

Best Practices for Maintenance Technician Training

Companies that require training have the highest adoption, most engaged techs, and highest ROI. This translates quickly into fewer callbacks, faster onboarding/promotions, and higher employee retention – all the good stuff.

“Mandatory” doesn’t have to mean the “same.” It can mean something different for a “green” tech versus a senior tech, and it can change based on your training season or busy season.

When we asked our top customers what they are doing, they said:

Set up times to focus on training (downtime or beginning of the day)

Enter training time into work order system, or set a specific number of training hours per week

Require specific training be completed to attain raises and promotions

Assign courses or paths to address site, region, or issue-specific callback

Drive Training Adoption and Motivate Continuous Upskilling

What to Measure:

- Points total (SkillMill) or custom badges awarded (Your LMS) - Monthly, Quarterly, All Time
- Number of courses completed
- Average amount of time in training weekly
- Weekly Leaderboard - 1st, 2nd, 3rd, etc.
- Regularly completing assignments (not overdue)
- Business Impact (Reduced make-ready times, turnover and vendor call outs)
- Promotions across the company - before and after

Long Term Incentives:

- Use Custom Learning Paths for tech upskilling
- Leverage HVAC, Plumbing and Electrical Assessment scores/increases in scores in conversations about raises and promotions
- Incorporate the training progress into quarterly/annual reviews and 1:1s
- Have regions or VPs compete against each other quarterly or yearly and give team awards to winners



Incentivizing Training

The most important thing we've seen when it comes to incentives is consistency. With that in mind, don't bite off more than you can chew -- start simple! Easy for you to measure and manage.

You can always layer in more incentives later. Here are some examples to get you started:

Good

- Give paid time off for monthly high points total
- Hold the team trophy for the month
- Earn gifts (gift cards, mugs, etc.)
- Send company or region congrats emails
- Be excited for those completing training

Better

- Use VR for training engagement and better recall
- Get company credit/points toward company store
- Give cash for milestones (ex: \$30 per completed course)
- Offer free lunches for course completions
- Recognize associates in 1:1s and weekly meetings

Best

- Pay extra for training time
- Give away an Oculus for high completion rates or achieving specific milestones
- Offer raises, bonuses and promotions for completions or skill attainment
- Give shoutouts and awards at company awards ceremonies



For more information contact Interplay Learning today.
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