

# Adapting Maintenance Training for a Virtual Delivery

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# Goals for Today's Webinar



- Identify traits of **successful** virtual maintenance training
- Describe virtual maintenance training opportunities for your employees
- Identify **free** resources to advance your virtual maintenance training program



# My Experience with Maintenance Training

- Former National Highway Institute (NHI) Instructional Designer (ISD) for Construction and Maintenance, Pavement Technology, and Transportation Asset Management
- Current ISD for Applied Pavement Technology, Inc. working on maintenance training for NHI, FHWA, AASHTO
- Current Training Program Director for the Nevada Local Technical Assistance Program

# Virtual Maintenance Training Does Work

IF YOU FOCUS ON MEETING THE NEEDS OF THE AUDIENCE



- Technology
- Flexibility
- Level of detail

Successful virtual training includes Pavement Preservation Treatment Construction, Introduction to Construction Management, Weather-Related Operations, Traffic and Work Zone Safety, Stormwater Pollution Control

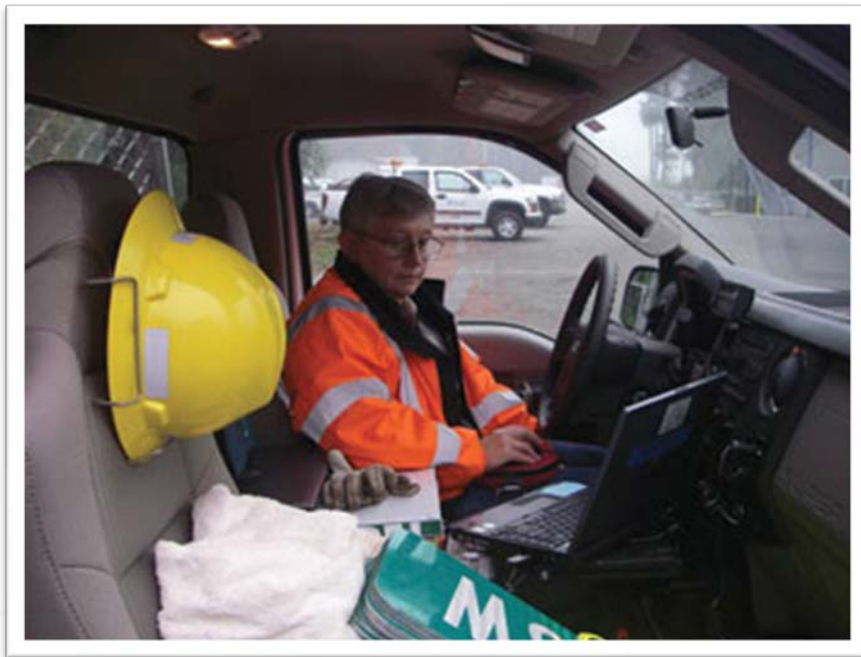
# Meeting the Need: Technology



- What are the technology requirements?
- Do you communicate these requirements successfully?
- What do you do to troubleshoot technology issues ahead of time?

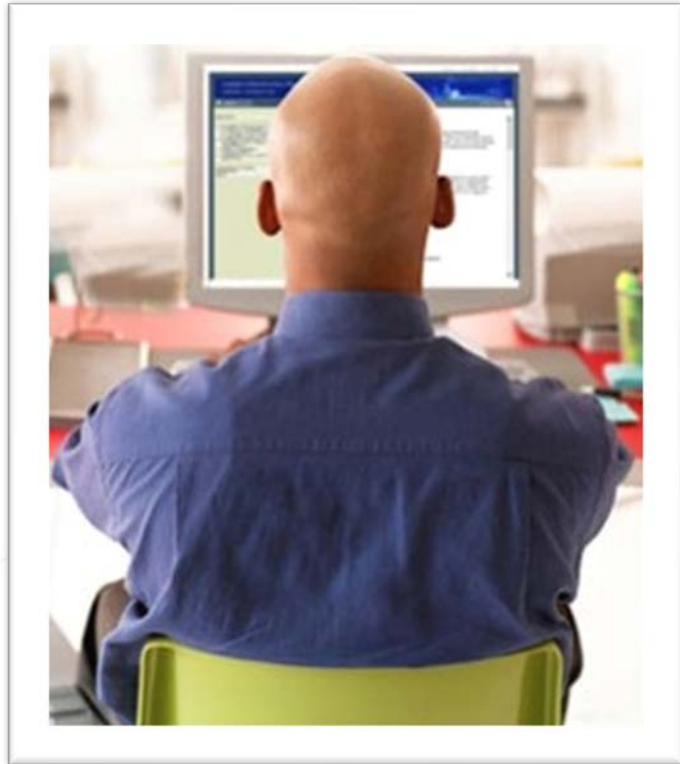
Workaround example: everyone needs their own computer with audio to participate. But not everyone has their own computer, even in the office. What do you do?

# Meeting the Need: Flexibility



- When do maintenance employees have the most flexibility to participate in training?
- Can you create self-paced elements to reduce the amount of class time?

# Meeting the Need: Level of Detail



- What information is critical and what is nice to know?
- Does the duration of the training reflect a reasonable amount of time to:
  - Sit in front of a computer?
  - Not addressing work tasks?

# Other Tips for Successful Virtual Maintenance Training



- Know your virtual training tool and what it can do—then use it to make training engaging!
- Ask open-ended questions and ask for questions—don't make it a monologue!
- Keep it moving—include opportunities for people to think, not just listen!



# Examples of Successful Virtual Maintenance Training



**Maintenance  
Leadership  
Academy (MLA)**

**Front Range  
Community  
College (FRCC)**

# MLA

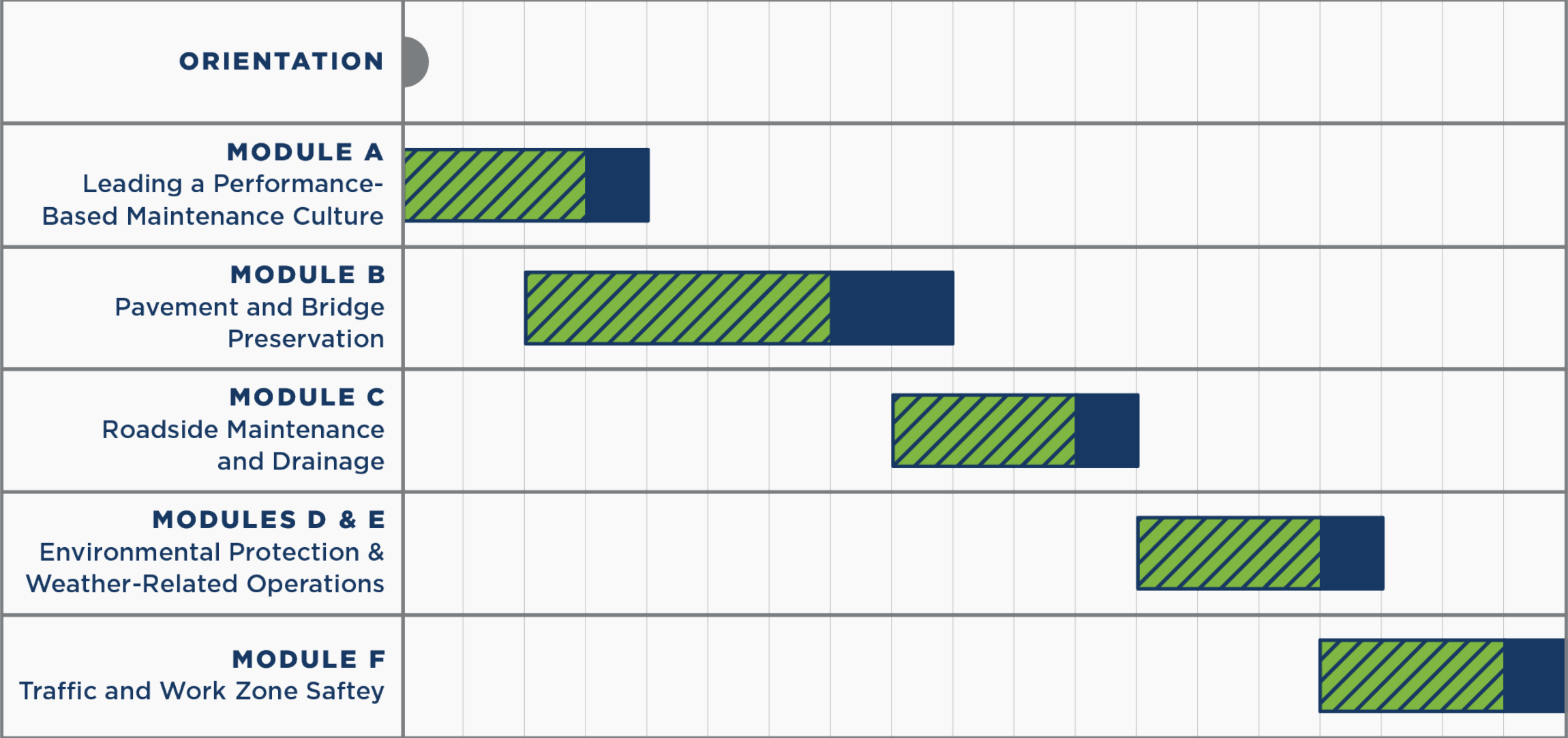
## WHAT DO MAINTENANCE FOLKS GET OUT OF THIS VIRTUAL TRAINING?




- Leadership development
- Technical knowledge and skill development
- Exposure to successful practices and tools
- Networking opportunities

# COURSE WEEK

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20



 Orientation  
Web Conference

 Self-Study  
(length negotiable)

 Web-Based  
Training

# Who Should Attend?



- State or local agency personnel who manage maintenance and operations programs and deal with oversight and quality assurance
- Typically have 3-5 years of experience
- Identified as strong leadership candidates

# What Makes This a Successful **Virtual** Maintenance Training?



- Technology requirements are straight forward—you need a computer and a phone connection
- Training is flexible—self-study is completed whenever, wherever; virtual training is half-day over several weeks
- Level of detail—comprehensive but focused

# Attend a **Free** Session



- NHI is hosting a free session!
- 2 seats per state
- Starts December 9, 2020
- Register by email  
[Barbara.Szostek.ctr@dot.gov](mailto:Barbara.Szostek.ctr@dot.gov)

# FRCC Highway Maintenance Management



- Addresses all features of successful virtual maintenance training:
  - Technology
  - Flexibility
  - Level of detail
- Nevada LTAP FRCC scholarship program

# What Do NV LTAP Students Say?

- Why did you enroll in the Highway Maintenance degree program?  
To help further my career potential and challenge myself.
- What benefits have you derived from the program thus far?  
It's still early in the process but it is showing me a different side of the industry. Most of my experience has come from the construction side of maintenance and this is geared more towards physical maintenance.
- Which colleagues might also benefit from participating? (This can be general job skills, rather than the names of people.)  
I can see where this would be super beneficial to some of our maintenance workers and operators who are looking for a way to stand out in a crowd.

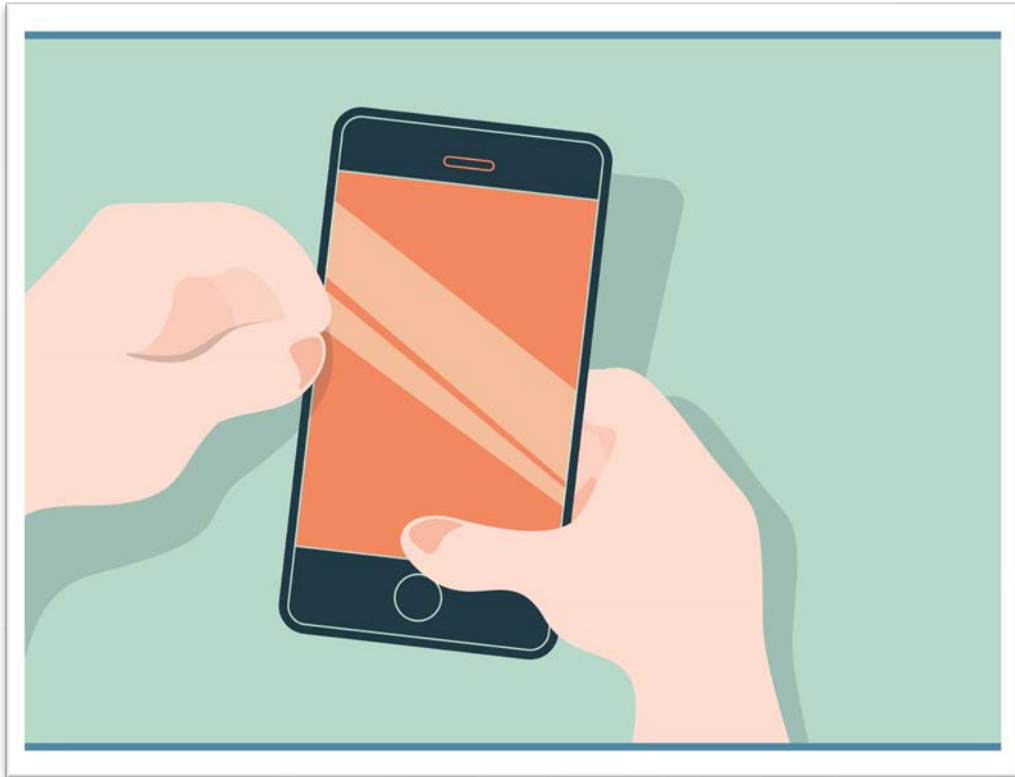


# Other Resources for Virtual Training



- Nevada LTAP, [www.nvltap.com](http://www.nvltap.com)
- Your state's LTAP program, [www.nltapa.org](http://www.nltapa.org)
- National Highway Institute, [www.nhi.fhwa.dot.gov](http://www.nhi.fhwa.dot.gov)

# Thank You



Questions?

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