

Continuous Learning Strategies: Problem-Solving

Precision Installations Co.

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SECTION 1: Problem-Solving Scenario

Ineffective Onboarding and Skill Retention

At Precision Installations, new hires often struggle to retain key technical and safety skills taught during onboarding. Many leave within six months due to feeling unprepared in the field, while experienced employees grow frustrated mentoring the same topics repeatedly.

This has led to:

- Reduced efficiency and quality in installations
- Increased client complaints
- Burnout among seasoned installers
- High costs due to repeat training and turnover

Two Potential Solutions

Solution A: Standardized Self-Paced eLearning Modules

- Strengths:
 - Scalable and accessible 24/7
 - Reduces pressure on senior staff
 - Reinforces consistent messaging
- Weaknesses:
 - May feel impersonal
 - Lacks real-time feedback
 - Can be ignored without accountability

Solution B: Peer Mentorship Program with Story-Based Learning

- Strengths:
 - Builds relationships and team culture
 - Allows for contextual, job-site learning
 - Storytelling can improve retention and emotional connection
- Weaknesses:
 - Time-intensive for mentors
 - Risk of inconsistent information without structure

Decision-Making Framework:

Rational Decision-Making Model

The 8 steps to achieve success:

1. **Identify problem:** Skill retention and gaps in confidence/growth
2. **Set criteria:** Scalable, cost-effective, human-centered, improves retention
3. **Weigh criteria:** Retention (40%), Cost (30%), Scalability (20%), Engagement (10%)
4. **Generate/evaluate alternatives:** eLearning vs. Mentorship
5. **Choose best option:** Combine both into a blended learning approach
6. **Implement:** Launch eLearning baseline, followed by field mentorship
7. **Evaluate:** Use feedback surveys and performance KPIs

Implementation Plan

Phase 1: Create bite-sized eLearning modules for technical skills and safety

Phase 2: Launch “Mentor Moments” where veterans tell short stories about job-site lessons

- **Barriers:** Time constraints, tech adoption, cultural resistance
- **Solutions:** Offer incentives for mentors, mobile-friendly tools, involve staff in creation process

SECTION 2: Storytelling to Address the Challenge

The Story: “First Job Fumble”

A real (or fictionalized) story from a long-term employee, Hector, who botched his first solo dishwasher install. He forgot a small step that flooded the client’s kitchen. He was mortified but learned a key lesson from a senior tech: always do a final hose check, even if it feels redundant.

Why it works:

- **Emotionally resonant:** Shares vulnerability, humor, and growth
- **Culturally aligned:** Emphasizes humility, continuous learning, and real-world wisdom
- **Reinforces values:** Precision, accountability, and support

Broader Integration

- Start a "Lessons from the Field" podcast (audio or short video clips)
- Feature stories during:
 - New hire orientation
 - Safety refreshers
 - Team meetings or newsletters
- Invite team members to submit their own learning stories (written, video, or voice note)
- Can be listened to on the way to jobs in work vans

SECTION 3: Sustainable Learning Culture Strategy

Strategy Overview

Create a Continuous Learning Loop that puts development into the daily experience and company culture.

Key Components

1. Learning Communities:

- Small groups of 3–4 employees meet monthly to discuss lessons, troubleshoot challenges, and share wins.
- Rotating leadership builds confidence and team cohesion.

2. Learning Goals in Performance Evaluations:

- Each employee sets one skill-based and one mindset-based goal (e.g., “improve speed with built-in ovens” and “practice mentoring one new hire”).
- Reflected on during check-ins and reviews.

Learning Culture Implementation

Technology & Tools

- YouTube, LinkedIn Learning or Coursera – to deliver interactive, mobile-friendly eLearning modules, eventually integrate custom-made, in-house trainings
- Slack and Zoom– for informal peer learning, quick wins, and storytelling.

Evaluation & Adaptation Plan

- Use quick quarterly surveys to ask:
 - “What’s one thing you’ve learned recently?”
 - “What story or advice stuck with you most?”
- Track retention, productivity, and time-to-independence for new hires.
- Quarterly team reflects on what’s working/not working, and the strategy is adapted based on feedback and metrics.