

How to Implement an STS Into Your Employee Training Program



Inefficient training costs you time, money, and resources. It might even cost lives. That's why it's vital to properly train your employees.

Whether you have nurses, construction workers, or machinists, you need to train your people. In many cases, you need to train newly hired employees who have no previous experience in your line of work. Or, you might be required to train your people because of certain laws, like OSHA. Or, maybe you're having productivity issues and want to do something about it.

Regardless of why you're reading this ebook, you came here with an interest in better training outcomes. And now there's a new tool that will make it easier for you to achieve your goals: it's called a Skills Training System, or STS.



What Is a Skills Training System?



An STS is a mobile training app your trainers use to deliver on-the-job training and to track the progress of their trainees. An STS is extremely useful when you need to teach hands-on skills. This system brings training closer to where the work is actually performed.

For the past 120 years, companies have used classroom instruction for both new and existing employees. During the past 30 years, most companies have relied more and more on Learning Management Systems (LMS) to deliver content to their people. Along the way, on-the-job training has never gone away. The traditional, “work with Bernie, he’ll show you the ropes” has been alive and well.

Now, there is a new and modern way to train skills to employees. An STS is a tool that your TRAINERS use. It’s not the same as a Learning Management System (LMS). LMS are used to teach knowledge. They’re flexible and efficient, and provide self-directed courses 24/7. They deliver content to individual trainees over a computer, laptop, tablet or smart phone. They usually gather data about the trainee such as the time spent on a course or even the results from a quiz. But, LMS’s do not teach employees *how to do* their jobs. They can only teach employees *about* their jobs.

An STS is used by trainers to teach employees how to do their jobs. It provides your trainers with everything they need to explain and demonstrate crucial skills to your employees. It provides an effective mechanism for coaching employees, and it has remarkable features for gathering irrefutable evidence that a trainee has become proficient at the job.

Why Are STS So Effective?

STS are effective because of how people learn skills.

All too often, traditional “training” involves sitting in a classroom and watching presentations on company rules and procedures. That is not really training, and it’s not how people learn skills.



Things like traffic laws and company policies fall under the umbrella of “knowledge”. Knowledge consists of theories, principles, and information that is learned and committed to memory. Knowledge is important for employees to succeed in their role. But just having knowledge is not enough. Someone could know all about golf, but still be a lousy golfer.



Skills, on the other hand, are physical. They always have a hands-on component. Jobs in healthcare, manufacturing, transportation, food service and construction are almost entirely comprised of skills.

We can only learn skills with hands-on practice. Yes, having knowledge beforehand helps us learn skills faster, but we’ll never get better if we don’t practice.

Think back to all the skills you’ve learned throughout your lifetime, from tying your shoes to throwing a football to playing a musical instrument. What was the process? You watched someone do it and then copied their behavior and tried it yourself. If you were learning from someone in person, they probably provided you with feedback and coaching so you could get better.

Now compare that to how we have historically tried to teach new employees to perform their jobs safely and efficiently . . .



If you train employees today, you probably sit them in a classroom for hours or even days before putting them into the workplace to practice. You're wasting a lot of time and money with this approach.

Instead, if you use an STS, you can minimize the need for classroom education. Most of your employees can learn everything they need to know with structured hands-on practice. More importantly, they can learn skills better and in less time.

Like we said, we learn skills by watching someone do it and then trying it ourselves. With an STS, your employees will be able to:

1. Read a description of the specific skill, including expectations – what must they do?
2. Watch an expert video demonstration of the skill.
3. Imitate the video and practice the skill while the trainer observes, takes notes and video records their efforts.
4. Watch a video of themselves while getting feedback and advice from their trainer.
5. Try again and again until they become proficient.

This method of training allows your employees to learn a new skill in a matter of minutes. Best of all, you're guaranteed to get consistent training results.

How Do STS Work?

Each STS is a little different, so we'll focus on showing you how ours works: *Instructor*. Moreover, *Instructor* is the first mobile training app built specifically on how people learn skills, so it's worth your time to learn more.



Set-Up

We get you started by setting up your own customized training portal. Your company logo appears on the screens for your administrator, trainers and trainees. You can create training programs for each key job in your company. There's no limit. You can establish training categories, specific skills, and proficiency checkpoints. You can decide how long someone should spend on a new skill, or what success looks like. You can write explanations and video record your best employees demonstrating each skill. This way, every trainee gets the same explanation and the same expert video demonstration.

Your trainers and trainees get their own login credentials and limited permissions.

Using The App

Your trainers log into *Instructor* and select one or more trainees to work with.

Mark Gardner	Behind the Wheel
CDL Compliance	0/7 (0 hrs) Proficiency: 0/5
Use of Accelerator	0/7 (0 hrs) Proficiency: 0/5
Use of Signals & Horn	0/7 (0 hrs) Proficiency: 0/6
Use of Brakes and Anticipated Stops	0/7 (0 hrs) Proficiency: 0/7
LLLC Defensive Driving	0/7 (0 hrs) Proficiency: 0/6
Large Vehicle Dynamics	0/7 (0 hrs) Proficiency: 0/5
Following Distance	0/7 (0 hrs) Proficiency: 0/4
Straight Forward Driving	0/7 (0 hrs) Proficiency: 0/2
Right Turns	0/7 (0 hrs) Proficiency: 0/6

Please select your trainee from this list. If they don't appear, contact your A-Suite Administrator.

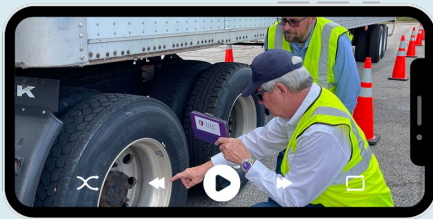
- ✓ Choose driver...
- Paul McCartney (CDL DOT Position) @ Undefined
- John Lennon (CDL DOT Position) @ Undefined
- Asad Ahmed (CDL DOT Position) @ AvatarFleet
- Test Trainer (CDL DOT Position) @ AvatarFleet
- Matt Oatley (Admin) @ AvatarFleet
- Bobby Trainee (Undefined) @ AvatarFleet
- John Kuder (Admin) @ AvatarFleet
- Mark Gardner (Admin) @ AvatarFleet
- Nick Refinery (Admin) @ AvatarFleet
- George Harrison (CDL DOT Position) @ Pittsburgh, PA
- Test Trainee (Undefined) @ AvatarFleet
- Ringo Starr (CDL DOT Position) @ Pittsburgh, PA
- TEST INSTRUCTOR (Admin) @ AvatarFleet
- Hagai Budilovsky (Admin) @ AvatarFleet
- Robert Trainer (Admin) @ AvatarFleet

They simply click on the employee they are training that day. From that screen, they see the training categories, which lead to the individual skills they need to train.





Within each skill, your trainers will see this page with the below features:



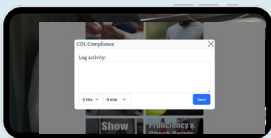
Explain

Trainers can pull up explanations of the skill they are teaching



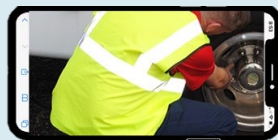
Show

Trainers can show a short 1 to 3 minute video demonstrating the skill.



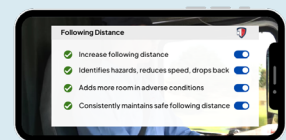
Notes and Time

Trainers document any notes and indicate time spent on this skill



Record

Trainers document any notes and indicate time spent on this skill



Proficiency & Checkpoints

Trainers certify that the trainee is proficient in the skill.

3 Ways to Integrate STS Into Your Current Training Program

Instructor is your STS to use however you see fit, but our clients who have the most success use them in three specific ways:

- ✓ New-hire training
- ✓ Refresher training
- ✓ Remedial training

New-Hire Training

When we say new hire training, we don't mean explaining company policies and procedures. That's important, but that's not training.

In many hourly occupations, new hires have no previous experience. Industries such as transportation, health services, food services, manufacturing and distribution have a lot of employee turnover and the constant need to train. STS is the most efficient way to get them up to speed.



We highly recommend you integrate hands-on training powered by an STS starting the very first day someone is hired.

Once someone has completed the necessary paperwork and had the first few hours of company orientation, it's time to get them into the job for some practice.



Refresher Training

Education and training are not events. The moment someone steps out of a classroom, or completes their on-the-job training, they start to forget what they learned. Worse, they start to develop bad habits. You need to make the training sticky, and you do that by providing constant reminders, communicating expectations and providing refresher training.

Companies that don't provide regular refresher training suffer from all sorts of mistakes. Mistakes that cause problems in productivity, quality, safety, and customer service. Without intervention, your employees are doomed to forget most if not all of what they learned in new hire training.

Regardless of individual safety, quality or productivity metrics of job performance, many of your employees should be retrained on crucial topics at least twice per year. This might sound time consuming and expensive. However, refresher training will always provide you with a huge return on your investment.



Refresher training realigns the employee with the job to be done. It reminds them of the small but important steps to take to do their jobs. It reminds them of productive shortcuts.

Of course, the tasks vary from job to job, company to company and industry to industry. But, they all have one thing in common. We make mistakes. Often, nothing bad happens and we repeat the mistake. But slowly, the mistakes become habits and performance declines.

An STS makes refresher training faster, more effective, and easier to manage. Best of all, you'll have proof that the training took place. This allows you to hold the employee accountable and helps you defend against regulatory fines and lawsuits.

Remedial Training

People make mistakes. They might make an honest mistake because they don't know better, or they may make a mistake due to poor job skills. Honest mistakes are easy to correct with remedial training. When an employee makes a big mistake, use your STS to re-train them on whatever skill they failed at.



VS.

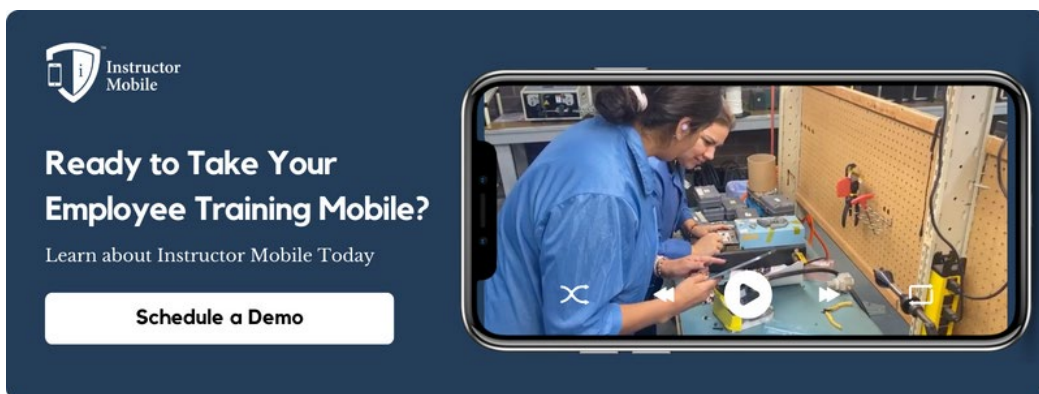


However, sometimes mistakes are the result of poor choices, like when an employee chooses an immediate little reward even when they know their behavior could cause a big problem. These types of mistakes can't be fixed through training. You can't change someone's values, motivations or personality. Long term, you need to avoid hiring people who aren't properly aligned with the job.

Ready For The Next Step?

If you have employees, you need to train them. You stand to lose too much. And all too often, we see companies using antiquated training that just doesn't work. They're spending time and money without getting better results. An STS will help you end this vicious cycle.

Ready to take the next step? Click the following image. We'll have a chat to see if an STS is the right solution for you.



Instructor Mobile

Ready to Take Your Employee Training Mobile?

Learn about Instructor Mobile Today

[Schedule a Demo](#)