Future of Work • Future of Learning
3 - 4 November 2016

Adult Learning Symposium

Implementing Meaningful Workplace Learning Interventions

Jessline Yap and Lina Tan

Organised by: SKILLSFuture SG IAL institute for adult learning singapore

Overview

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Background

Organisation
Workplace Issues

Meaningful Workplace Learning Interventions

Criteria
Implementation
Challenges
Key Success Factors

Background

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Family-owned SME

(Stainless Steel Components Supplier, Precision Engineering)

Business Operations

Founder's 2 Sons

>40 Staff: Manufacturing Ops
(Singaporeans, PRCs, Indians)

Sales, Finance, Biz Dev

Other Family Members

<40 Staff: Support
(Young Polytechnic Grads, Interns)

Clients: Oil and Gas

Background

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Workplace Issues

Manufacturing Ops

Raw material rework and scrap rate: 2% above average

+

Support

Ineffective Communication between teams

↑ **Business Costs**

Contributing Factors – Manufacturing Ops

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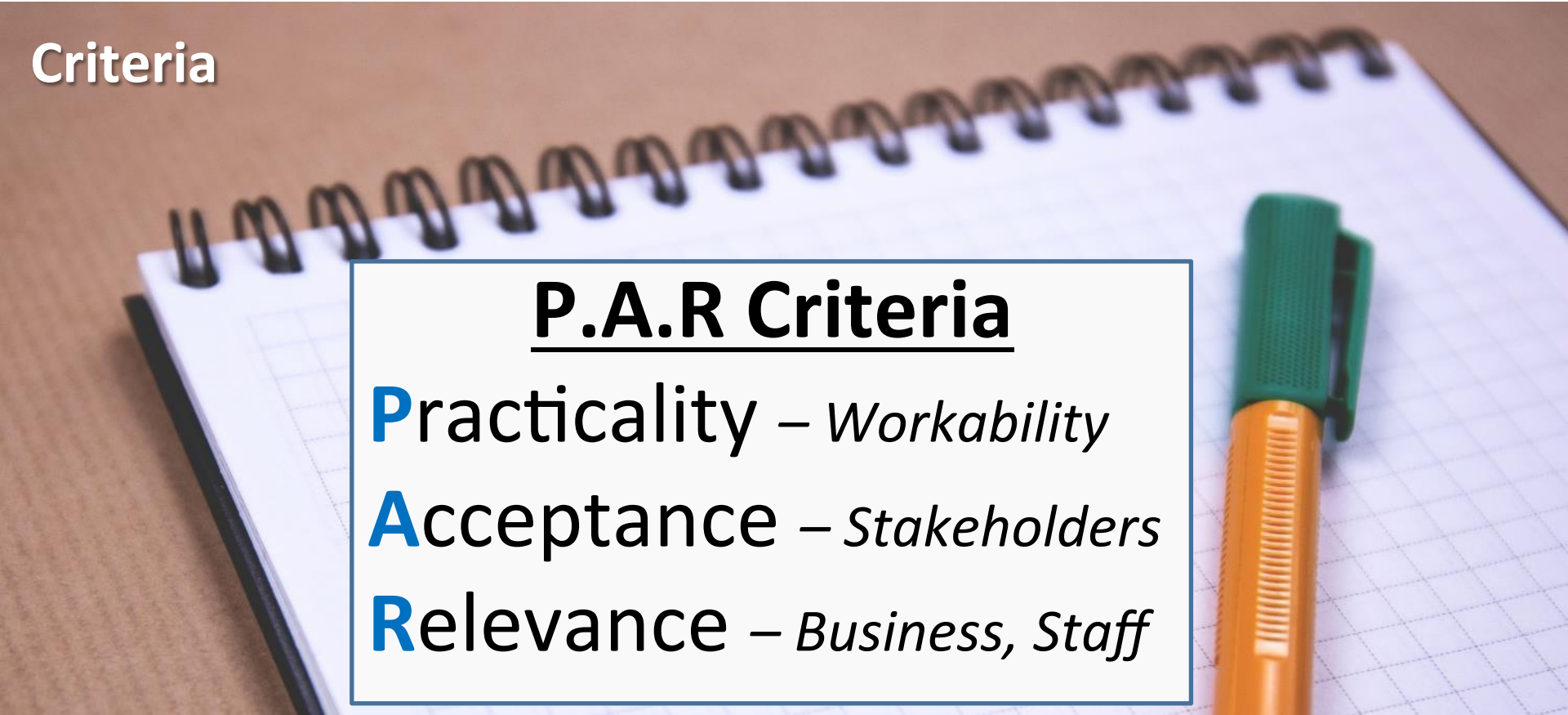
Criteria



P.A.R Criteria

Practicality – *Workability*

Acceptance – *Stakeholders*

Relevance – *Business, Staff*

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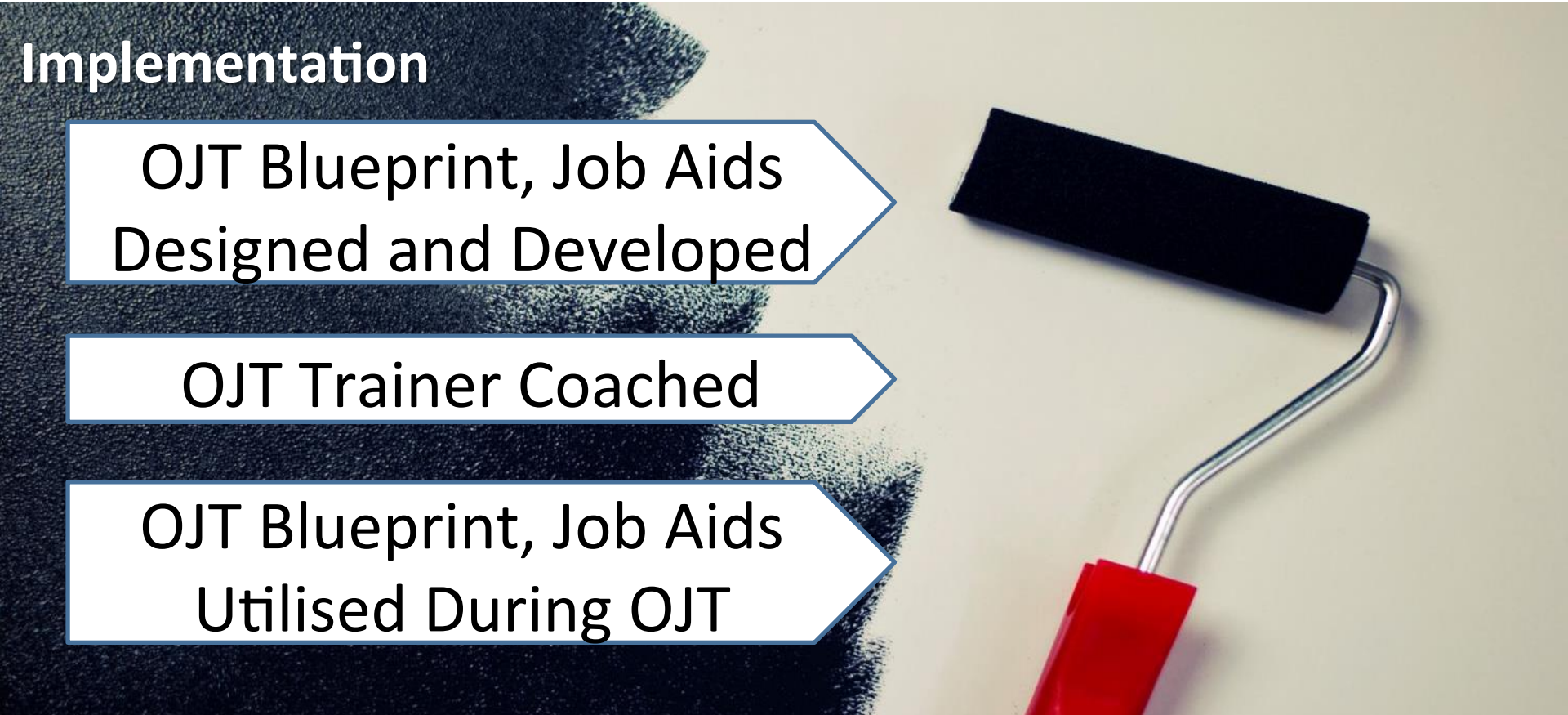
Implementation



- OJT Blueprint, Job Aids Designed and Developed
- OJT Trainer Coached
- OJT Blueprint, Job Aids Utilised During OJT

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Implementation - OJT Blueprint, Job Aids Designed and Developed

Job Record Number: _____

Material code: _____

Hardness value: _____

Heat treatment ☐

Welded ☐

Job Aid: Computation Form

3.2 Set tool offset value (X value)

Steps	Key Points (UK, Important Points to note, Safety)	Resources Needed to perform Task Steps	Task Standards	Training Guidelines (OJT Trainer)
☐ Press x under 'handle axis' on the controller ☐ Position the tool head close to the curved surface area of the raw workpiece (Turn the 'handle' knob) ☐ Press 'OFS SET' button on the control panel ☐ Press soft Button 'Work' below the screen ☐ Move the cursor up and down by pressing '▲▼' buttons on the control panel to the first of x value	Adjust the tool head slowly when it is reaching the curved surface area	1. LG - Tool offset instructions (appendix 15) 2. Picture 2j: Controller 3. Picture 3c: Buttons to press for Z and X value offset on controller 4. Picture 3d: Buttons to press for Z and X value offset on control panel 5. Picture 3e: Work Soft Button	☐ Spindle does not cut into the raw workpiece material	Show and tell learners: ☐ Which buttons to press for each step

OJT Blueprint

G Code Values

	Q	T	D	R

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Implementation - OJT Trainer Coached

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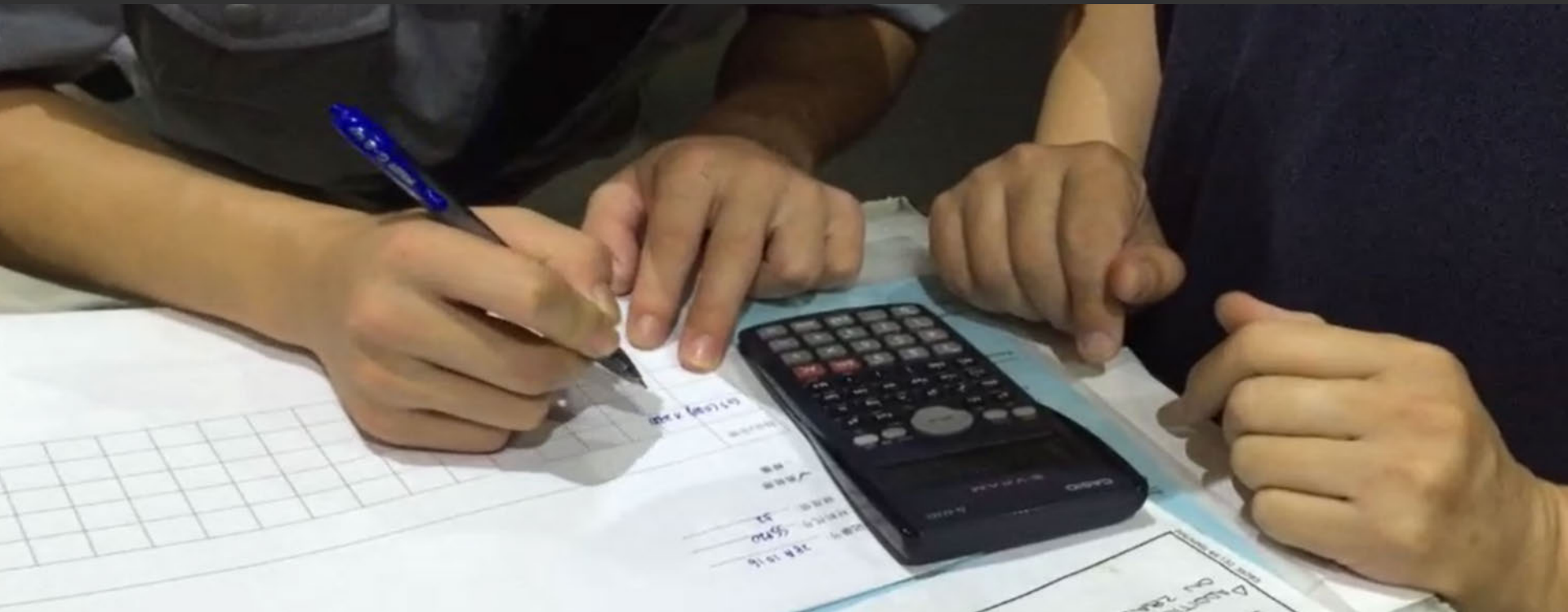
Implementation - Developed OJT Blueprint, Job Aids Utilised in OJT



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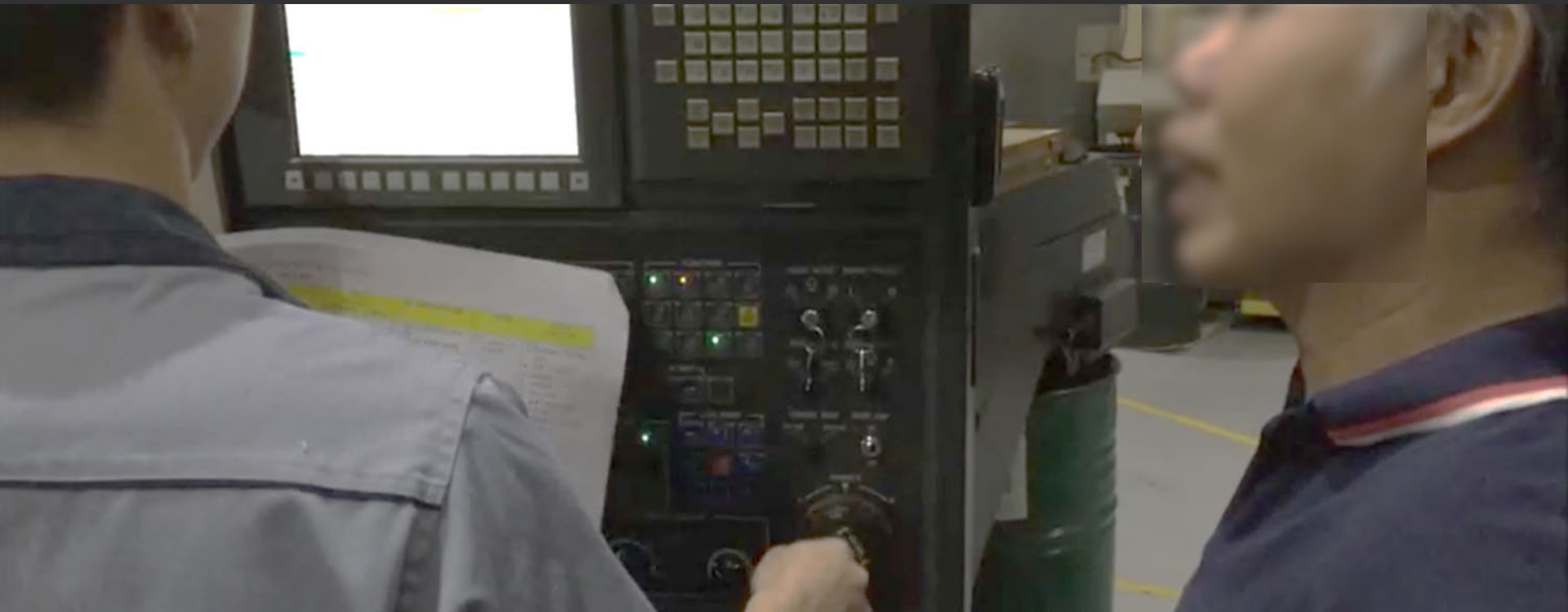
Implementation - Developed OJT Blueprint, Job Aids Utilised in OJT



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Contributing Factors – Support Function

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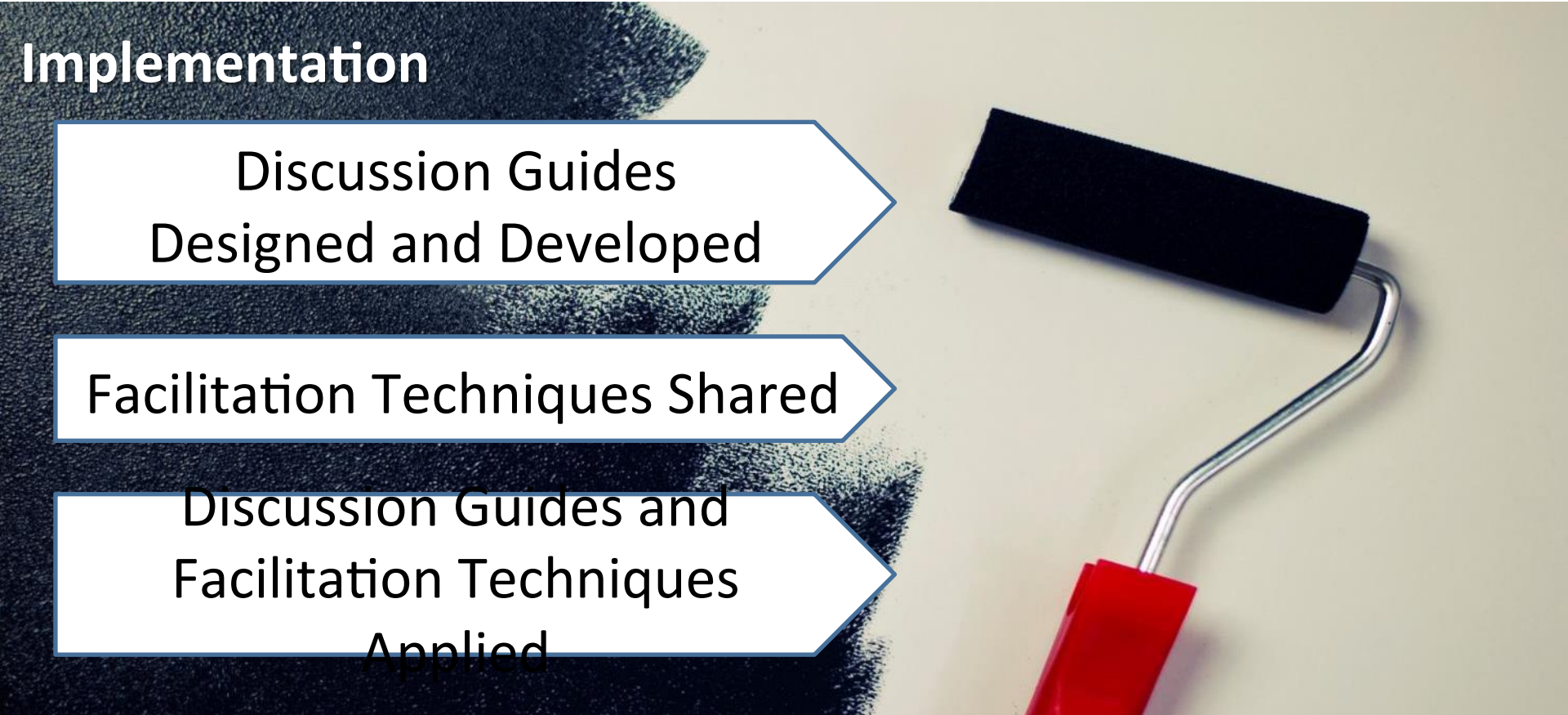
Implementation

- Discussion Guides Designed and Developed
- Facilitation Techniques Shared
- Discussion Guides and Facilitation Techniques Applied



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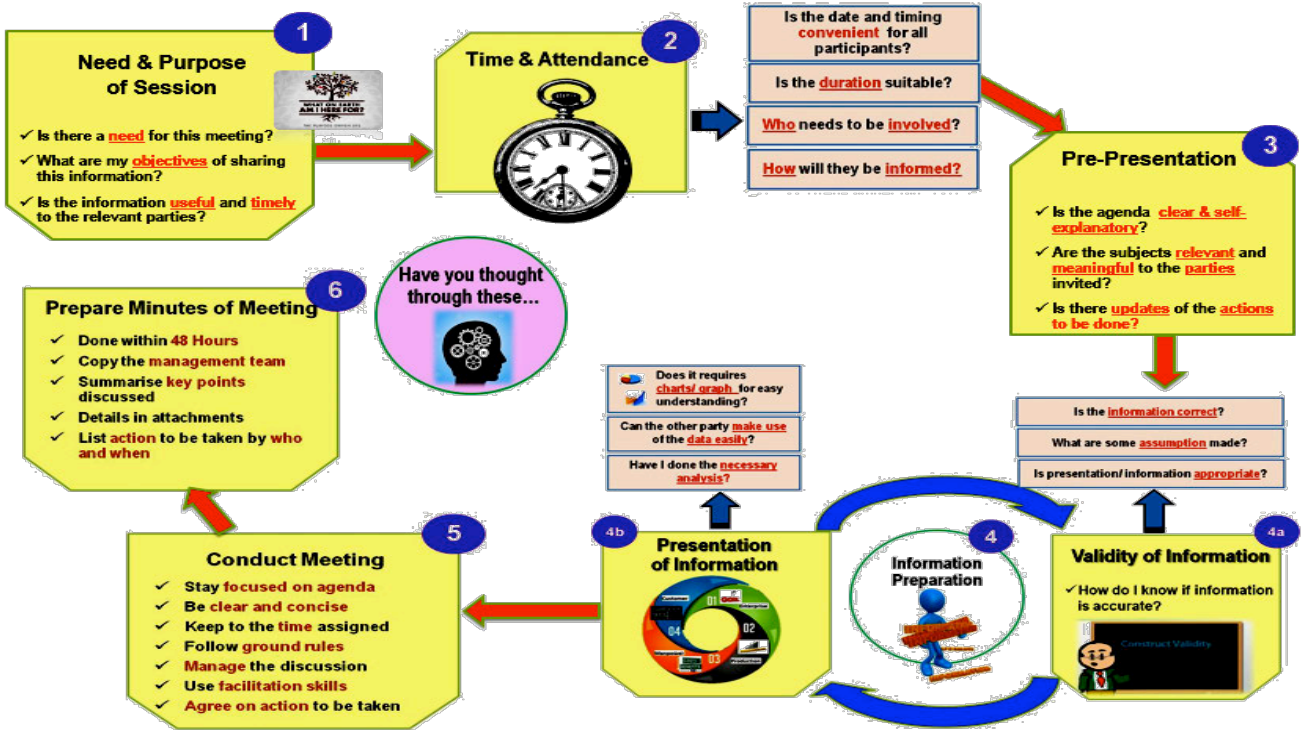
Implementation - Discussion Guides Designed and Developed

Thinking Process – Information Owner



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Implementation - Discussion Guides Designed and Developed

STAY ON POINT

EVERYONE CONTRIBUTES

START / END ON TIME

ASK QUESTION TO CLARIFY

BE OBJECTIVE, NOT SUBJECTIVE

NO DISRUPTIVE ACTION

RESPECT THE SPEAKER

BE BRIEF & CONCISE

BE PUNCTUAL

DISRUPTIVE ACTIONS

INTERRUPTING,
MONOPOLIZING,
PRIVATE CHATTING,
SIDE TRACKING,
ASKING IRRELEVANT QUESTIONS

ACTIONS TO BE TAKEN: KNOCK THRICE

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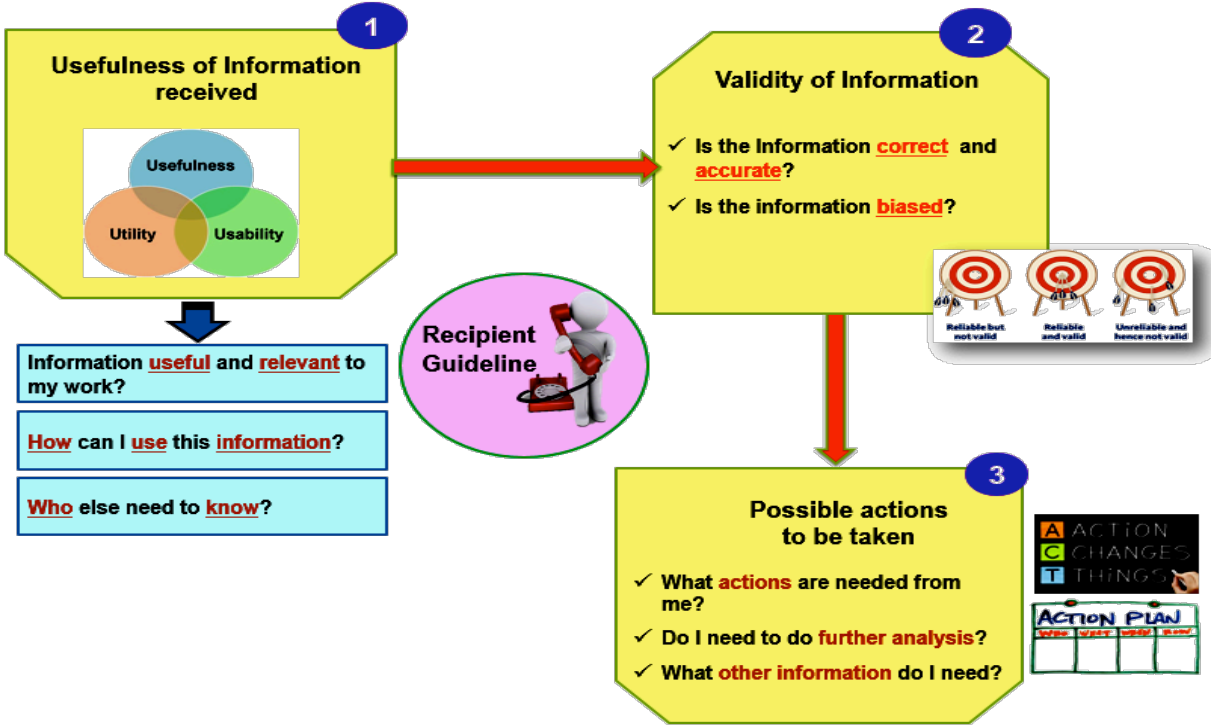
Implementation - Discussion Guides Designed and Developed

Recipient Guide



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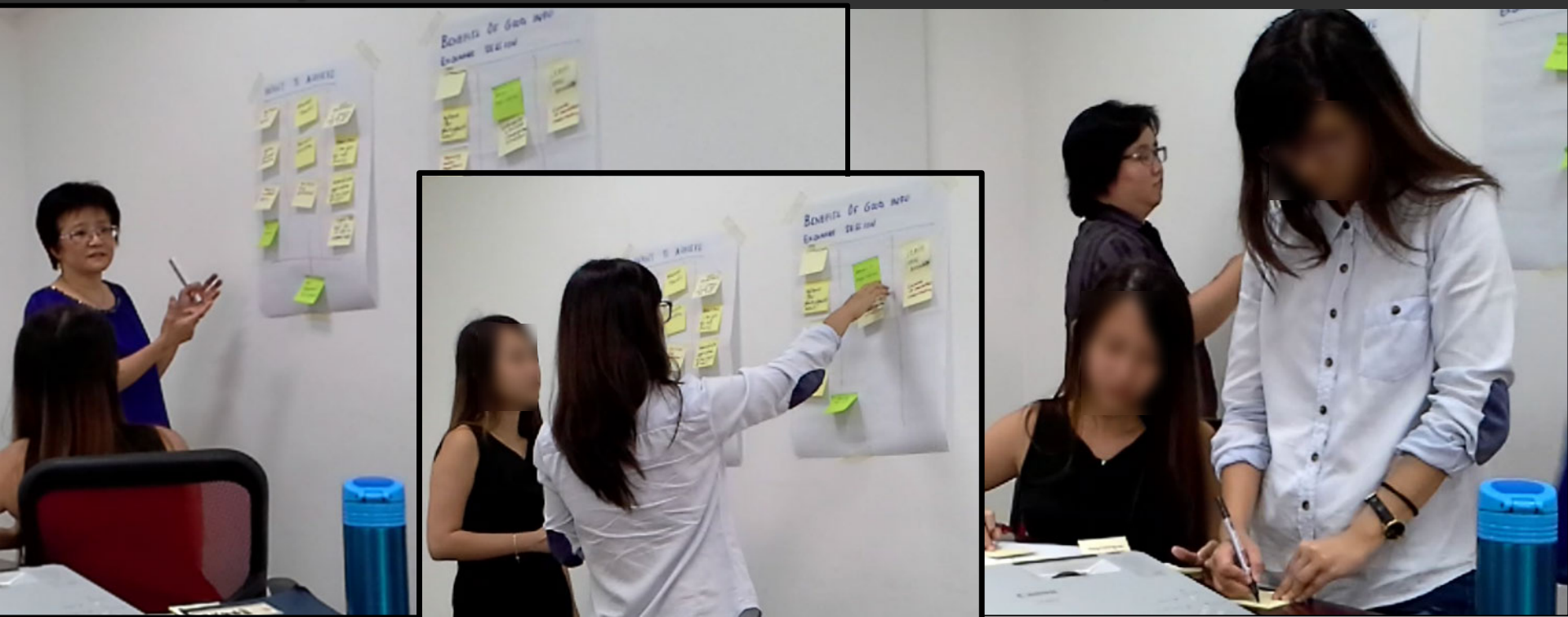
Implementation - Facilitation Techniques Shared



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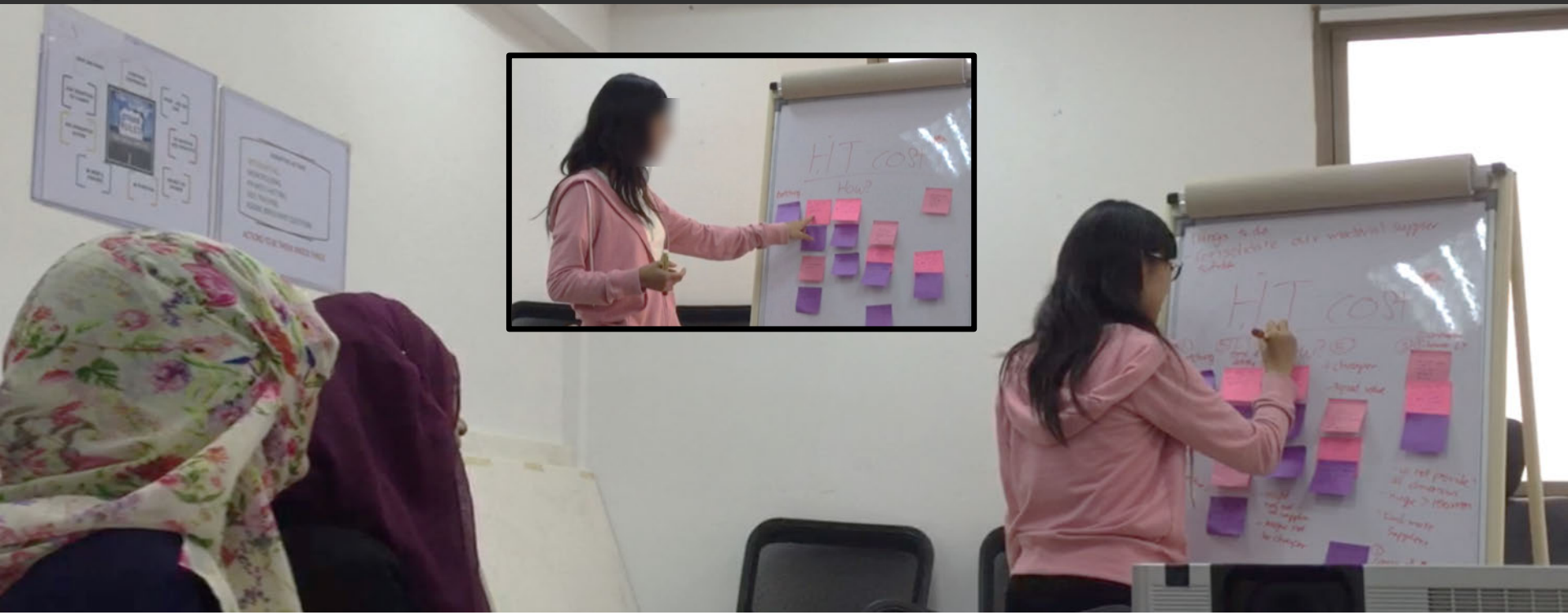
Implementation - Discussion Guide, Facilitation Techniques Applied



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Challenges

- Protected Time
- Mindset of Management
- Delays
- High turnover; Generally Young and Inexperienced Staff

Meaningful Workplace Learning Interventions

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10 Key Success Factors

Interventions: variety of forms and scale

Capable project champion

Personal bias

Good starting point

Be meticulous in findings

Frequent validation

Be adaptable and open

Leverage on new technologies

Clear project timeline, follow up

Have fun!

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