

International Association of Drilling Contractors



Workforce Development Committee Meeting

19 October 2016

IADC

10370 Richmond Ave, Suite 760

Houston, TX. 77042

MINUTES

12:00 – 12:30	LUNCH
12:30 – 12:40	Welcome, Call to Order, & Introductions <i>Pamela Wakefield, Patterson-UTI, Committee Chairperson</i>
12:40 – 12:45	Facility Orientation/Safety Briefing, IADC Antitrust Policy <i>Patty Tydings, IADC</i>
12:45 – 13:00	<p>Safety Moment</p> <p>Several brief safety moments were shared, such as the following:</p> <ul style="list-style-type: none"> • The Galaxy 7 cell phones have been banned on airplanes. • “Criminals do not want to interact with you; they just want your stuff. Protect your stuff and protect yourself.”
13:00 – 13:30	<p>Using Technology to Enhance Classroom Competence <i>Jenni Lewis, Falck Safety</i></p> <p>Ms. Lewis presented information about how to improve retention between coursework. She listed a variety of courses and their renewal cycles (e.g., well control, HUET, firefighting). She then presented the Ebbinghaus Forgetting Curve, which illustrates the average length of retention. Content is typically retained for about 24 hours unless some form of continuous learning is enforced. About 2 to 10 minutes of content several times over the course of 30 days is enough for a person to retain most of the original information.</p> <p>Ms. Lewis quoted IOGP’s 476 document about well control training: “Personnel involved in well operations should also participate in continuous learning rather than relying only on a classroom based training and assessment processes.” “Continuous learning can be achieved in a multitude of ways which may include online training, rig site training and face-to-face refresher training.”</p> <p>App-based training can be tailored to the learners in a particular class and can supplement the classroom training. This kind of training can also be used for pre- and post-course assessments. Trends and other performance statistics can be tracked easily and quickly.</p> <p>Questions asked by attendees:</p> <ul style="list-style-type: none"> • Usage rate (70% although not required) and how to implement multiple scenarios into the app’s simulation. They now have a multi-player version of the application, so multiple people (even in different locations) can work

International Association of Drilling Contractors

	<p>together on a simulation. It is gamified and includes human factors. So, for example, a driller and supervisor can work together and communicate through a team-based exercise. Results can be recorded and used for measurement of retention.</p> <ul style="list-style-type: none"> • How the app fits into the existing, required training. Example: Falck uses the same animations when teaching the class, so the trainee recognizes the scenario. The repetition of the same scenarios helps with retention. • Number and frequency of app interventions (learning by snack rather than by whole meal). That is up to the client. Companies can set up the frequency, and the app will remind the employee that he/she needs to complete the training. • Paying the employee for completing the training: Verification of time is also possible for the purpose of paying the employee for the time spent on training. The app’s analytics tool records the time, but some companies use an online proctoring service to monitor the training. Companies can also use average times for the training and pay people based on the average time. <p>Stated Benefits of App-Based Training:</p> <ul style="list-style-type: none"> • Immediate feedback • Most up-to-date material • MOC not needed • No internet needed to utilize app • Simulations can provide a somewhat authentic worksite experience within controlled learning environment • Costs less than instructor-led training • Training can be scheduled more easily around the trainee’s work and home schedule <p>Stated Benefits of Mobile-Learning Applications:</p> <ul style="list-style-type: none"> • Pre and post assessments for classroom training • Practice sessions or reinforcements • “Snack” learning—content can be sent in small increments so as not to overload the trainee <p>Case Studies for future reference: Chevron (Byron Sketchler), Precision Drilling (Sofian Charman), and Falck Safety</p>
<p>13:30 – 14:00</p>	<p>Measuring Success: How 10 Minutes a Month Can Transform Your Company <i>Lindsey Putterman, Sales Director, Trivia</i></p> <p>Trivia began as a social trivia game application sold through the Apple App Store in 2012. (It was also sold through Google Play, Desktop, and Windows phone.) In 2014, they transitioned to corporate learning using the same type of format used in their highly successful trivia game (which was downloaded by users more than 35 million times). Trivia is a mobile gamification app that reinforces the training and provides visibility on the effectiveness of training (analytics).</p> <p>Trivia’s features include a challenge (player) and exam modes, leaderboards, discussion boards, and a rewards center.</p> <p>Through working with several large companies to enhance the companies’ training</p>

International Association of Drilling Contractors

programs, Trivie has been able to test the effectiveness of the continuous learning experience. In one test involving 91 learners, the application increased retention 90.9% with an average time of 8 seconds per user on Days 3, 5, and 10 following the initial content acquisition. They then launched a platform for 425 users over 10 weeks and retention reached 100% by the end of the trial period.

Ms. Putterman provided a demo using the Domino's Pizza version of Trivie.

"If your goal is to produce long-term retention, then what you do after training is more important than what you do during training." *Professor Henry Roediger III, Washington University*

The following comments were a result of questions asked from the attendees:

- The longest amount of time Trivie has measured retention for a company is 3 years. The retention rates remain steady over time.
- Quality instructional design is required for the success of each client's custom app.
- Individualized learning: Trivie allows a company to create different groups of users, so the content is applicable and appropriate for each user.
- Currently, they only support languages that use their character set (so no Mandarin, Russian, etc.).
- Most companies use the app for retention purposes. Only a few use it solely for assessment.
- Challenges mostly around the launch of the app for a particular company, depending on the technical capabilities of employees.
- They do only multiple choice, true/false, image questions, and Socratic-type question/answer. They do not use videos or audio (because of the data-usage requirements of that content). They also limit the lessons to under 10 minutes.
- You do not have to be on the internet to use the app.
- Google has released a new mechanism for the visually impaired, and Trivie will be piloting use of the new technology.
- You can only be logged on using one device at a time. This helps avoid cheating.

The group discussed various translation issues.

14:00 – 14:15

BREAK

14:15 – 14:30

Whole Group Discussion on Retention Strategies Being Implemented

- Virtual reality and augmented reality are becoming relatively inexpensive for training and can replace the expensive simulators in some cases. It may be the future of training (Interactive Training Solutions).
- Noble is exploring different avenues of training such as virtual reality.
- Maersk is currently offering team-based training vs. open class well control classes with Human Factors incorporated within training for Assistant Drillers and Drillers.
- NASA uses these training methods.

14:30 – 14:45

IADC updates

Patty Tydings

- DIT changes will be submitted to committee members for ballot. These changes

International Association of Drilling Contractors

	<p>will reflect the original intent of program.</p> <ul style="list-style-type: none"> • The WellSharp Instructor exam is now live. The pilot for the Portuguese exam is underway, and the Spanish exam will be piloted in November. • The WellCAP Plus program will be revised in 2017 and will be extended to the Driller level. • RigPass replacement cards for students are coming January 2017. • The new Crane-Rigger accreditation program has launched (October 2016).
14:50 – 15:15	<p>Nominations for a Committee Vice Chairperson for 2017 <i>Pamela Wakefield</i></p> <ul style="list-style-type: none"> • Angela Murphy (Noble) is the 2017 Chairperson, and Ludmilla Paul (Atlantic Offshore) will be the Co-Chairperson (nominated by Fritz Golding, Noble).
15:15 – 15:45	<p>Future Meeting Topics / Next Meeting <i>Pamela Wakefield</i></p> <ul style="list-style-type: none"> • Next meeting will be the joint meeting with the HSE Committee in February 2017. <p>Recommended topics:</p> <ul style="list-style-type: none"> • Leadership training to reinforce “Training Transfer” • Competence of personnel after being “bumped” down and then back up • Competence of personnel being rehired after being let go • Peer coaching in the field and how it can be measured
15:45	ADJOURNMENT

Attendance:

Name		Company Name
Ludmila	Paul	ATLANTICA MANAGEMENT (USA) INC
Jody	Davis	BAKER COMMUNICATIONS
Ashley	Malcolm	BAKER COMMUNICATIONS
William	Waldroop	BILL WALDROOP & ASSOCIATES
Meta	Rousseau	BLACKHAWK SPECIALTY TOOLS
Ketil	Been	BOXLY GROUP
David	Demski	COMPENTENT & ENGAGED, LLC
Hannah	Janssen	ENSCO PLC
Jenni	Lewis	FALCK SAFETY SERVICES
Jessica	Selvidge	FALCK SAFETY SERVICES
Bret	Parks	HELMERICH & PAYNE INTERNATIONAL DRILLING CO.
Cecil	Brewer	HOUSTON COMMUNITY COLLEGE
Elfriede	Neidert	IADC
Brooke	Polk	IADC

International Association of Drilling Contractors

Patty	Tydings	IADC
Kristin	Blissit	IADC
Cynthia	Montero	IADC
Steve	Vorenkamp	IDS GLOBAL
Dan	Abramovich	INTERACTIVE TRAINING SOLUTIONS
Jane	Murphy	INTERTEK CONSULTING
Fenil	Shah	LEARN TO DRILL
Michele	Blanton	MAERSK TRAINING
John	Lund	NEW TECH GLOBAL VENTURES
Fritz	Golding	NOBLE DRILLING
Angela	Murphy	NOBLE DRILLING
Bradley	Spratt	NORTHWEST TECHNICAL SOLUTIONS
Andrew	Warren	NORTHWEST TECHNICAL SOLUTIONS
Lorin	Lattal	PACIFIC DRILLING
Steve	Thomas	PACIFIC DRILLING
Pamela	Wakefield	PATTERSON-UTI DRILLING COMPANY
William	Fleming	ROWAN COMPANIES
Nancy	Kenney	SUBSEA SOLUTIONS, LLC
Lindsey	Putterman	TRIVIE

All meetings must have a written agenda that is circulated prior to the meeting. Attendees must strictly follow the agenda. Topics not on the agenda must be deferred until a later meeting. Meeting minutes will be posted on the Committee's website following endorsement by Committee leadership and meeting attendees. Attendees should be aware that: 1. There may be audio recordings of meetings, for purposes of facilitating capture of meeting minutes; and 2. The final published minutes will include a record of who attended the meeting. The audio recordings shall be destroyed immediately following endorsement of the minutes. IADC Committee activities are governed by IADC's Antitrust Policy and Guidelines. [Click here for information on the policy and guidelines.](#)