


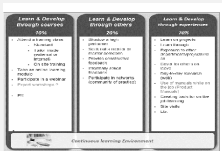



Natalie Wintermark, Training Services, March 22nd 2015

Accelerated change is the new norm

How training can facilitate the way we deal with the unexpected

The objectives

Planned outcome	
1 Understanding needs and concepts	
2 Learning strategies and approach	
3 Ensuring alignment with regards to expectations from the learner	

Training Services

Value proposition for the customer

- ✓ Increased productivity
- ✓ Reduced down time
- ✓ Increased communication with ABB
- ✓ Troubleshooting more easily
- ✓ Increased ability to manage problems and find solutions
- ✓ Better total experience using ABB products

The overall strategy is to increase efficiency, knowledge building, sales and organizational alignment

Mission

Providing high quality training

Education ABB and customers to increase competency

Ensuring consistency and professionalism in training

Developing training closely with customers and across ABB

Vision

To be the most trusted source for ABB Process Automation training. To be the place where people come to learn everything they need to increase their knowledge, efficiency and performance when handling ABB systems, products and technology.



ABB

What counting can tell us about our business!

*Please count how many times the
players wearing white pass the
basketball.*

ABB



ABB

“It is the lens through which your brain views the world that shapes your reality.”

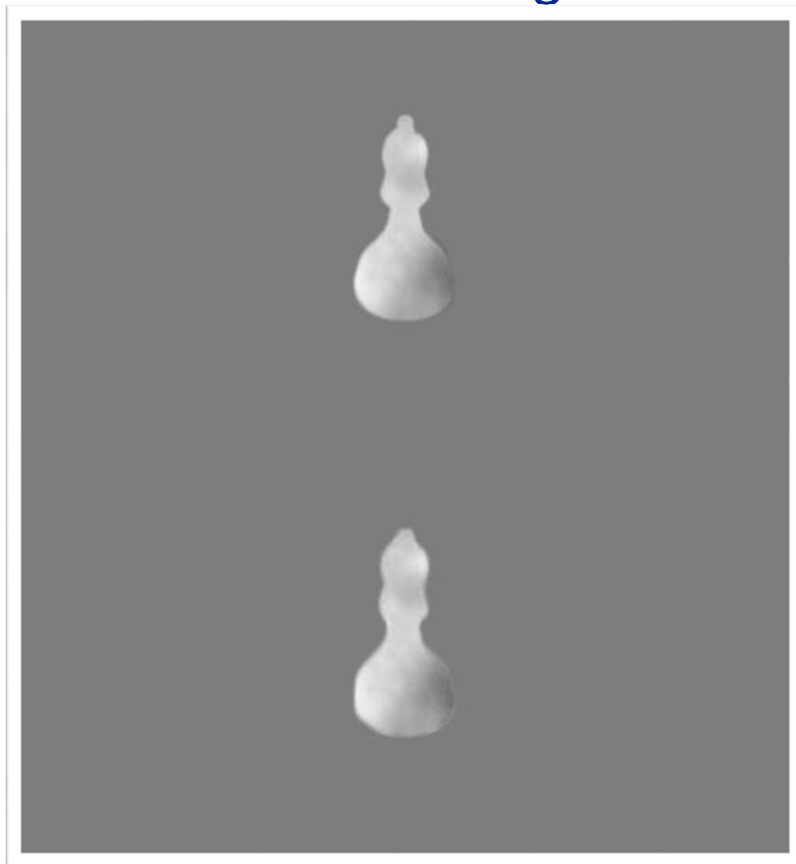
Source: Shawn Achor

ABB

Inability to see the world around us as it really is, is risky business



Preparing for the unexpected helps us clearly see the real picture and be ahead of the game





Discuss in Pairs



What are the “Invisible Monkeys” threatening your business?

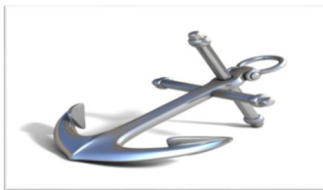


Who or what is threatening to create the unexpected?

Creating a culture where we are prepared to deal with the unexpected should be a priority



Focus on how dealing with the unexpected will affect the way people work on a daily basis



Openness to others' ideas and willingness to change and to exchange



Acting quickly even outside the plan to capture opportunities

Where does a culture where people are open to the unexpected come from?

ABB

Successful adaptation to the unexpected can only take place if it is an integrated part of the company culture

▪ *Where does a change culture come from?*



•Source: Global Innovation Survey 2011 , Capgemini Consulting analysis

“Culture eats strategy for breakfast.”

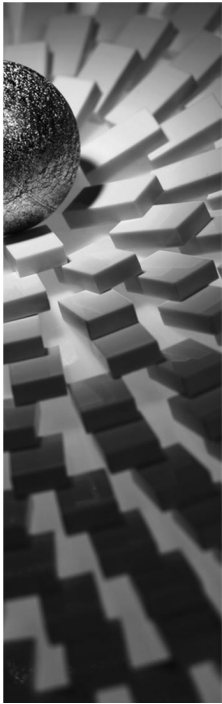
Source: Trompenaars & Hampden-Turner



How we define culture

collective programming of the mind

Several levels of culture exist in organizations



Levels of culture	HOW
National	Expected
Professional	Reinforced
Organizational/ Department	
Individual	Rewarded

A definition of culture

collective programming of the mind

▪ A simple mathematical exercise

▪ Please add:

▪ 1000
▪ 1000
▪ 20
▪ 1000
▪ 40
▪ 1000
▪ 30
▪ 1000
▪ 10
▪ Total?

~~▪ 6100~~

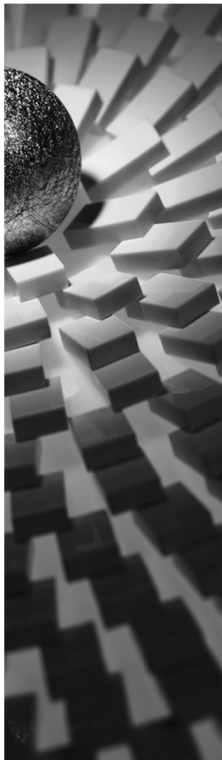
▪ 5100

•A definition of culture

a complex pattern of ideas,
emotions and behaviours

that tend to be
expected, reinforced and rewarded
by and within a group

A multichannel approach ensures successful cultural change



WHY (objectives)

Become first movers to be ahead of the game

Increase thought creation across borders

Promote one learning culture

Align the organization behind one strategy

HOW (Key message)

Understanding why training and being prepared for the unexpected is important

Create interest and motivate

Ensure commitment and understand responsibility

Avoiding the common pitfalls in business training will ensure proper preparation for the unexpected

Lack of linkage between training and business



Too much focus on the main event



Training that doesn't correspond to how adults learn



According to a research by Detterman and Sternberg, less than 10% of business training ever gets successfully transferred to the job.

Avoiding the common pitfalls in communication and training will ensure

Users have limited ability to process information



Users lack willingness to search for information

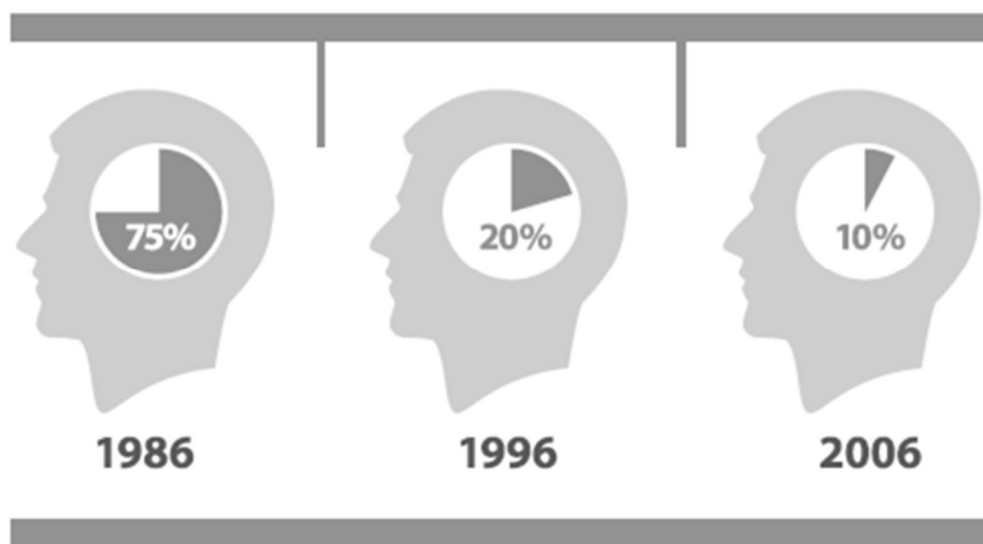


User decisions are highly influenced by emotion



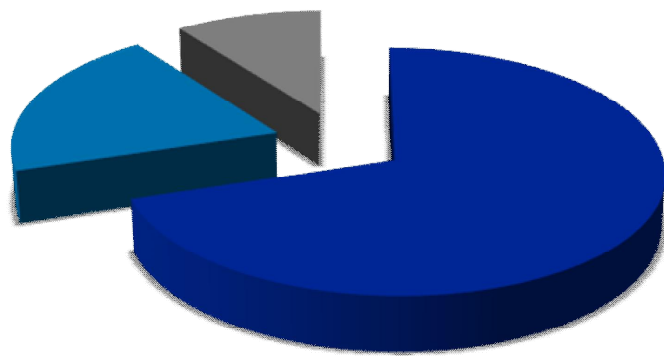
The way we learn is changing

Amount of Information Memorized by Employees



Approach to training using the 70-20-10 approach

***Reaching
the next
level in
training
using the 70-
20-10 model***

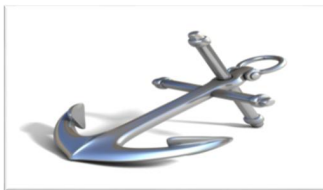


- Learn through experience
- Learn through others
- Learn through structured programmes

Successful organizational change is based on three essential principles



Top Management Commitment

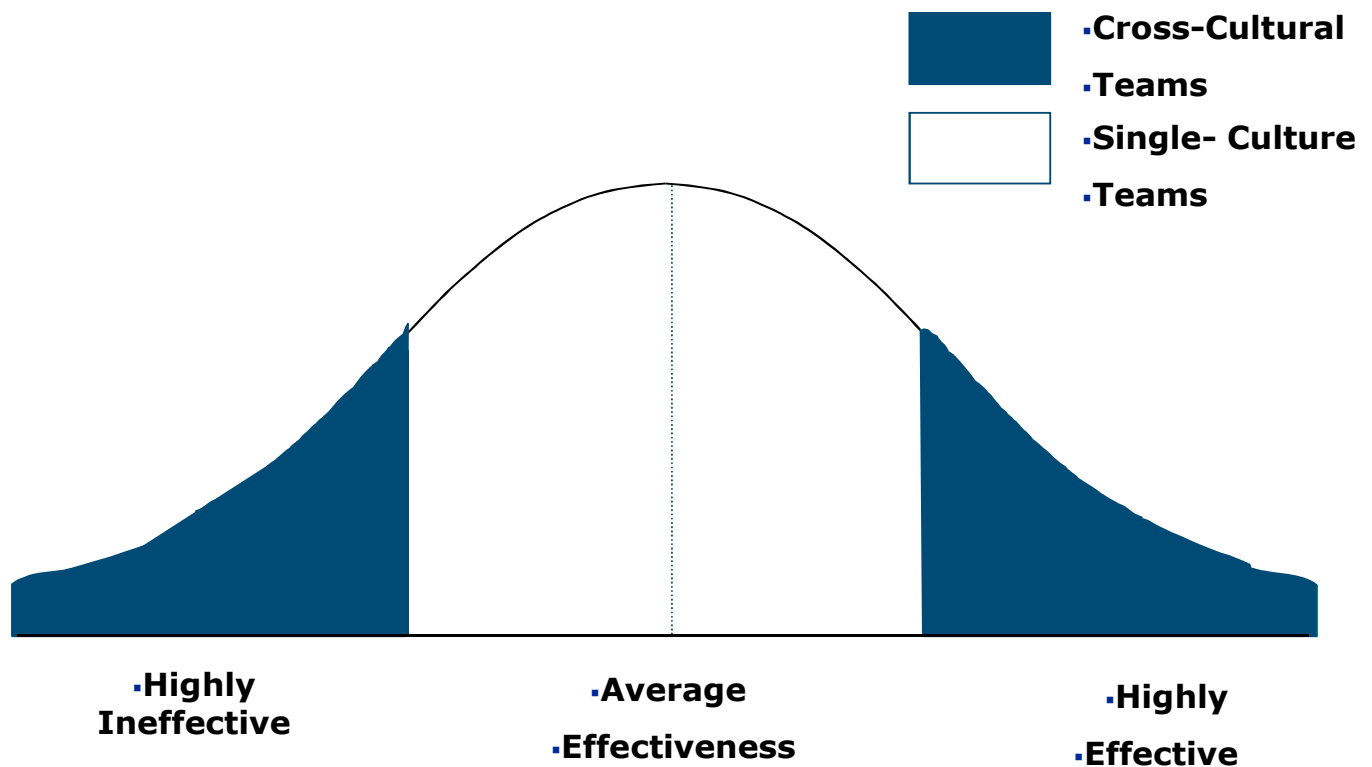


Anchoring the change with key stakeholders



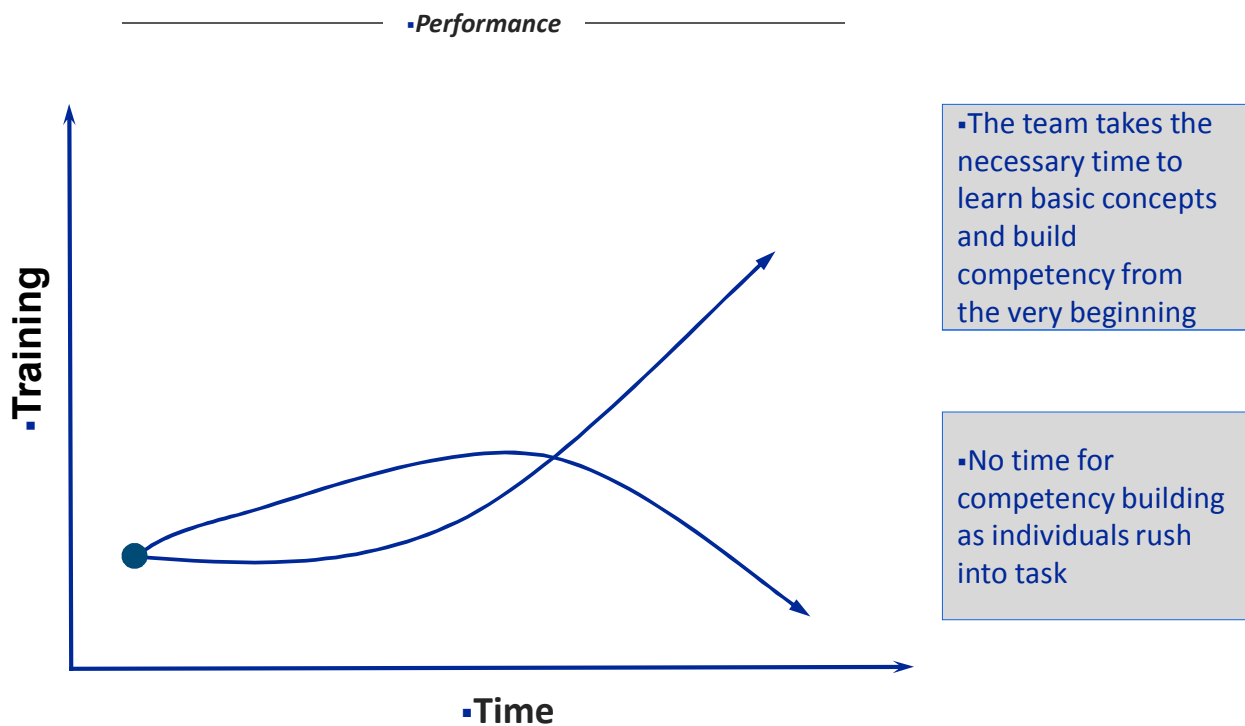
Training and communication that are focused on benefits rather than functionality

Success happens when high-performing teams are achieved as an integrated part of the process



Source: Nancy Adler (1997)

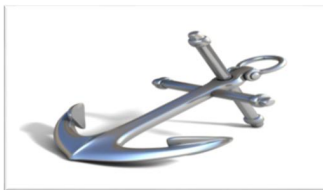
To ensure high performance, individuals must take the time to build competency



Successful change culture is based on three essential principles:



Top Management Commitment



Anchoring the change with key stakeholders



Training and communication

Power and productivity
for a better world™

