

A group of five workers, three men and two women, are standing in a line in an outdoor power substation. They are all wearing bright orange high-visibility work shirts with reflective silver stripes, dark grey work pants with reflective stripes, and blue hard hats. Some are also wearing safety glasses. The background shows metal power line towers, insulators, and green trees under a clear blue sky with some light clouds. The overall scene is brightly lit, suggesting a sunny day.

L&C Training Introduction

Learning & Competence

Overview

- 1 Introduction & Overview
- 2 Our Learners
- 3 Understanding our Learners
- 4 Fundamentals of Training
- 5 Training Fundamentals
- 6 Training Outcomes
- 7 Training Behaviours not Steps
- 8 Summary & Questions





Group Activity 1

NZ (Kiwiana) General Knowledge



Question 1

In 1950 Mr. 4 Square was created. What was his given name?

Answer:



Question 2

Steven Adams, (NZ) NBA legend has played in four teams throughout his NBA career.

1. Houston Rockets (current)
2. Memphis Grizzlies (2024)
3. New Orleans Pelicans (2021)

What was the *fourth* team?

Answer:



Question 3

Which of these NZ towns is furthest west?

1. Westport
2. New Plymouth
3. Oamaru

Answer:

Our Learners

Understanding your learners is the key to effective training delivery

- Every learner is different — adapt your approach
- Assess prior knowledge and experience levels
- Recognise different learning styles and preferences
- Create opportunities for active participation
- Provide feedback and encourage questions

New field workers



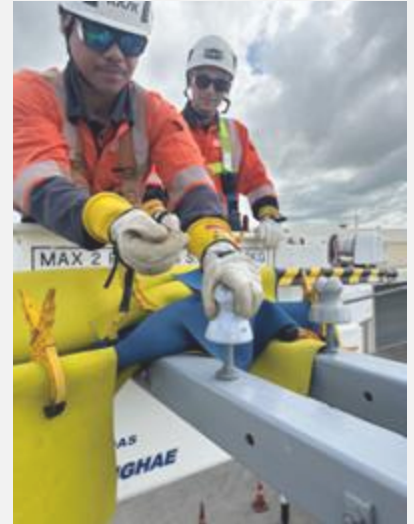
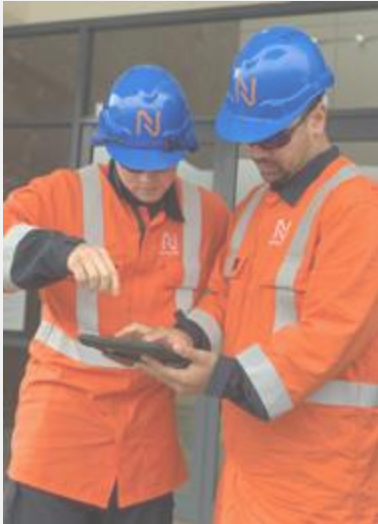
Experienced field workers



Industry support workers – non-field based

Understanding our Learners

Learning styles and selecting the right training strategies

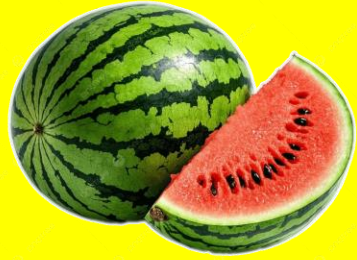


Visual Learners are by far what we have in our industry – Observers, Watchers and then the Doers



Group Activity 2

Observation and Retention Skills



Questions?

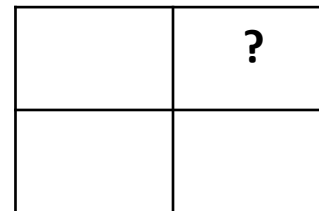
Questions to test your observation and retention skills



How many **FULL** oranges were in the image?



What was the fruit in the **Orange** square?



What colour was the square in the top right?

Fundamentals of Training

The essential foundations every trainer must build on



Know What You're Talking About

Deep subject-matter expertise is the cornerstone of credible training delivery



Have Experience or Hold the Qualification

Practical experience and recognised qualifications build learner confidence and trust



Be Aware of the Company Process

Align training content with organisational procedures, policies, and standards

Training Fundamentals



Be Organised

Structure your sessions with clear agendas, timelines, and logical flow



Have the Resources

Prepare materials, handouts, and tools needed to support learning



Learning Environment

Create a space that is safe, comfortable, and conducive to learning



Inclusive Learning

Ensure every participant can engage, regardless of background or learning style

Training Outcomes



Describe the Action Plan

Lay out clear, practical steps that learners can follow-up on, after the session



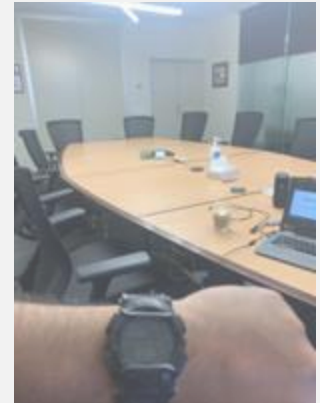
Create Visibility & Mapping

Make progress visible through tracking, mapping, and transparent communication



Do What You Say

Build credibility by following through on commitments and leading by example



Train Behaviours, Not Just Steps



Behaviours Outlast Checklists

Steps get forgotten, but behaviours become second nature and stick long after the training ends



Focus on the “Why” Not the “How”

When learners understand the reasoning behind an action, they adapt naturally to new situations



Competence Shows in Action

Real competence is demonstrated through how people behave, not what they memorise from a procedure



Culture Drives Compliance

The right behaviours create a culture where safe, compliant practice becomes automatic



Group Activity 3

General NZ Supply Industry Knowledge

NZ Electricity Industry

Items from the New Zealand Electricity industry, can you identify and name them?

Name the item?



Name the item?

Name the item?



Summary



Activity Answers

Review answers from
all three group
activities



Questions from the Floor

Open discussion your
questions and insights

Thank you for your participation!



Answer for Q1

In 1950 Mr. 4 Square was created. What was his given name?

Answer: Cheeky Charlie



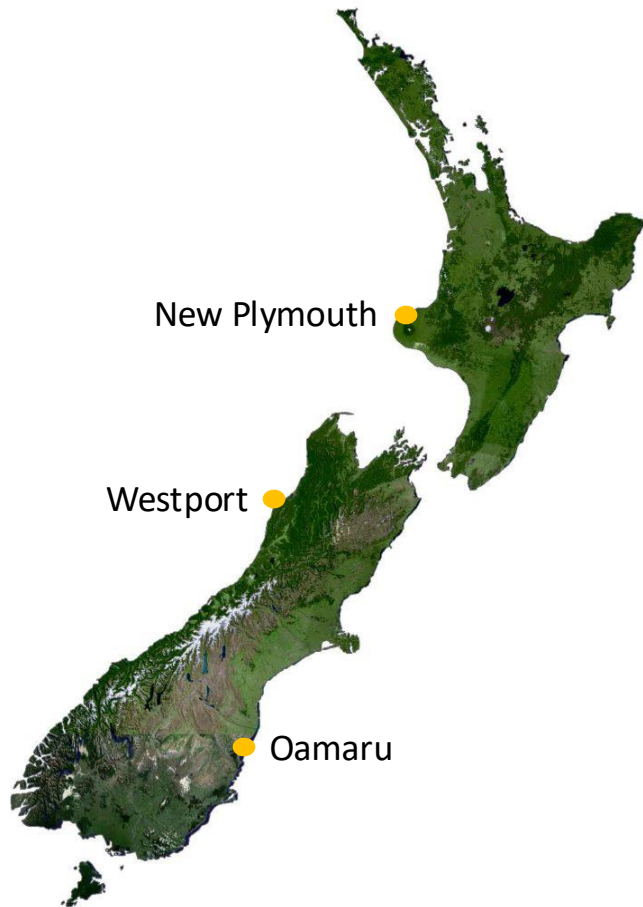
Answer for Q2

Steven Adams, (NZ) NBA legend has played in four teams throughout his NBA career.

1. Houston Rockets (current)
2. Memphis Grizzlies (2024)
3. New Orleans Pelicans (2021)

What was the *fourth* team?

Answer: Oklahoma Thunder



Answer for Q3

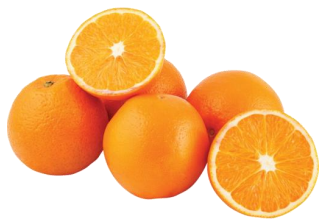
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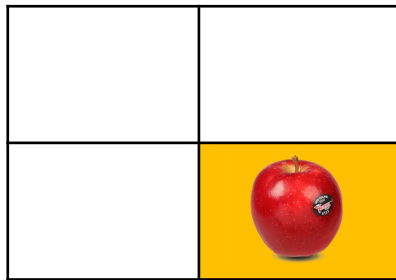
Answer: Oamaru

Answers

How were your observation and retention skills?



How many **FULL** oranges were in the image?



What was the fruit in the **Orange** square?



What colour was the square in the **top right**?

NZ Electricity Industry

Items from the New Zealand Electricity industry, how many did you identify and name?

Name the item?



Glass Insulator

Shearbolt Connector



Name the item?

Name the item?



Multimeter