

# Learning@work - The PestBusters Way

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Learning is an everyday thing. When anyone joins PestBusters they have something lined up for them in terms of learning at work. There are three main frameworks that this can take shape: structured learning, unstructured learning, and individual learning.

All organisations have structured learning because they have lessons in place and things that they think are necessary to impart on. In our organisation this is very theory based and monotonous. It involves the company induction training about the vision, mission and other organisational information. This happens in the classroom, where we also learn about cockroaches and other pests. It also involves a test that requires getting a grade of at least 85% in order for an employee to be 'confirmed'.

After this, we use a buddy system where you learn from others, such as your coach, mentor, trainer and they learn from you. When an employee has the knowledge about how to deal with clients they will go solo. When an employee is solo (on their own), they need to be very disciplined in order to complete their tasks.

Unstructured learning is very interesting and different to classroom learning. It helps us respond to the unpredictable aspects of our work, where we are forced to learn something new. For example, recently someone was killed after being stung by bees, so PestBusters really need to know about the different species of bees, whether to exterminate from this direction or that exactly, taking note of the wind. Whether or not to switch the lights off, and all of the other nuanced aspects of dealing with pests. Other examples include learning how to catch birds, alligators, monitor lizards, dogs and to handle a lot of other unusual requests. By working and learning together, people also gain intangible skills like leadership, communication and dealing with stress.

Success is very subjective, and learning at work is one of the most powerful tools. My employees are mostly concerned with promotion, but this also means pursuing a lifelong journey of learning. Learning is by every minute, every second.