

# Technical Training

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# Key Presentation Take-Aways

- We Need to Engage Technicians More in the Learning Process
- Use of SOPs can Accomplish That



# Many Approaches to Technical Training

- Some Effective....
- ....Some Not
- Some Inspire Mechanics to Learn....
- .... Others Put Them Asleep



# Instructors Use Many Techniques

- Lecture is Least Effective
- Works for Teaching History...
  - Easily relate to human events
- Not for Adjusting Valves!
  - “Telling how” doesn’t relate



# Techs Want More Hands-On

- ASE Survey for TRB
  - 95% want more hands-on learning
  - Powerful message!
- I'm of the Belief:
  - Teach me I forget
  - Show me I remember
  - Involve me I understand



# SOP's & Training

- SOPs – Standard Operating Procedures
- Aka Maintenance Practices, RPs
- Step-by-step Instructions for Performing Routine Jobs (tune-ups, brake reline, etc.)
- Typically Written, but can Incorporate...
  - Photos, graphics, videos, etc.



# SOPs Represent Best Thinking of Agency

- Mechanics, Managers, Instructors all Define Best Practices for Each Job
- Apply to Repairs, Inspections, Overhauls, even Troubleshooting
- All jobs Done in Consistent Manner
- All in Compliance with OEM RPs, Legal & Local Conditions



# "I Did It My Way"

- Without Defined Procedures ....
- Each Mechanic Does it His/Her Way
- May not be the Right Way
- i.e., Engine Won't Start
  - Some replace starter
  - Some the battery
  - Maybe it's just a Dirty Battery Terminal





# SOPs Take Time to Develop

- Start with one and build from there
- Once done, convenient shop-floor reference
- Update them over time
- TCRP Project to Develop and Share SOPs
  - Template to create your own
  - TCRP Report 109



# SOP's Have Dual Use

- SOP instructions for carrying out jobs...
- Can also used for teaching
- i.e., SOP for R&R Alternator
  - Classroom (teach me)
  - Hands-On (show me, involve me)
- Training consistent with shop-floor practices



# Another SOP Benefit

- Lend Themselves to Mentoring
- Vast Untapped Resource Leaving in Doves
- SOPs = the structure for mentoring
- Guides Mentors thru teaching process
- Task checklists assure steps not missed



# In Closing.....

- Far Too Much Classroom Lecture
- SOPs One Way to Involve Learners
- Provide Job Consistency & Reference
- Framework for Mentor Training

