



Precision Installations Co.

Learning & Development Program Evaluation and Proposal

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Section 1:

Pillars of an Effective Learning & Development Program

Key Pillars:

- **Continuous Learning:** This pillar emphasizes ongoing development, so that our teams consistently acquire new knowledge and skills to stay ahead in the appliance installation industry. It promotes a mindset of lifelong learning and adaptability.
- **Skill Acquisition:** This focuses on providing hands-on training in advanced techniques, the proper use of tools, comprehensive safety protocols, and the introduces smart-device technology. The aim is to ensure our installers possess skills required for high-quality, efficient, and safe installations.
- **Leadership Development:** This pillar is dedicated to preparing our experienced installers for future leadership roles, such as crew leaders, trainers, and operations management positions. It involves cultivating skills in mentorship, team coordination, and problem-solving.
- **Performance Improvement:** This pillar directly addresses operational challenges to reduce service mistakes and increase overall efficiency through structured and targeted training. It ensures that learning translates directly into enhanced job performance and customer satisfaction.

Best Practices and Examples:

At Precision Installations Co., we have already begun integrating these pillars through practical applications:

We have successfully implemented a mentorship shadowing program. This initiative directly supports the Skill Acquisition pillar by facilitating hands-on skill transfer from experienced technicians to new hires in a real-world setting, ensuring practical proficiency.

Inspired by Gainsharing models, we have introduced crew performance debriefs that are directly tied to customer satisfaction metrics. This practice reinforces the Performance Improvement pillar by encouraging teams to collectively review their work, identify areas for enhancement, and strive for excellence, with tangible links to customer outcomes.

Section 2:

Intrinsic Motivation Strategies

Strategies:

- **Autonomy:** Installers select optional learning modules based on interests (for example, smart-device setup).
- **Mastery:** Employees receive progress feedback and growth pathways tied to increasingly complex installs.

Implementation at Precision:

- Starting a **sharable log** where personal development goals and skill achievements are entered.
- Assigning senior team members to **coach colleagues** and give **weekly feedback** to promote mastery and recognition.

Intrinsic Motivation Impact

The implementation of these intrinsic motivation strategies is expected to have important results:

Training completion rates are likely to go up as employees become more engaged with self-directed and relevant learning opportunities.

Peer-to-peer learning will likely grow as team members feel more confident to share knowledge and work together.

Morale and initiative, particularly among newer hires, are expected to improve as employees feel more supported, autonomous, and connected as they grow professionally.

Section 3:

Incentive Program Design

Extrinsic Incentives:

There will be two main external-type incentives:

1. **Certification Bonuses:**
\$200 bonus for completing safety and specialty training modules.
2. **Team Recognition Awards:**
Monthly “Excellence in Execution” prize, which could include things like gift cards and public recognition (i.e. website spotlight).

Program Alignment:

These incentives will be beneficial because they:

- Support Learning and Development by rewarding both job-relevant skills as well as teamwork.
- Reinforce safe, accurate, and timely installations aligned with overall company goals.

Long-term potential: Successful completion of certain learning can lead to promotion to mentor/trainer and relevant pay raise..

Incentive Program Design (continued)

Implementation:

There will be three aspects to the implementation of the incentive program:

1. **Timeline:** Launch Q4. Certification tracking begins immediately; awards reviewed monthly.
2. **Resources:** LMS tracking system, team leader reviews, monthly award budget.
3. **Monitoring:** Completion rates, error reduction, customer feedback scores.

Evaluation:

The program will be evaluated based on the following:

- **Success Metrics:** Certification completion percentage, customer rating improvement, installer retention.
- **Tools:** LMS analytics, employee surveys, feedback from clients and team leaders.

Section 4:

Evaluating Learning for Growth

Evaluation Framework:

- **Qualitative Methods:** Learning Management System (LMS), which will monitor completion status, time on task, quiz scores, and certification progress.
 - **Performance Metrics:** Reduction in job errors, faster installation times, and improved customer satisfaction scores.
- **Qualitative Methods:** Post-training surveys to assess confidence, relevance, and satisfaction with training materials.
 - **Interviews & Focus Groups:** Quarterly check-ins with installers and mentors to gather insights and identify improvement areas.
 - **Observation & Peer Feedback:** Reports from crew leaders on how well new skills are applied in the field.

Evaluating Learning for Growth (continued)

Success Criteria:

If the program is successful, we should find:

- High rates of on-the-job skill application and learning retention.
- Increased satisfaction and confidence levels.
- Measurable alignment between training outcomes and company KPIs (for example, error reduction, service quality).
- Growth in participation in voluntary and advanced learning modules.

Data Collection Methods:

Information will be gathered from a variety of sources:

- LMS analytics dashboards for tracking training progress and completion rates.
- Digital surveys using tools like Google Forms or LMS-integrated feedback.
- Mentor and supervisor evaluations using standardized checklists.
- Visual reports summarizing post-training behavior and outcomes.

Looking Ahead

Goal: Build a sustainable, high-impact learning program that grows with our team.

Next Steps:

- Finalize incentive structure and approval
- Launch pilot group in one region/team
- Analyze and iterate based on feedback/data

Investing in our employees ensures precision in every job AND long-term growth for all!

