MIND4 CHANGE

Training methodologies for all generations

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INTERNATIONAL UNION OF RAILWAYS

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1. DIFFERENT TRAINING METHODOLOGIES

1.1. ON-THE-JOB TRAINING

1.1.1. Explanation

On-the-job training is a hands-on method where employees learn by performing tasks under guidance of experienced mentors or trainers.

This approach enables learners to acquire skills in their actual work environment, promoting direct application of knowledge.

1.1.2. Description

- Trainees are paired with experienced employees or supervisors

- Training occurs during regular working hours

- Tre process involves observation, practice, feedback and gradual skill development

- Common in practical, task-oriented fields like rail operations, maintenance or customer service.

1.1.3. How to include it in workforce training?

1. Define Objectives: Establish clear goals for what trainees should learn

2. Pair with experienced employees: Select skilled, patient and knowledgeable mentors.

3. Create a training plan: Include a structured schedule with milestones.

4. Monitor progress: Provide regular feedback and adjust training to individual needs.

5. Evaluate outcomes: Assess trainee performance and mentor effectiveness.

1.1.4. Generational suitability

Best for: Millennials (born 1981-1996) and Generation Z (born 1997-2012) as they prefer experiential learning.

Suitable for: Baby Boomers and Generation X with customized approaches (longer timelines, structured guidance, ...).

1.1.5. Appropriate railway topics

- **Operations:** Train driving, signalling, dispatching

- **Maintenance:** Locomotive repair, track inspections

- **Customer Service:** Ticketing, passenger assistance

- **Safety training:** Emergency protocols, hazard identification.

1.1.6.   Benefits

- Real-world application of skills

- Immediate feedback and correction

- Cost-effective – utilizes existing resources and personnel

- Build relationships between trainers and mentors

- Encourages confidence and job readiness

1.1.7.   Weaknesses

- Inconsistent training quality – depends on the mentor`s skills and commitment

- Risk of errors affecting operations during the learning phase

- May not provide theoretical knowledge, leading to gaps in understanding

- Time constraints for mentors juggling regular duties

1.2.   MOBILE LEARNING OR M-LEARNING

1.2.1.   Explanation

Mobile learning or m-learning refers to the use of smartphones, tablets and other mobile devices to deliver educational content. It allows learners to access training materials anytime, anywhere, making learning flexible and accessible.

1.2.2.   Description

- Typically delivered through apps, websites or platforms optimized for mobile devices

- Includes various formats like videos, e-books, quizzes, interactive modules and even augmented reality (AR)

- Focuses on microlearning – short, digestible lessons suited for on-the-go learning.

1.2.3.   How to include it in workforce training?

- Choose a platform: Use mobile-friendly Learning Management Systems (LMS) or create custom apps.

- Develop content: Include videos, case studies, interactive scenarios and assessments.

- Integrate gamification: Add badges, leaderboards or progress tracking to increase engagement.

- Make it modular: Break content into short lessons to suit mobile users

- Support offline access: Allow downloads for areas with limited connections.

1.2.4.   Generational suitability

Best for: Generation Z and Millennials, who are tech-savvy and prefer digital content

1.2.5.   Examples for railway training

- **Safety protocols**: Interactive guides on emergency procedures, hazard handling or first aid.

- **Technical tutorials**: Videos on maintenance tasks like replacing train components or track inspections.

- **Customer interactions simulations:** Role play scenarios for ticketing or conflict resolution

- **Gamified training**: Quizzes or signalling codes, rules or operational best practices.

1.2.6.   Benefits

- Flexible – learners can train at their own pace and schedule.

- Engaging – multimedia and interactive content keeps attention.

- Scalable – reaches a large workforce simultaneously

- Portable – training is available anywhere

1.2.7.   Weaknesses

- Requires access to mobile devices and stable internet (unless offline features are available).

- Limited scope for practical skills training without additional hands-on sessions.

- Risk of distractions while using personal devices

- May not suit individuals unfamiliar with mobile technology

1.2.8.   Platforms and Apps for Mobile Learning

- Moodle

- EdApp

- Kahoot!

- TalentLMS

- Skillsoft Percipio

- Trainual

1.2.9.   Customizable Tools

- Google Classrooms

- Canva (Education)

- YouTube

1.3.   CLASSROOM INSTRUCTOR-LED TRAINING (ILT)

- **Generations:** Baby Boomers, Gen X, Millennials
- **Description:** Traditional face-to-face sessions with an instructor guiding learners.
- **Railway Topics:** Safety regulations, compliance, technical theory.
- **Benefits:**
  - o   Direct interaction and immediate feedback.
  - o   Build strong foundational knowledge.

1.4.   VIRTUAL INSTRUCTOR-LED TRAINING (VILT)

- **Generations:** Millennials, Gen Z
- **Description:** Live online sessions via video conferencing tools.
- **Railway Topics:** Operational updates, customer service, digital systems.
- **Benefits:**
  - o   Flexible and cost-effective.
  - o   Allows remote participation.

1.5.   E-LEARNING / ONLINE TRAINING

- **Generations:** Millennials, Gen Z, Gen Alpha
- **Description:** Self-paced courses delivered via LMS or web platforms.
- **Railway Topics:** Regulatory updates, technical skills, sustainability.
- **Benefits:**
  - o   Accessible anytime, anywhere.
  - o   Scalable for large workforce.

1.6.   SIMULATIONS / VIRTUAL REALITY TRAINING

- **Generations:** Gen Z, Gen Alpha
- **Description:** Immersive environments for practicing real-life scenarios.
- **Railway Topics:** Train driving, emergency response, signaling systems.
- **Benefits:**
  - o   Safe practice for high-risk tasks.
  - o   Enhances engagement and retention.

1.7. GAMIFICATION / GAME-BASED TRAINING

- **Generations:** Millennials, Gen Z
- **Description:** Adds game elements like points, badges, and leaderboards to learning.
- **Railway Topics:** Safety drills, operational procedures.
- **Benefits:**
  - o Boosts motivation and participation.
  - o Encourages healthy competition.

1.8. JOB ROTATION

- **Generations:** Gen X, Millennials
- **Description:** Employees rotate through different roles to gain broader experience.
- **Railway Topics:** Operations, maintenance, customer service.
- **Benefits:**
  - o Builds multi-skilled workforce.
  - o Improves career development.

1.9. CROSS-TRAINING / MULTI-SKILLING

- **Generations:** Millennials, Gen Z
- **Description:** Training employees in multiple skills beyond their primary role.
- **Railway Topics:** Technical troubleshooting, emergency handling.
- **Benefits:**
  - o Increases flexibility and resilience.
  - o Reduces dependency on single roles.

1.10. COACHING / MENTORING

- **Generations:** All (especially Gen X, Millennials)
- **Description:** Experienced professionals guide less experienced staff.
- **Railway Topics:** Leadership, operational excellence, safety culture.
- **Benefits:**
  - o Personalized learning.
  - o Build trust and knowledge transfer.

1.11.   PEER-TO-PEER TRAINING

- **Generations:** Millennials, Gen Z
- **Description:** Colleagues share knowledge and skills informally or in structured sessions.
- **Railway Topics:** Best practices, troubleshooting, customer handling.
- **Benefits:**
  - o   Encourages collaboration.
  - o   Cost-effective and practical.

1.12.   CASE STUDIES / ROLE PLAYING

- **Generations:** Millennials, Gen Z
- **Description:** Learners analyze real-world cases or act out scenarios.
- **Railway Topics:** Crisis management, customer service, ethics.
- **Benefits:**
  - o   Improves problem-solving and decision-making.
  - o   Makes learning experiential.

1.13.   SELF-DIRECTED / SELF-PACED LEARNING

- **Generations:** Millennials, Gen Z
- **Description:** Learners choose what and when to learn using digital resources.
- **Railway Topics:** Technical manuals, compliance updates.
- **Benefits:**
  - o   Empowers learners.
  - o   Flexible and personalized.

1.14.   MICROLEARNING / BITE-SIZED TRAINING

- **Generations:** Millennials, Gen Z
- **Description:** Short, focused learning modules delivered via mobile or LMS.
- **Railway Topics:** Safety tips, quick troubleshooting guides.
- **Benefits:**
  - o   Easy to consume and retain.
  - o   Ideal for busy schedules.

1.15. PODCASTS

- **Generations:** Millennials, Gen Z

- **Description:** Audio-based learning for on-the-go consumption.

- **Railway Topics:** Industry trends, leadership insights, safety reminders.

- **Benefits:**

  o   Convenient and accessible.

  o   Great for passive learning during commutes.

1.16. STORYTELLING

- **Generations:** All (especially Gen Z, Millennials)

- **Description:** Uses narratives to convey lessons and values.

- **Railway Topics:** Safety culture, historical incidents, customer experience.

- **Benefits:**

  o   Makes learning memorable and relatable.

  o   Builds emotional connection to content.

REFERENCES

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