

UTI EMPLOYEE TRAINING PROGRAMS

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Various training techniques are used in business and industry to help employees acquire new skills. Some effective techniques that United Transportation Inc. (UTI) uses in its training programs are discussed in this report.

ON-THE-JOB TRAINING AND LECTURES

Two of the most frequently used and highly effective training methods are on-the-job training and lectures.

On-the-Job Training. On-the-job training saves time and money by enabling individuals to train at the workplace. The trainer uses the workstation in place of a classroom. On-the-job training does require careful coordination to ensure that learning objectives are achieved.

Lectures. Lectures are used often because they are a low-cost method of instruction. Lectures, which require little action on the part of the trainer, may not be effective when introducing employees to new techniques and work programs.

CONFERENCES

In a conference, small groups of employees are taught by a director, manager, or outside consultant. Conferences provide considerable give-and-take. For learning to occur, the trainer must be skilled in the use of interactive techniques.

DISTANCE EDUCATION

A growing segment of UTI's training is now delivered online via the Internet. Some of these courses, called distance education (DE), are designed and managed by UTI itself, but an increasing number are designed and managed by independent vendors, such as educational institutions and management-consulting firms. These online courses are not only cost-effective but also permit the trainee to complete the course at a time that is convenient for him or her.

The UTI Training Department estimates that within five years, 80 percent or more of its training modules will be delivered online at a projected annual cost savings of at least \$575,000.