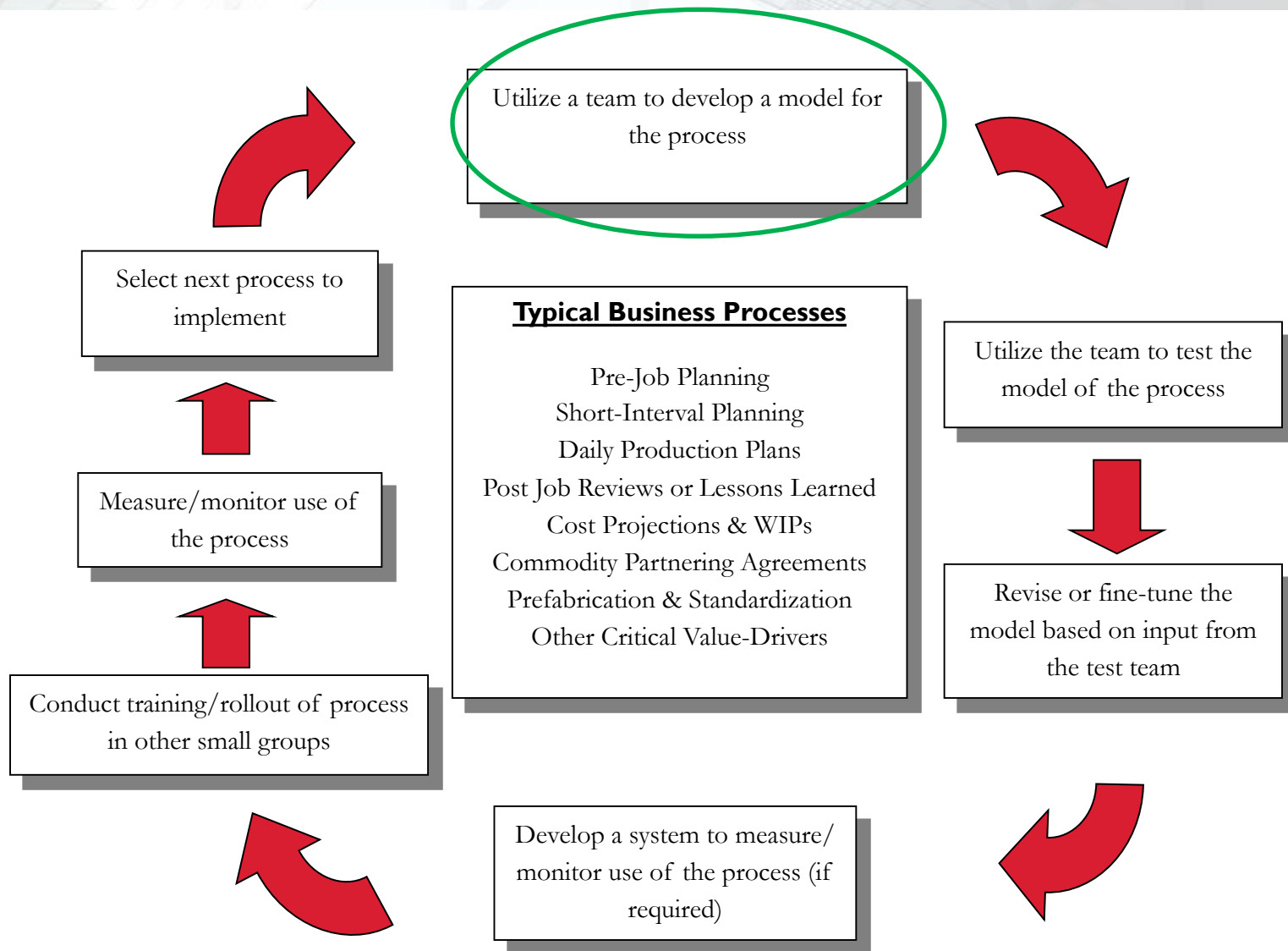
Beware of Top Down Dictatorship



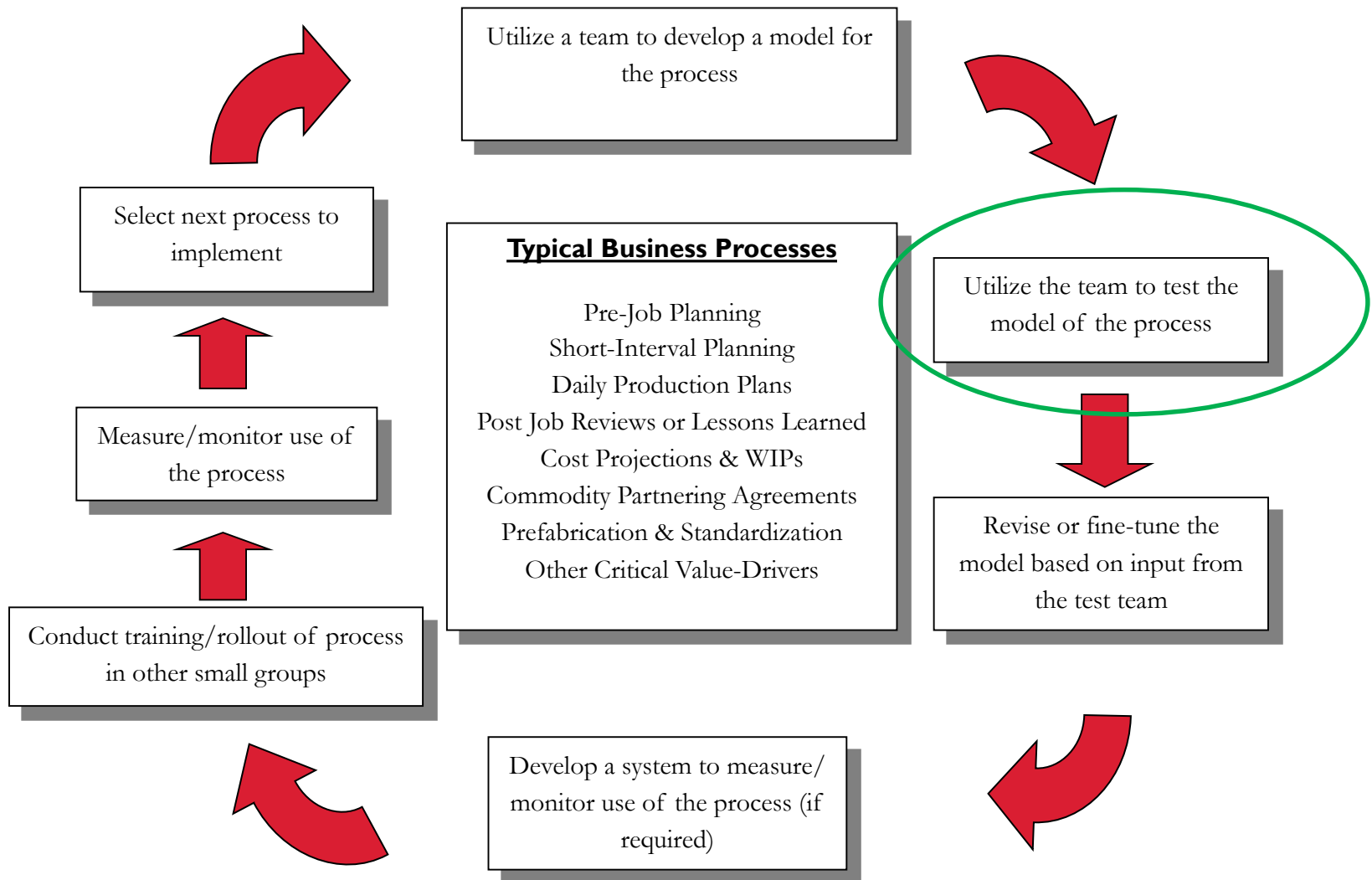
Change Management Process



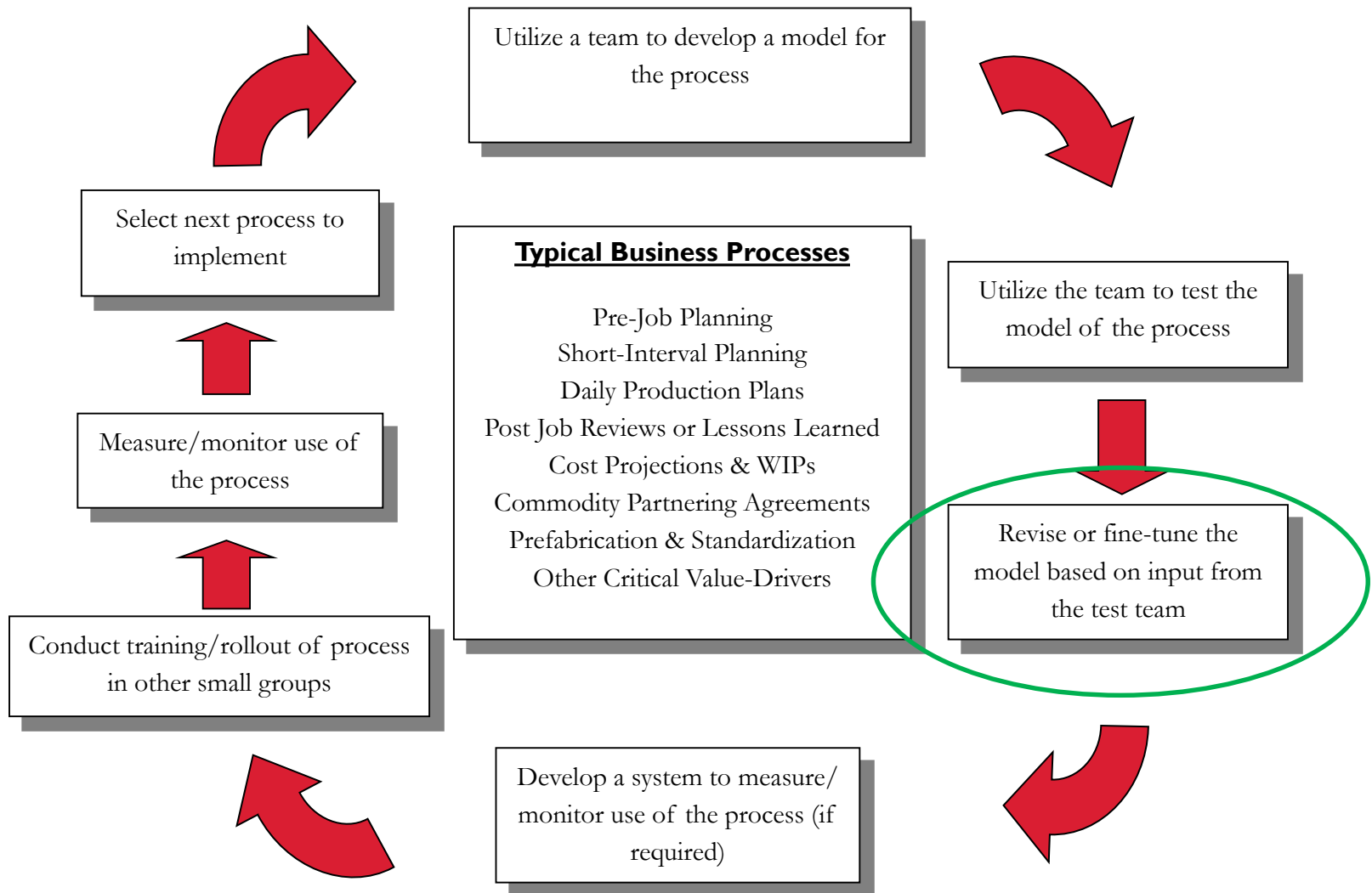
Change Management Process



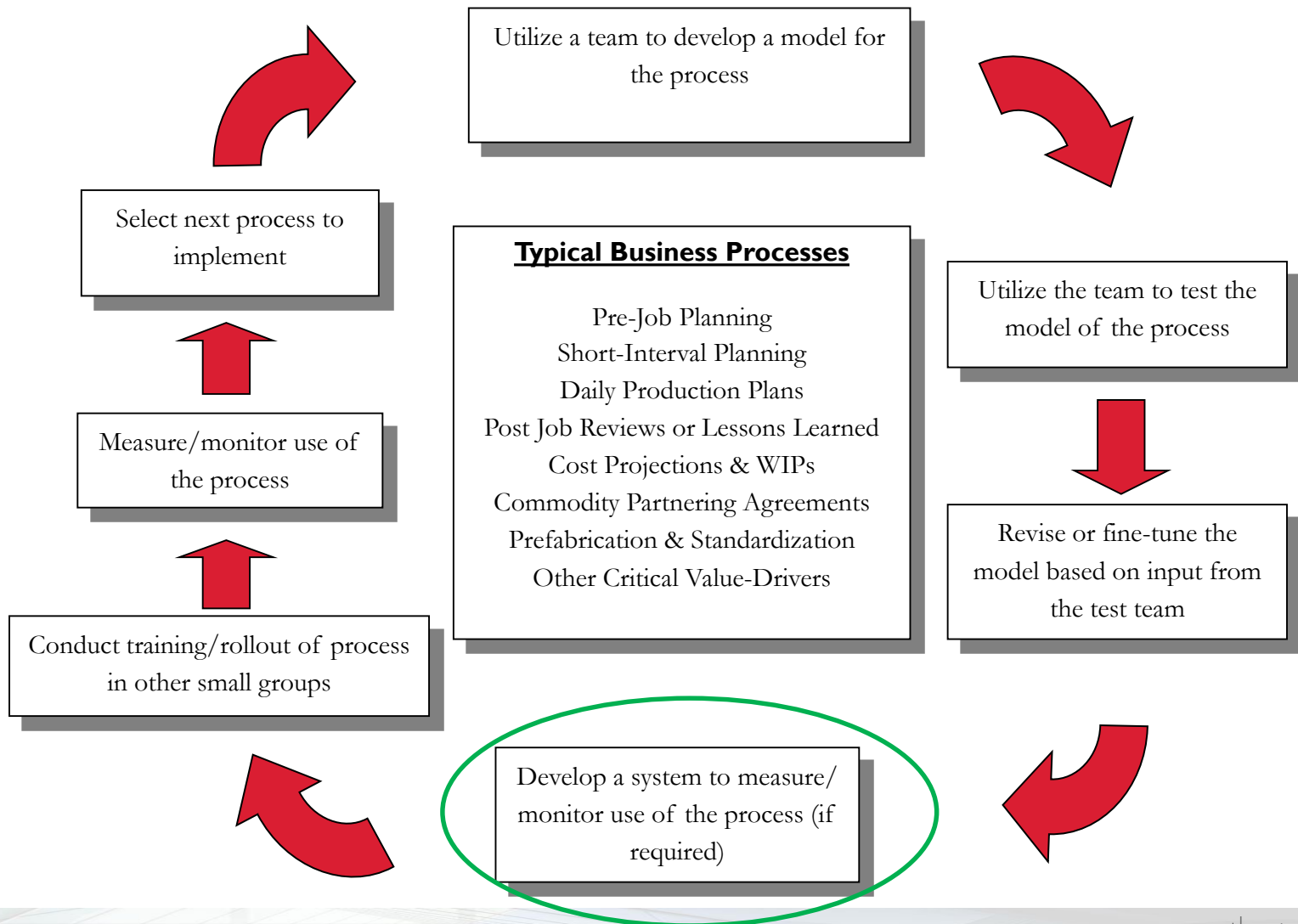
Change Management Process



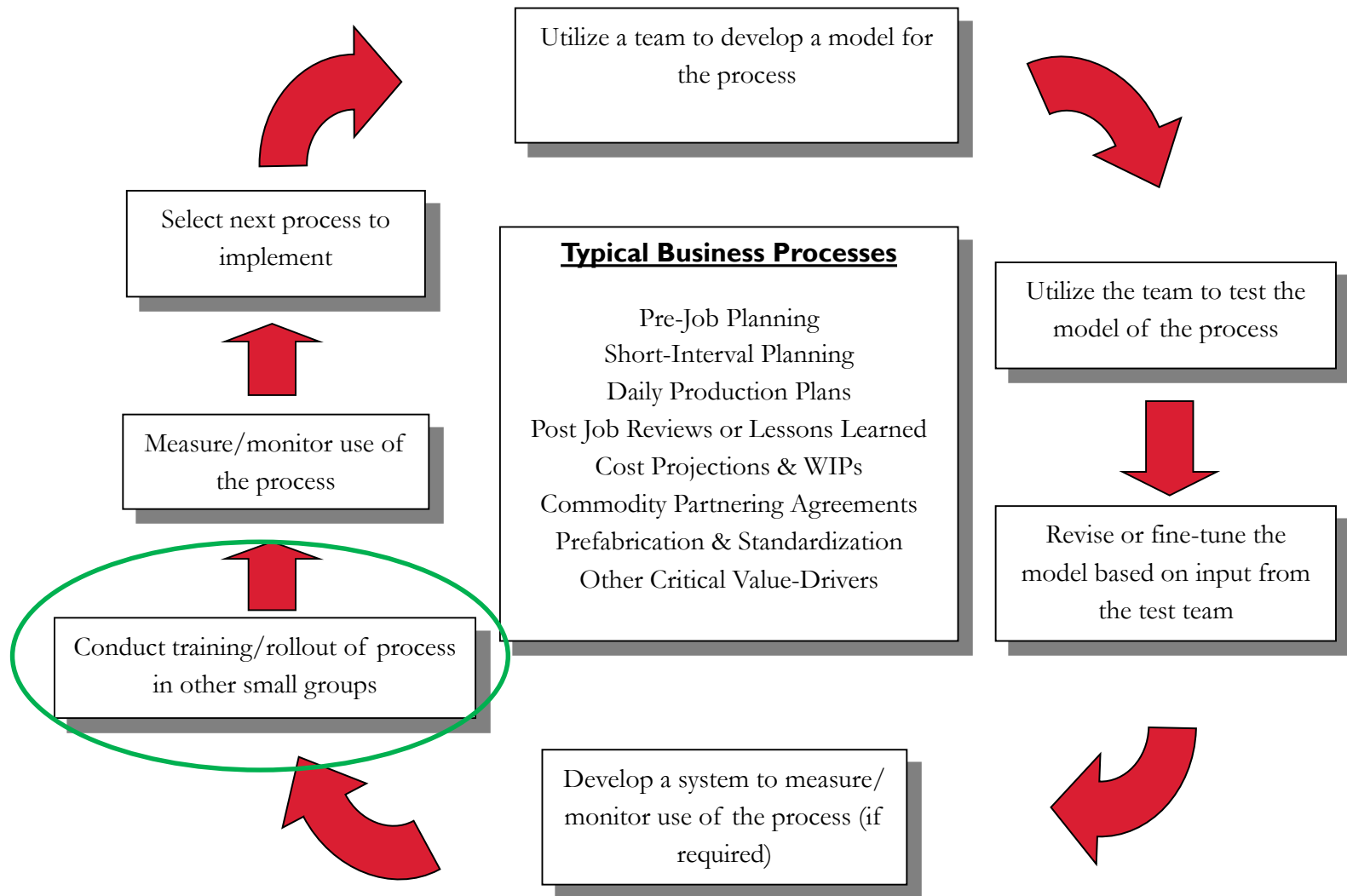
Change Management Process



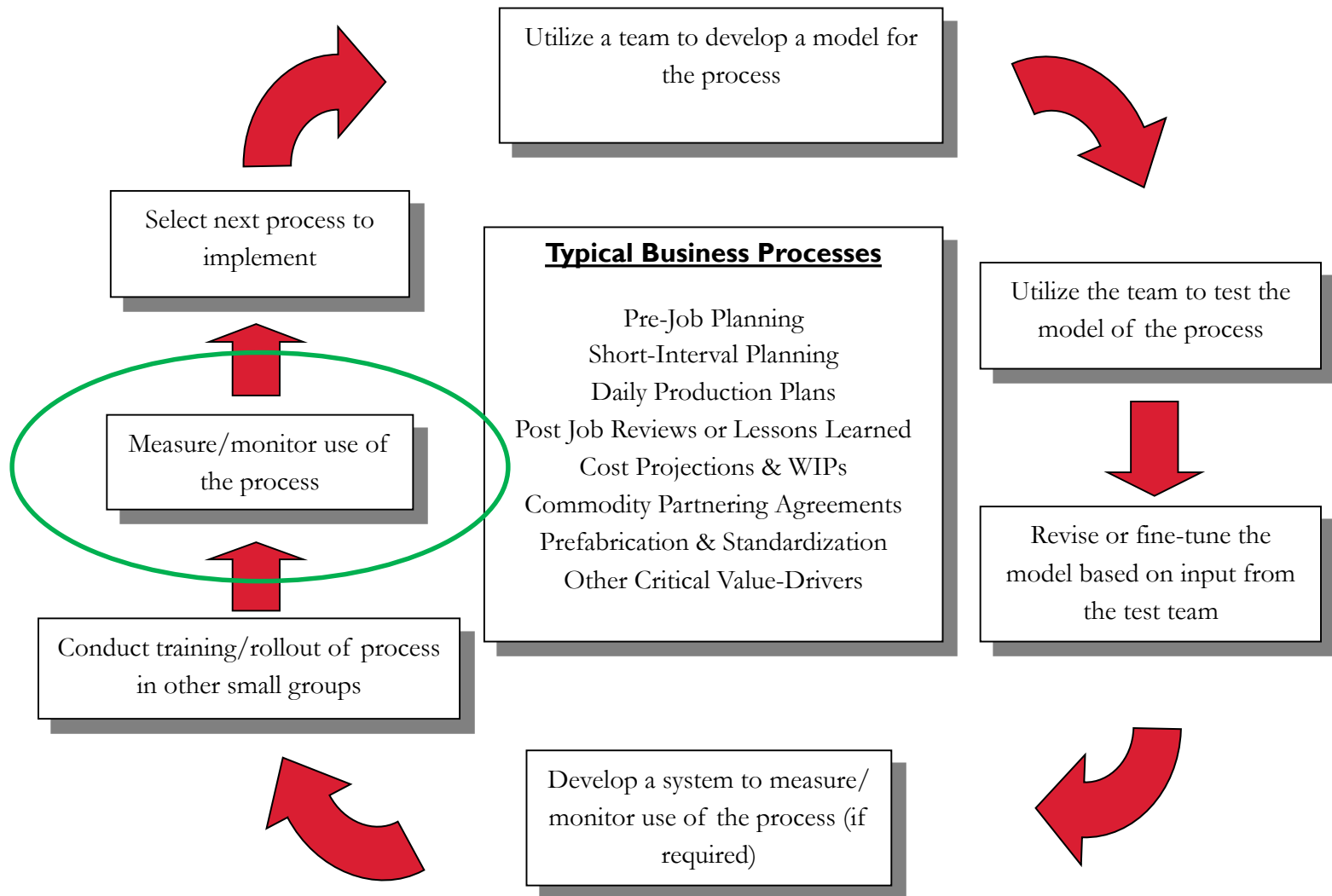
Change Management Process



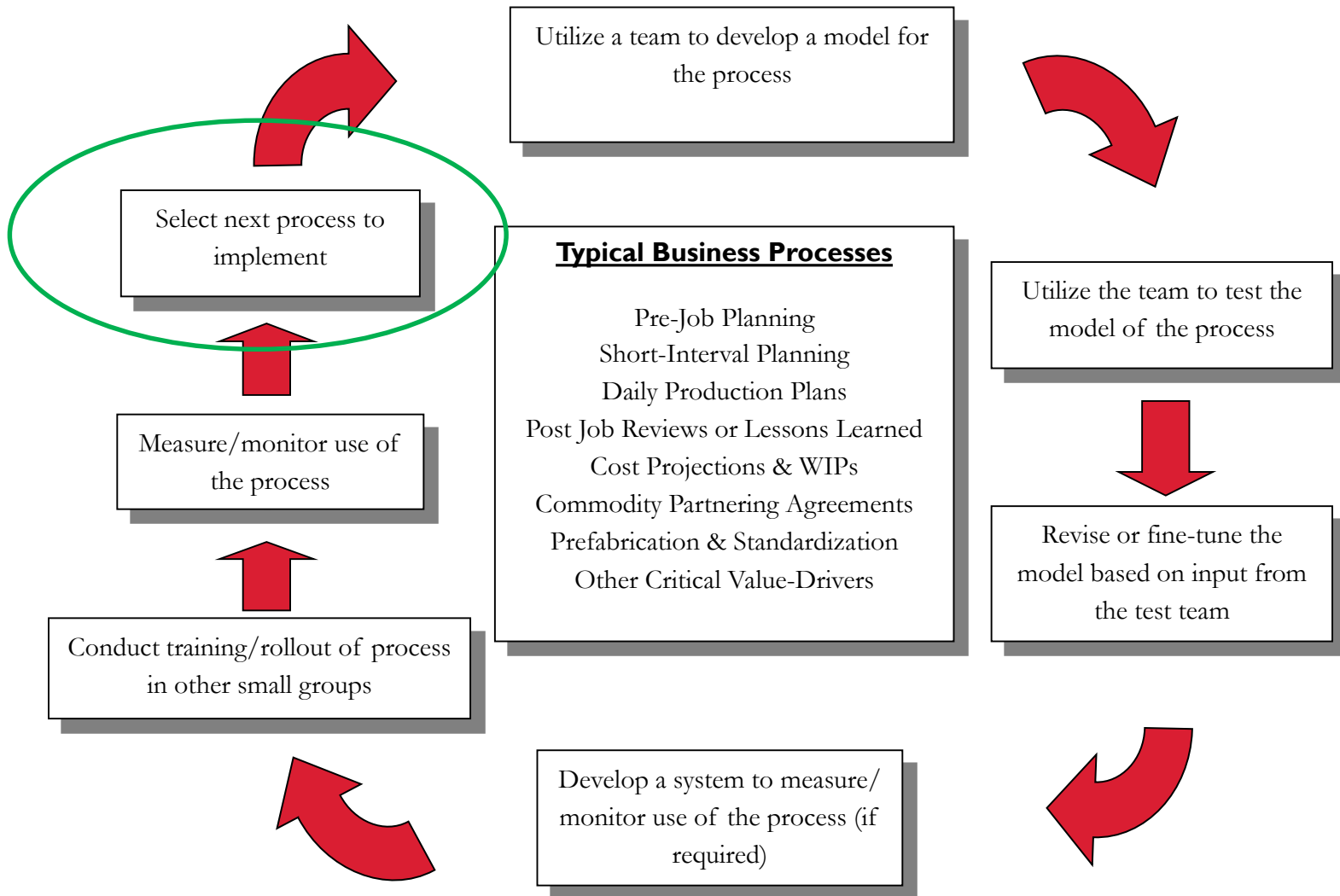
Change Management Process



Change Management Process



Change Management Process



Example: Preconstruction Planning

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



Process Team

- **Becomes your subject matter experts (SMEs)**

TEAM
AWESOME



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TRAIN THE TRAINERS

**Section 4 - Best Practices for
Successful Training**

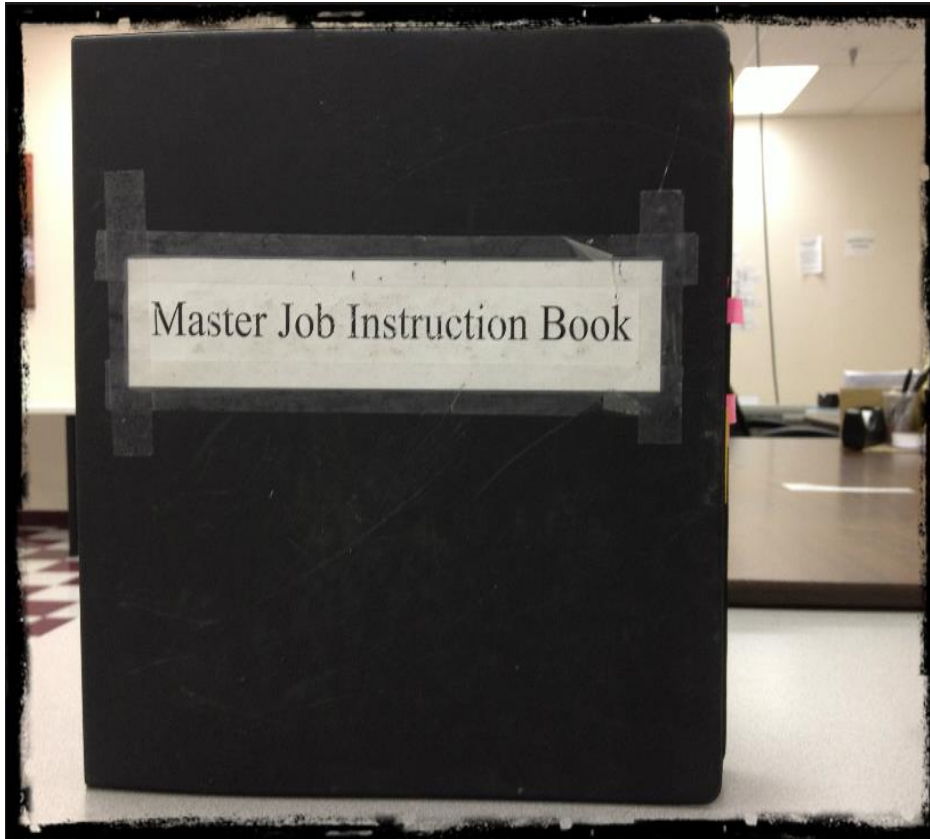
Who Provides Training

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

Choose Wisely!



Defining a New Path Forward



**NOT
THIS!**



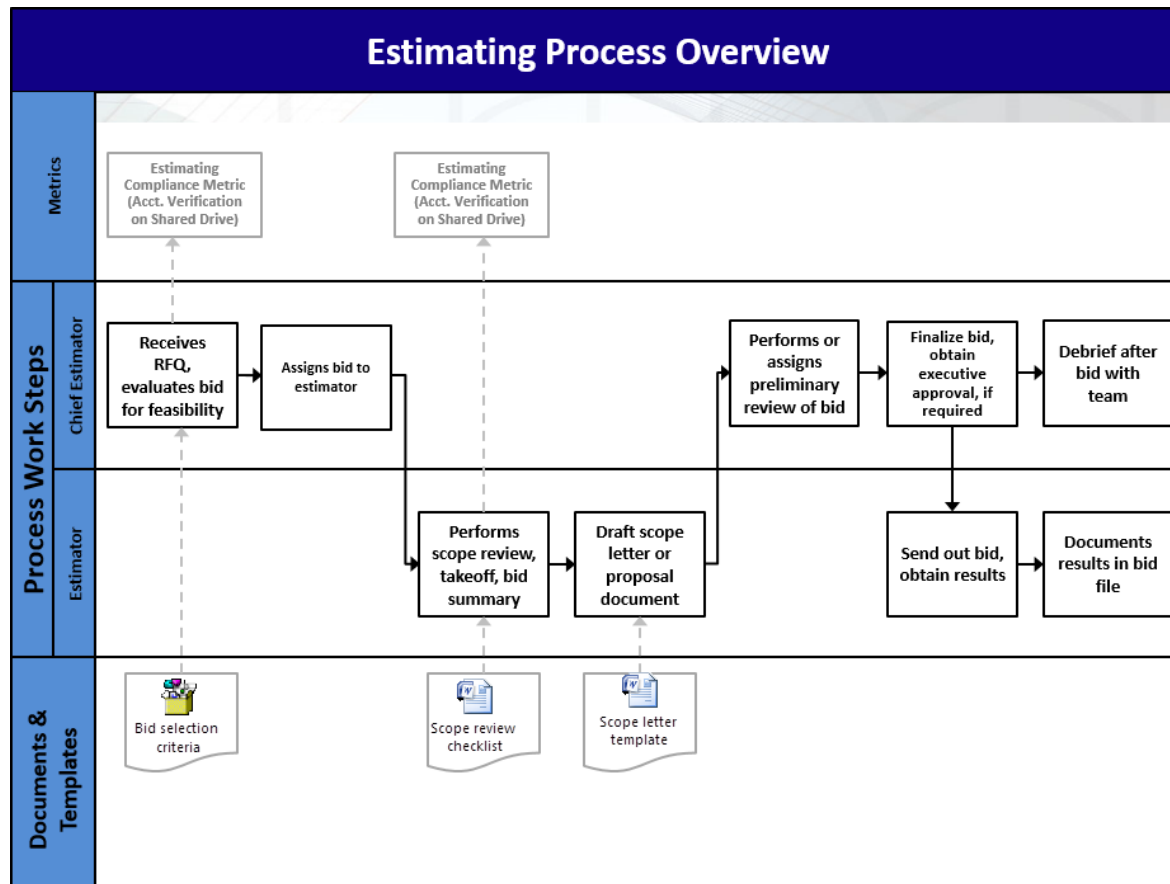
Transferring Knowledge

Mentoring



Transferring Knowledge

Visual



Transferring Knowledge

Video



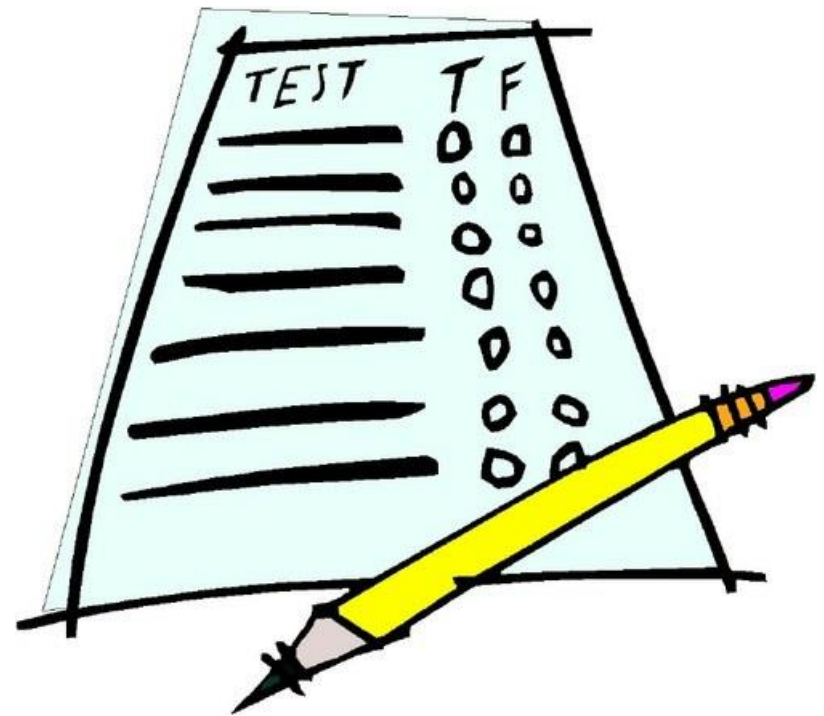
Video Capture

- **GoToMeeting**
- **Demo Builder**
- **Formal Videotaping**
- **Online Education**



Testing for Knowledge

- **Demonstrated Ability**
- **Written or Online Testing**



Measuring Effectiveness

Type of Metrics

- **Compliance**
- **Variance**

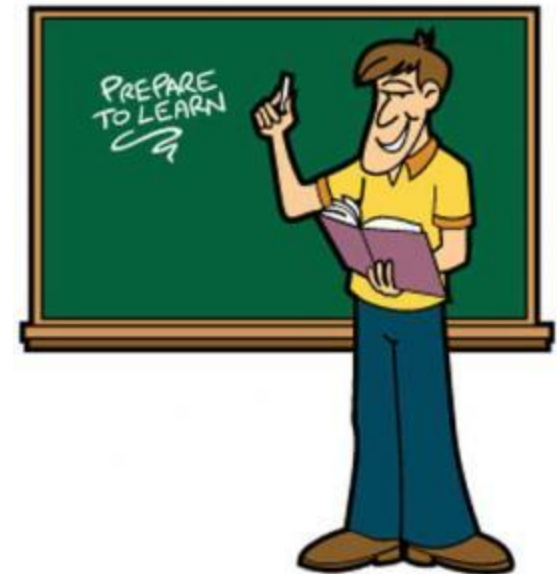


Metrics
Workbook Example

***Success tip: Tie Metrics into
Incentive Compensation Program***

How To Train

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





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EFFECTIVE TRAINING USING SUBJECT MATTER EXPERTS

Summary

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**



Questions





THANK YOU

Stephane McShane

Director

Maxim Consulting Group, LLC

100 Fillmore Street, 5th Floor

Denver, CO 80202

Office: 303.688.0503

Mobile: 559.871.0474

stephane.mcshane@maximconsulting.com

www.maximconsulting.com