

Knowledge Transfer Techniques and Opportunities

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WARRIP aimed to support the recent change in Main Roads direct operational responsibilities with road maintenance to be managed directly by Main Roads. The project focussed on supporting existing efforts to improve Main Roads WA staff ability to deliver effective in-house training.

Background

Technical experts are often tasked to capture their skills and knowledge, but they often lack the tools, techniques and skills necessary to transfer their knowledge effectively. There are a broad range of skills and knowledge that are needed from understanding how to use the organisations asset management tools to strategic planning to support operational goals.

Approach

Provide main steps:

- Review of current practices
- Review of industry best practices
- Training for Trainers
- Case Study
- Development of options for future projects

How to develop training materials

The 2 hour online workshop guided participants through the supporting materials:

- A training facilitator guideline
- A training plan template
- A training presentation template
- Worked examples of methods



The training modules covered:

- Planning – How to create content.
- Delivery Methods - Examples and options to deliver effective training
- Best Practice – Supporting materials to deliver quality training.
- Getting Started - Continuous improvement and support.

Case Study

After delivering the training a trainer was selected to implement the learning and provide the project team with feedback. The learning from the case study included:

- ✓ Application of the training was effective in supporting the planning of the training.
- ✓ Additional support was provided to enhance the training with activities suggested to better engage the target audience.
- ✓ A combination of the training for trainers and access to the team for review of proposed training resulted in the best outcomes overall.

Further Opportunities

This project identified further opportunities for effective knowledge transfer in the form of communities of practice and mentoring programs. Some of these are happening organically within the organisation but providing them within a formal framework will allow for monitoring and reporting against key performance indicators.

What is the most important considerations for effective training?

Adult learners need to be able to see the value and applicability of the training offered and the delivery method needs to suite the material.