

# Webinar: 2018 Factory Workforce Training Survey Results

written by Lauri Moon | June 12, 2018

Effective training is widely acknowledged as the key to mitigating the impact of a widening skills gap in manufacturing. Despite this recognition, the results of a recent Industry Week survey of manufacturing professionals shows that many companies are still struggling with their current approach to training and are no closer to solving this pressing issue.

Join us for a webcast presentation on June 20 to hear the results of the survey and the key insights from IndustryWeek Editor, Travis Hessman and Continuous Improvement expert Alex Leclerc, CEO, Poka. Survey highlights include:

- What is the most common method of training?
- How many hours are invested in training per operator (new vs old)?
- What are the biggest challenges related to training?
- Who is responsible for training and who is the budget stakeholder?

The presentation will also feature a case study of a digital manufacturer who has empowered its workers by leveraging video-based micro learning and the use of tablets on the shop floor to drive better overall equipment effectiveness (OEE) and reduce shadowing time.

## Speakers

### **Alexandre Leclerc, Co-founder and CEO, Poka**

Alexandre Leclerc is co-founder and CEO of Poka, a training and communication app for manufacturers. He earned a Bachelor in Business Administration as well as completing a Master in International Business. Before starting at Poka, he assisted in many positions during his 7 years at family business Biscuits Leclerc, a leader in the snack manufacturing industry. He joined as an operator and finished as the Director of Continuous Improvement for the United States Division. Alexandre oversees the business operation of Poka as well as participates in the product

development.

 **Travis Hessman, Content Director and Editor in Chief, IndustryWeek**

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# **Webinar: The Journey from Remote Monitoring to Remote Service and Connected Field Service, a Practical Guide**

written by Lauri Moon | June 12, 2018

Remote monitoring of assets is the proven first step for manufacturers like you to leverage the Internet of Things to increase your operational efficiency and improve profitability. Once connected, you can monitor how assets are performing in the field and can collect valuable data.

The operational data provided by remote monitoring enables you to deliver a quick service response and improve your first-time fix rates. It is the next step on your journey to service transformation.

Using remote monitoring as a foundation to enhance your ability to respond quickly and holistically to unplanned outages, or to conditions that will eventually produce an outage, improves your service organization's efficiency and your customer satisfaction. In this webcast, you will learn your path to remote service and connected field service and practical steps you can take to see how your service processes can evolve.

Join us to learn how remote monitoring, remote service and connected field service can help your business achieve:

- Significant increases in first time fix rates and customer uptime
- Faster repair times and lower service costs
- A solid foundation for your service transformation

## Speakers

### **Michael Anderson, Senior Director of Solution Management, PTC**

Michael Anderson, Senior Director of SLM Solution Management at PTC, has more than 25 years' experience in solutions, product and integration management related to the development and implementation of enterprise software for the service lifecycle.

### **Mark Hessinger, VP Services, 3D Systems Inc.**

Mark Hessinger is a Senior Global Customer Experience Leader who leads organizations to higher performance. He is a visionary with a demonstrated ability to identify customer needs and design a strategy that builds innovative, profitable and scalable solutions that deliver greater customer loyalty and employee engagement.



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# **Webinar: The Best Kept Secret for Boosting Workforce Engagement and Performance**

written by Lauri Moon | June 12, 2018

Microlearning is quickly emerging as a key way to increase workforce engagement, boost knowledge growth and ultimately change behavior. Proven to drive results, leading organizations are leveraging microlearning as a critical component of their operational excellence strategy—whether it’s to reduce safety incidents, deeply ingrain corporate values, or simply bring consistency from team to team and facility to facility. The best part? Organizations can incorporate microlearning without any interruption to production, and in a way that effortlessly supports a diverse workforce.

Join this webinar to learn:

- What microlearning is (and isn’t)
- 5 ways microlearning is boosting frontline performance
- Stories of real organizations that are using microlearning to drive significant business impact

## **Speaker**

 **Carol Leaman, CEO, Axonify Inc.**

Carol Leaman is the CEO of Axonify Inc., a disruptor in the corporate learning space and innovator behind the Axonify Microlearning Platform—proven to increase employee knowledge and performance necessary for achieving targeted business results. Prior to Axonify, Carol was the CEO of PostRank Inc., a social engagement analytics company that she sold to Google in June 2011. Previously, Carol held CEO positions at several other technology firms, including RSS Solutions and Fakespace Systems. Carol is a frequent speaker, a regular contributor to Fortune magazine and a well-respected thought leader, whose articles appear in various learning, business and technology publications. She also sits on the boards of many organizations, both charitable and for-profit, and advises a variety of high-tech firms in Canada’s technology triangle. Carol has won multiple awards, including the Waterloo Region Entrepreneur Hall of Fame Intrepid Award (2011) and the Sarah Kirke Award (2010) for Canada’s leading female entrepreneur and she is a finalist for the Techvibes Entrepreneur of the Year Award (2017).



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# **IMC Director Presents to WAMS**

# Builders Club about Leadership

written by Lauri Moon | June 12, 2018

It was a snapshot lesson in leadership this morning for members of the Williamsport Area Middle School Builders Club.



IMC Executive Director and CEO, spoke to club members about what it means to be a leader during their weekly meeting, led by advisor and seventh-grade teacher Mike Lundy.

Manetta outlined a three-pronged approach, or model, of leadership: “Be, Know, Do.” His presentation spurred students to think critically about what encapsulates a leader, ranging from character to accomplishments.



