

# Talent Development Leader Presents...

**Prepare Your Deskless Workers for the Busy Season**

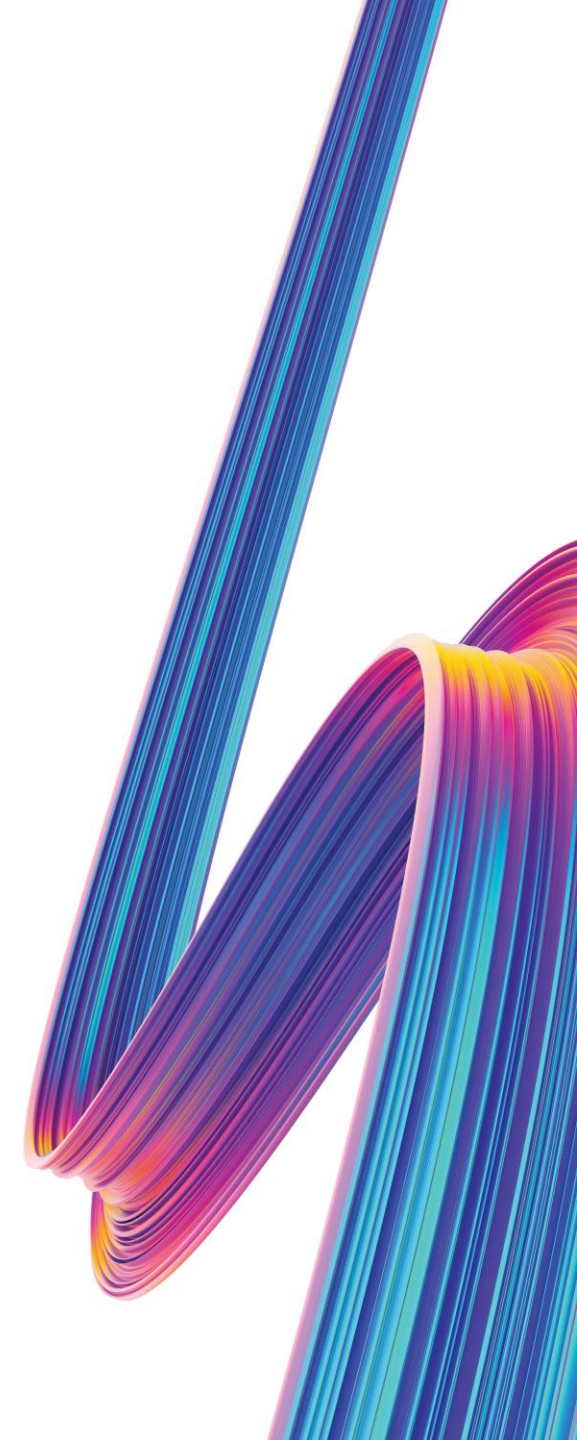
December 13, 12-1:30 pm EST



[www.randstadenterprise.com](http://www.randstadenterprise.com)

# Agenda

- Welcome and Introductions: 5 minutes
- Content Presentation: 10 minutes
- Breakout Group: 12 minutes
- Breakout Group Report-Outs: 5 minutes
- Panel Discussion: 12 minutes
- Content Presentation: 10 minutes
- Breakout Group: 12 minutes
- Breakout Group Report-Outs: 5 minutes
- Panel Discussion: 12 minutes
- Audience Q&A: 5 minutes



# TD Leader Consortia

## atd | FORUM

- The ATD Forum is for senior training and learning practitioners and their organizations to connect and collaborate in a vendor-free, confidential environment
- Member organizations share evidence-based and proven ideas to rapidly improve organizational capability
- There is an approval process to join
- Members include many notable Fortune 500 companies

58

Member Organizations

3,000+

Professionals in the Network

160+

Opportunities to Connect with Peers

31

Year Legacy

# TD Leader Consortiums

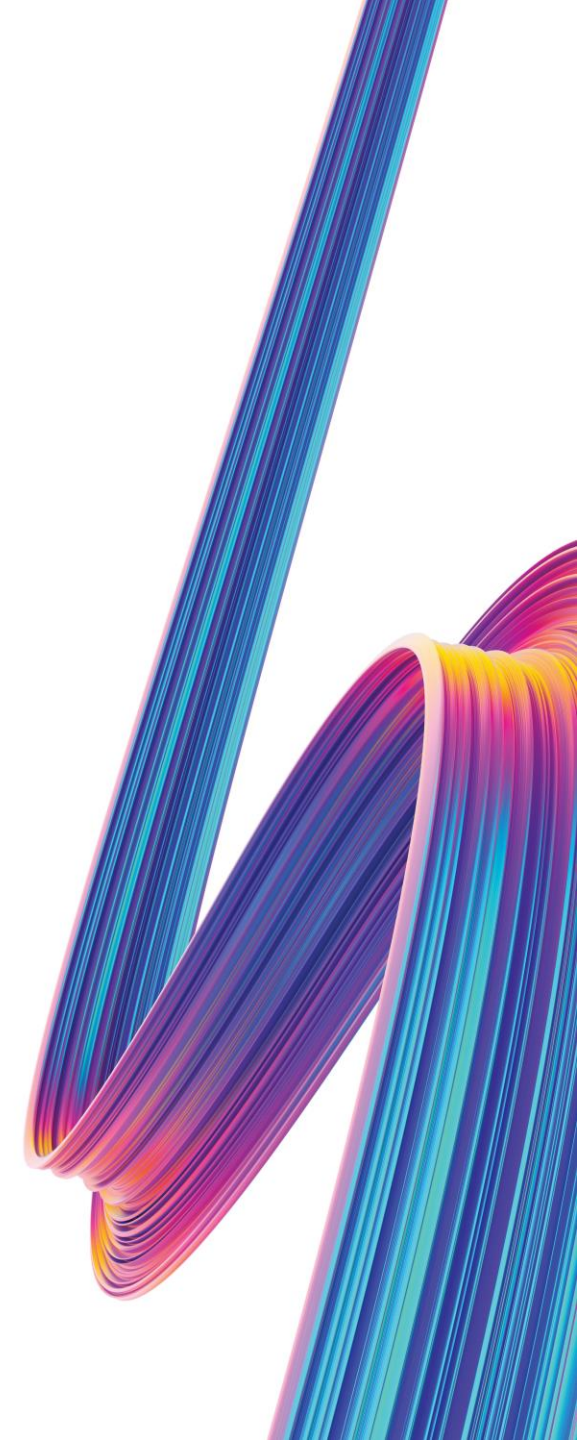
## ctdoNEXT

- CTDO Next is an exclusive, individual membership for executive-level learning leaders who are shaping the future of the profession
- Explore topics and their implications and determine necessary changes through a think-tank approach
- Refine the talent development profession with like-minded peers



# We need training

- How do you know?
  - They don't do [fill-in the blank]
- Did they ever know how to do [fill-in the blank]?
  - No – further discuss training needs – why is this important now, is this something new, etc.
  - Yes, they used to be able to do it but they don't anymore
- Did something change?



**Gilbert's  
Behavior  
Engineering  
Model  
(BEM)**

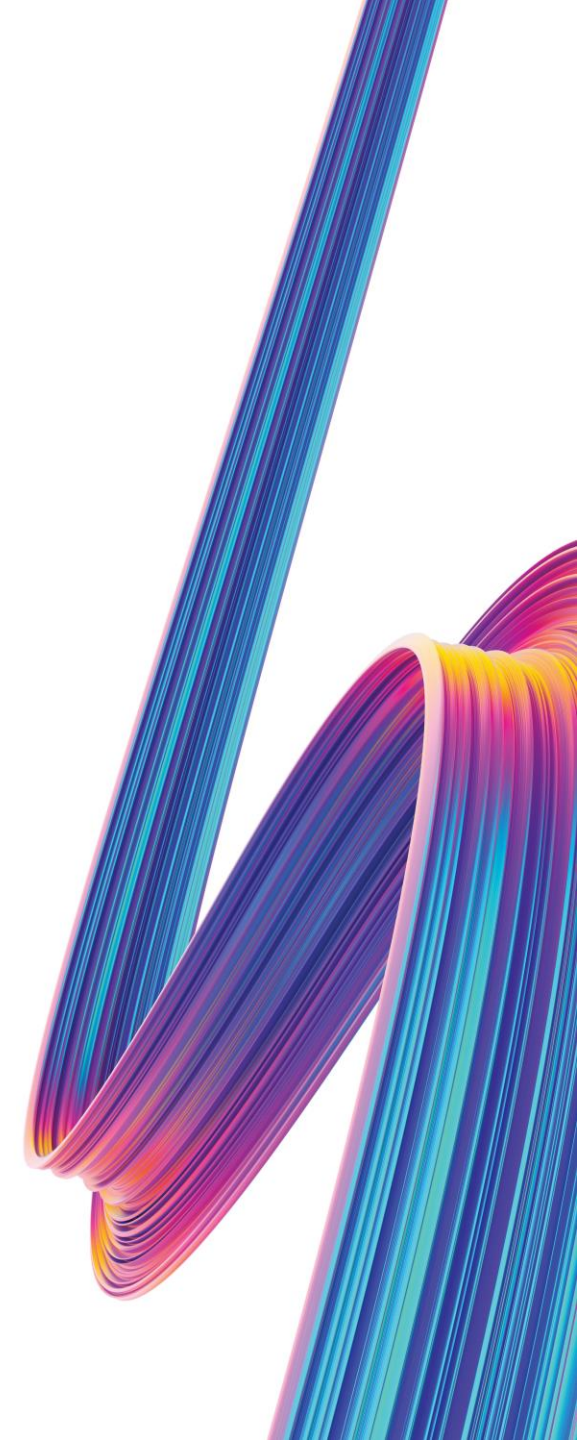
	<b>Information</b>	<b>Instrumentation</b>	<b>Motivations</b>
<b>Environmental Supports</b>	Data	Resources	Incentives
<b>Person's Repertory of Behavior</b>	Knowledge	Capacity	Motives

# Gilbert's Behavior Engineering Model (BEM)

	<b>Information</b>	<b>Instrumentation</b>	<b>Motivation</b>
<b>Environmental Supports</b>	<b>Data:</b> How are performance expectations communicated to employees?	<b>Resources:</b> What do your employees need in order to perform successfully?	<b>Incentives:</b> How are employees rewarded for successful performance?
<b>Person's Repertory of Behavior</b>	<b>Knowledge:</b> How do employees learn what they need to be successful on the job?	<b>Capacity:</b> How are employees selected for their jobs?	<b>Motives:</b> How do employees respond to the performance incentives you have in place?

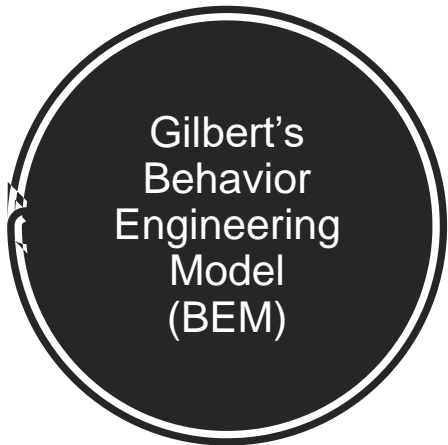
Figure 2. Installing New Manufacturing Technology Model

	Data	Instruments	Incentives
<b>Environmental Supports</b>	<ul style="list-style-type: none"> <li>• Use higher performance expectations company-wide.</li> <li>• Use more coaching from managers for employees.</li> <li>• Use more feedback from managers.</li> <li>• Use coaching for managers.</li> <li>• Show the value of the change—the <i>why</i>—to managers and employees..</li> </ul>	Use new processes.	<ul style="list-style-type: none"> <li>• Plan a company picnic.</li> <li>• Share “What’s in it for me?”</li> <li>• Share how each person fits into the new system.</li> </ul>
	Knowledge	Capacity	Motivation
<b>Workers’ Behavior</b>	<ul style="list-style-type: none"> <li>• Learn new machines.</li> <li>• Learn new tools.</li> </ul>	<ul style="list-style-type: none"> <li>• Work with machines.</li> <li>• Work with advanced tools.</li> <li>• Understand machine learning and artificial intelligence.</li> </ul>	<ul style="list-style-type: none"> <li>• Employees are scared of losing their jobs.</li> <li>• Employees are scared of working with AI.</li> </ul>



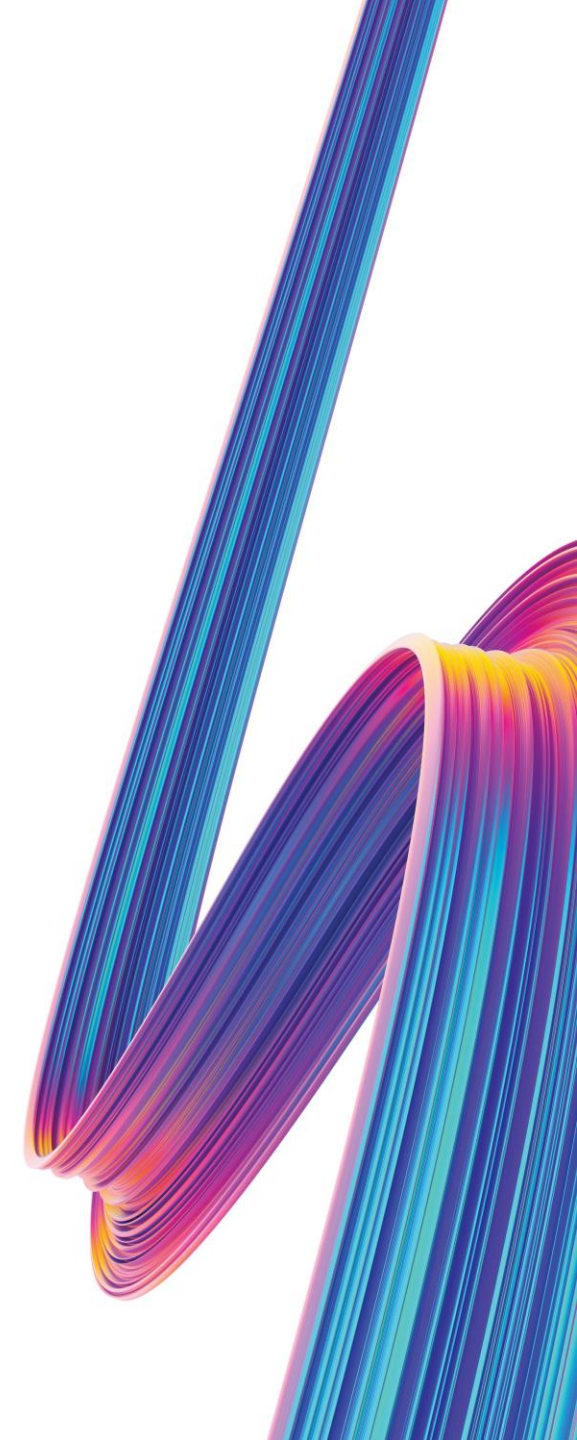
# Breakout activity

- Have each person share a problem that they have been asked to fix with training
- Select one problem and, as a group, work through the Behavior Engineering Model to help them identify what is getting in the way of performance



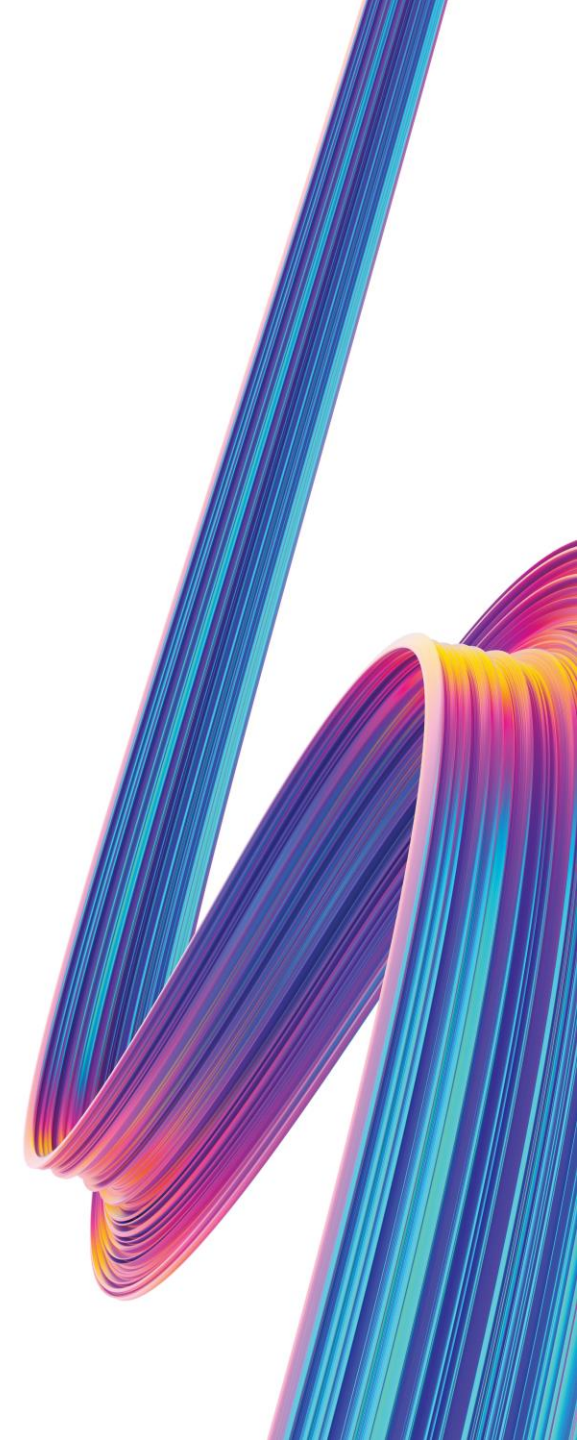
	<b>Information</b>	<b>Instrumentation</b>	<b>Motivation</b>
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<b>Person's Repertory of Behavior</b>	<b>Knowledge:</b>	<b>Capacity:</b>	<b>Motives:</b>

# Breakout debrief



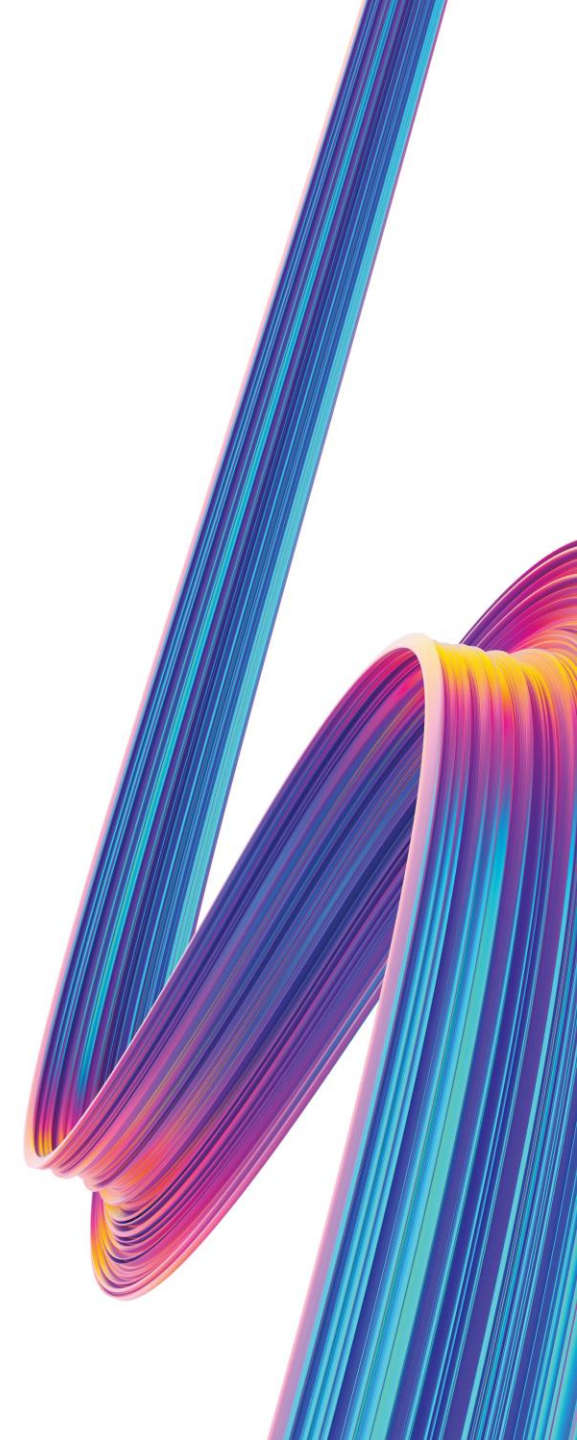
# Panelist response

“We need training” requests



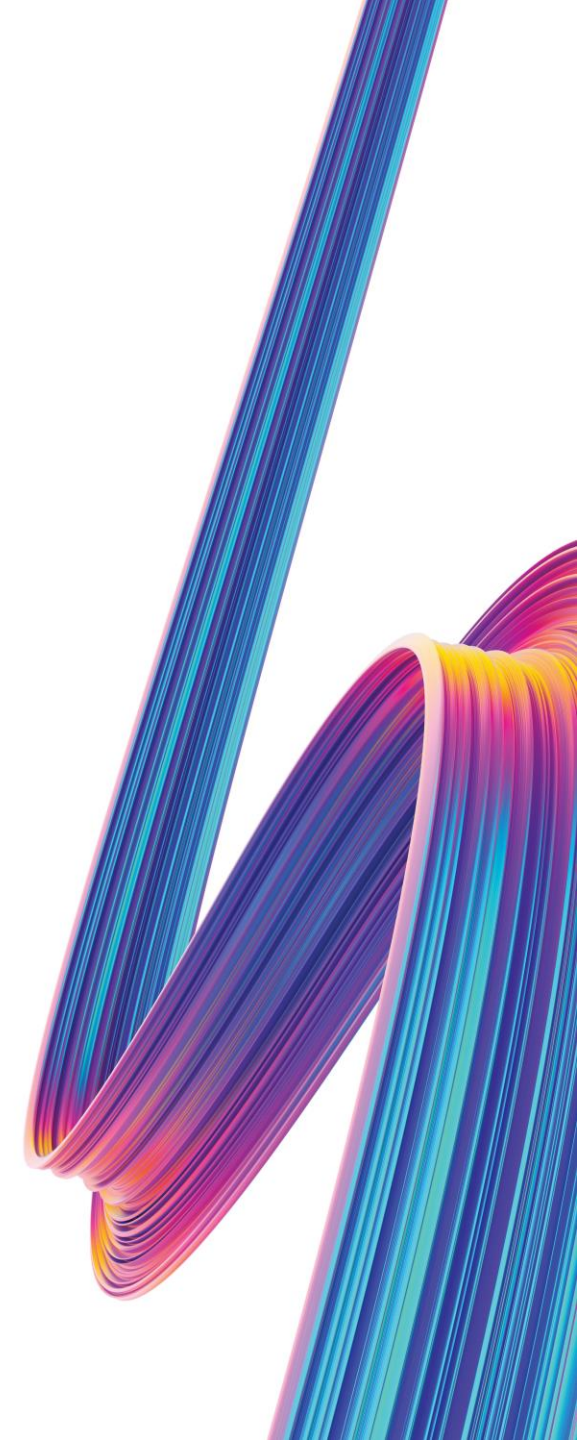
# Training options for deskless workers

- Traditional training
- Non-traditional training



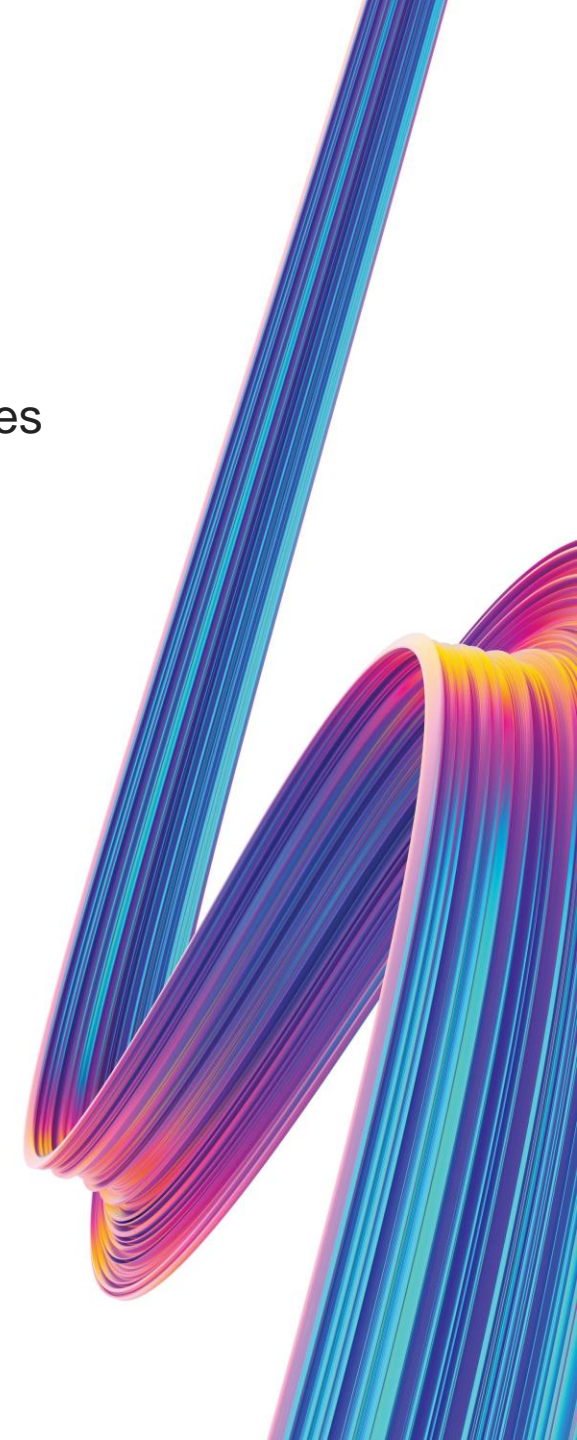
# Training options for deskless workers: Ideas to consider

- Instructor-led classroom training
- Virtual instructor-led training
- Video training
- Chatbots
- Virtual reality simulations
- Augmented reality training
- Employee performance support system; training in the flow of work
- Training games (individual or group)
- Breakroom monitors
- Breakroom posters
- Group huddles
- One-on-ones
- Job shadowing
- Apprenticeship
- Ride-alongs
- Buddy program
- Mentoring program
- Peer-to-peer training
- Coaching
- Best-practice sharing
- Low- or no-tech simulations
- Job aids

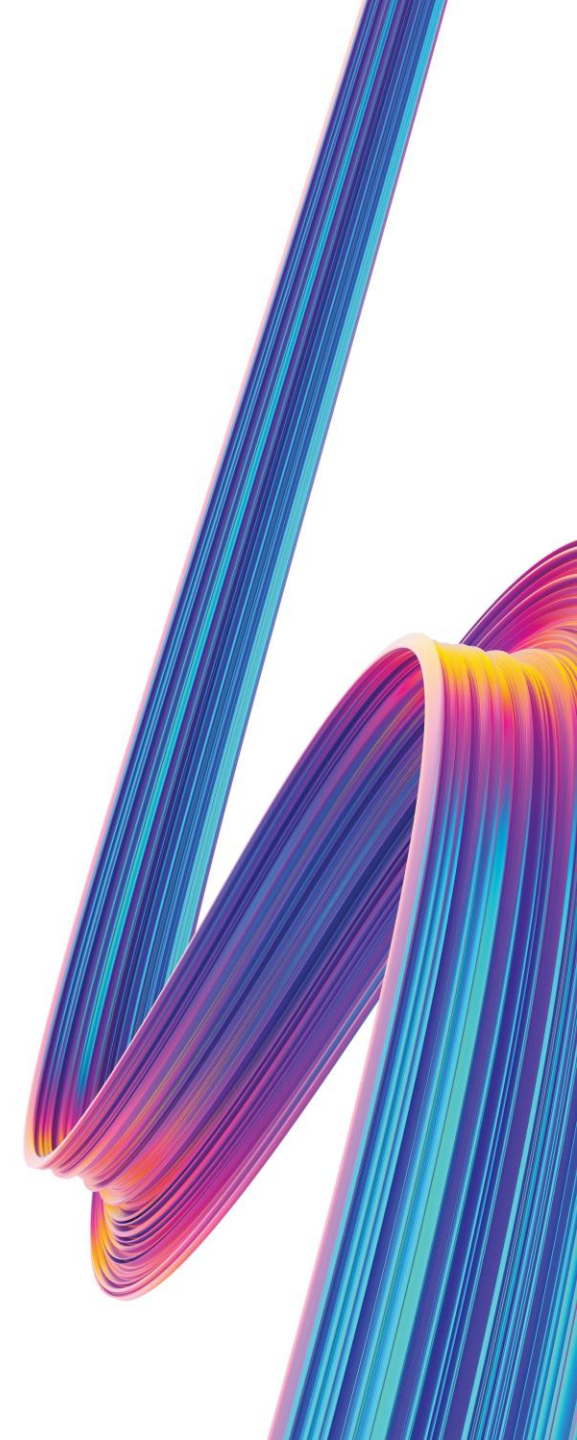


# Breakout activity

- Have each person share a method they have used for training deskless employees to learn
- How successful was that method
- What did you learn from using that method

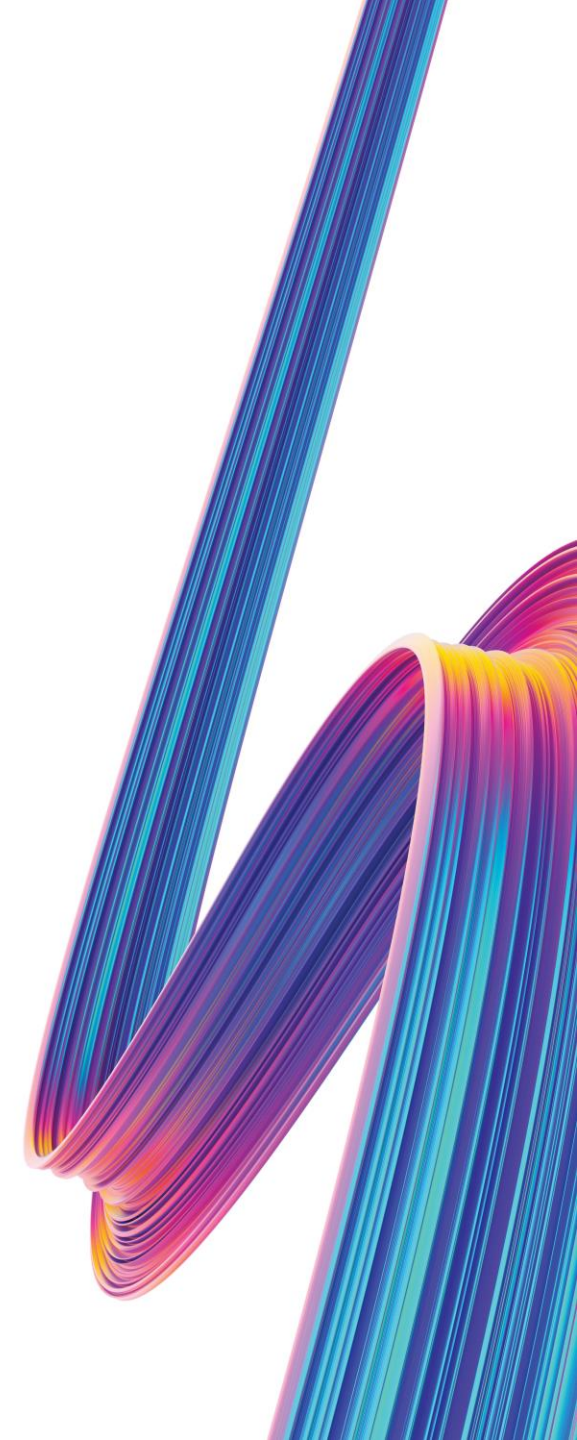


# Breakout debrief



# Panelist response

Training methods



# Audience Q&A

Learn more at [www.td.org/tdl](http://www.td.org/tdl)

