EDUCATE THE WORKFORCE

WHAT IT IS

As the OpEx function deploys the key methods and tools through the organization, it will need to have content and a process for educating the workforce in at least two ways:

1. The vision and strategy for the role of OpEx in the organization
2. How to apply the key methods and tools required to implement OpEx

WHY IT'S IMPORTANT

An educated workforce is critical to OpEx sustainability. A core group of highly trained OpEx practitioners can deliver tremendous value, but OpEx becomes a "game changer" for the enterprise when a broad cross-section of the workforce is capable and willing to improve the business.

That transition from OpEx as a practitioner-led effort to one that's workforce driven isn't possible without educating the workforce.

HOW TO SUCCEED

Make the Learning Experiential

Lots of research has been done to understand how adults learn. The bulk of that research indicates that an experiential learning environment is most effective because adult learners bring their past experiences to every interaction along with a strong sense that what they're being taught should have practical benefit.

Sequence the Learning to the Application

The idea is to deliver training close to the point in time in which the new knowledge and skills are to be applied so that they aren't forgotten before they are needed. From an OpEx perspective, what's required is to sequence the training on a particular method or tool into the overall plan for introducing OpEx into the organization.

SAMPLE EXECUTION STEPS

1. Put together a communication/education plan to explain the OpEx vision and strategy, and set expectations for the role that OpEx will play in the organization.

2. Based on the OpEx methods that your organization has selected to deploy, develop the subject matter that will need to be taught to the broader workforce to support the successful application of OpEx.

3. Based on the current OpEx scope, determine who in the organization will need to learn the aforementioned subject matter.

SAMPLE ASSESSMENT

1. Has your organization developed a workforce communication/education plan to explain the OpEx vision and strategy and set expectations for the role that OpEx will play in the organization?

2. Has your organization defined the workforce training requirements associated with the application of OpEx?

3. Has your organization developed a workforce training program to support the application of OpEx?

Ready to start your assessment?

Yes, give me access to the interactive version.

Not yet. I'll explore more content first.