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An Effective Training Model

Field Application Engineers

An Effective Training Model

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Power Management

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Needs Assessment

- Field Applications Engineers were the target audience
- Determined by the Senior FAE's and the VP of marketing
- Training is already in place but is it effective
- If the training is not effective, what type of training needs to be done?
- 20% of current FAE's do have baseline analog knowledge
- Optimal for 100% of current FAE's to have baseline knowledge
- Currently there is an 80% discrepancy factor

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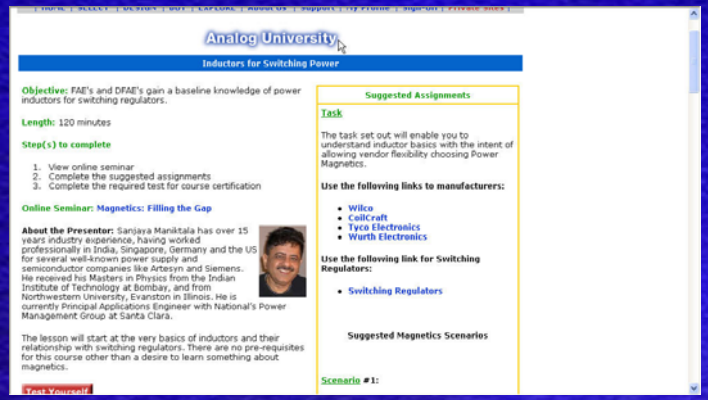
Project Plan

- Looked at the existing training model
- Developed a new training model based on the needs assessment
- Examined LCMS software
- Trained mentor on the LCMS system.



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Training Model Proposal

- Intro: (Replaces Online Seminar)
- Goal or Task: (Replaces Reading Assignment. This is directly related to the Objective)
- Scenario: (Replaces Research assignment)
- Assessment: (Evaluation)
- Extension: (Replaces Quiz)

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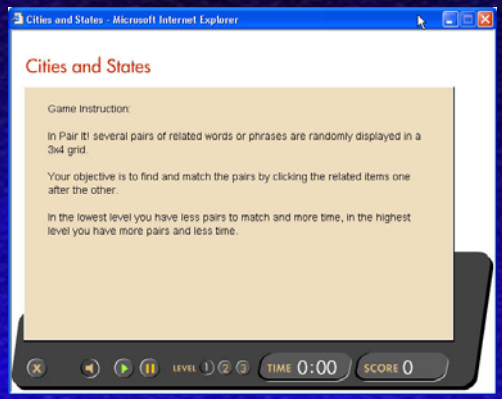
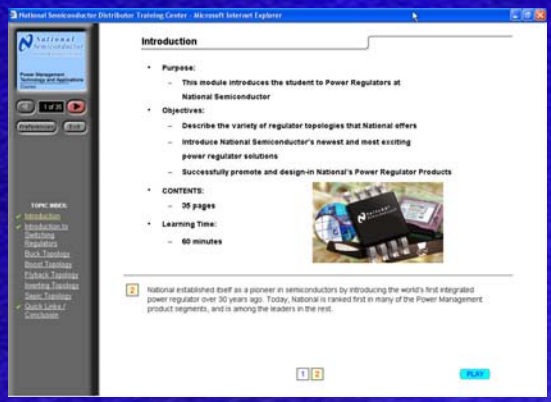
Assessment and Extension Tools

- **Assessment**
  - Blackboard
  - Rubrics
- **Extensions**
  - E-Games
  - Training Center





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Current Evaluation

- This project is a continuous work in progress
  - Profits from incoming revenue drive budget
  - Tasks and scenarios are already in place
  - Assessment tools, Rubrics and E-games extensions have not been developed yet

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Recommendations

- Instructors need training within the following areas to maximize time usage:
  - Analog U Website, and Internal Engineering Site, locating Online Seminars and My Videos, Signal/Marketing/Distribution FAE Training
  - Analog University LCMS (WEBEDITPRO) and it's integration with Online Seminars and assessment tools
  - Assessment tools including Blackboard Rubric software similar to Rubistar
  - Reporting tools for Assessment (To be determined with further inquiry)

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Recommendations Continued (Train the Trainer)

- Web Based Training
- Why Web Based Training instead of Instructor Led Training?
  - Availability factors: Engineers will be working on developing instruction at various times during the year
  - Flexibility: Engineers can enter into the WBT Portal at any time
  - Cost saving benefit
  - You can address the learner (Trainer) at different ability levels

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Management Comments

- It is very Important to have some form of criteria and measurement to examine knowledge of our FAE's. This training model does just that. Ed Lam, VP Power Management
- The bottom line is to get most of our FAE's to make the cut into level II. This is where the majority of our revenue is generated. This model which provides real assessment will be very helpful. Paul Greenland, Director Marketing, Americas, Power Management

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Mentor comments

- This was designed specifically as an incentive model to encourage core level competencies of all existing FAE's at National for Power Products
- As long as management does not utilize this model for punitive measures it will be successful
- Having Level II and Level III FAE's be responsible for writing the lessons and taking responsibility for assessment will allow this to occur.

David Mishler, Senior Field Application Engineer, Power Management

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