



Maintenance Training Design for Remote Courses

James Scarpa

SkyWest Airlines

Content:

Introduction

I Facility

II Presentation

III Outcome

Content Addition:

Human Factors
E.I.

(outcome-based training)

The
“MX Technician”
Brain

Why Bother With Remote Training?

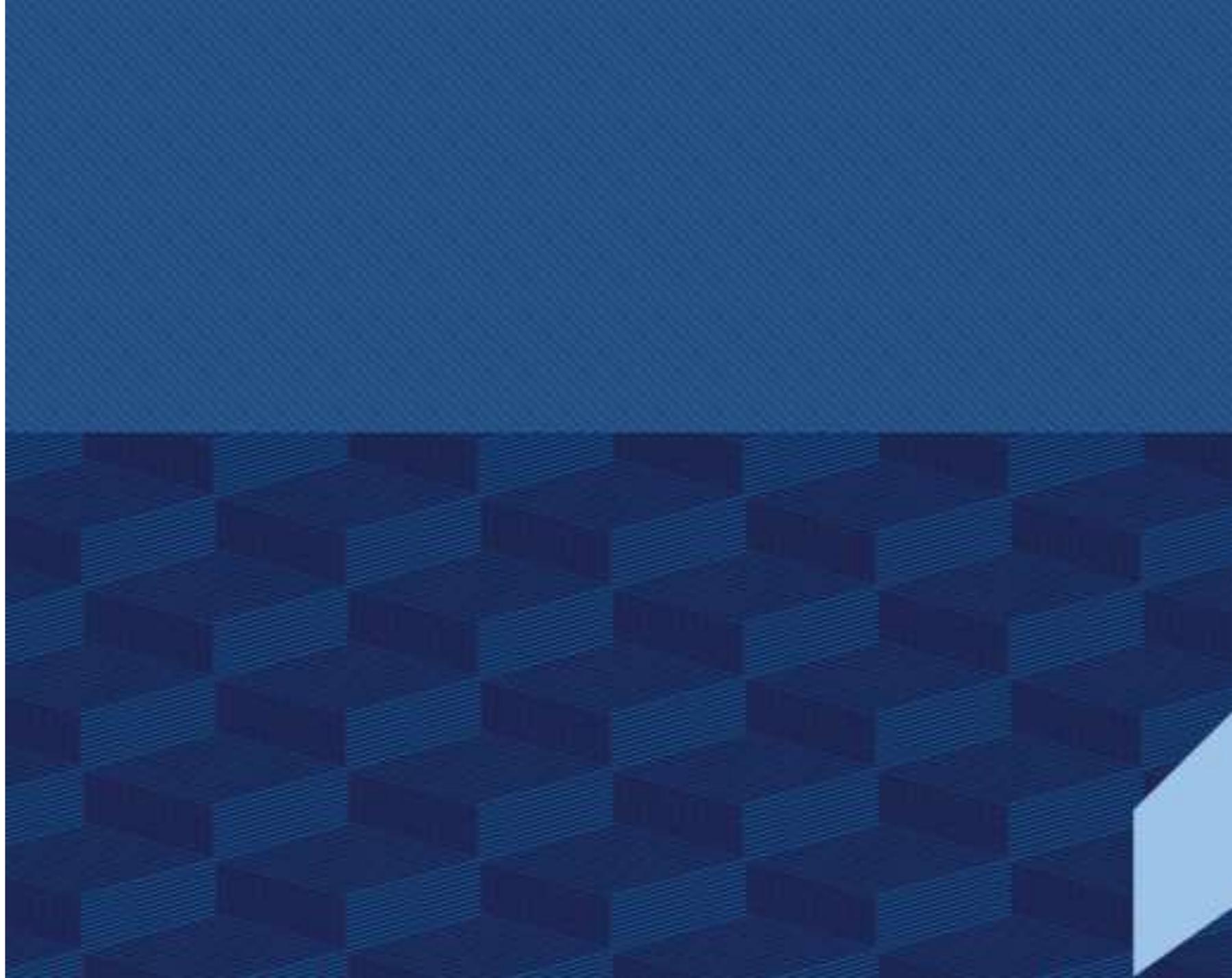
What elements can
Training Control?

- Learning Environment
- Learning Process
- Learning Outcomes

**You are working
“uphill”**

**Remote Training is not
preferred in aircraft MX.**

**Generally don't
hear:
I was hoping for a
remote course.....**





Training Requires a Foundational ATTITUDE

“Value”

Especially for Remote
Courses



Remote Training Facility Considerations



First Impressions
Establish

Are Essential To
Viability

Personal Checklist

Technology

On Time --- Timeliness

Background:

Explain

Or

Distract



- Lighting
- Focus
- Sound
- Subject

Find an Example to
Emulate that Agree
With your Subject





Record the Presentation!

&

Practice the Presentation!

Presentation Considerations



BANDWIDTH

- Speech
 - Sight
 - Audio/Visual
 - Touch

7 X 7

“Rule”

- **CRJ-200 MOD 1**
- **James Scarpa (MKE)**
- **484 843 5951**
- **2 Days**
- **Start 9am Central time**
- **Minimum Distractions - Please**
- **Optional Course Follow-Up Evaluation**

FC**MICHAEL BURRY**

"REGARDLESS OF WHAT THE FUTURE HOLDS, INTELLIGENT INVESTMENT IN COMMON STOCKS OFFER A SOLID ROUTE FOR A REASONABLE RETURN ON INVESTMENT GOING FORWARD."



Michael Burry is an investor and hedge fund manager. He founded the hedge fund Scion Capital, which he ran from 2000 to 2008, and then closed to focus on his own personal investments. His claim to fame is that he was one of the first and only investors to recognize and profit from the housing crisis of 2008.

In 2005, Burry focused on the subprime mortgage industry. He predicted correctly that the real estate bubble at the time would collapse by 2007. He decided to bet against the market by buying swaps from multiple investment banks like Goldman Sachs. While he paid a lot in premiums till 2008, he disproved his investors with a profit of \$700 million for each investor, and \$100 million for himself. He liquidated all the assets of the firm.

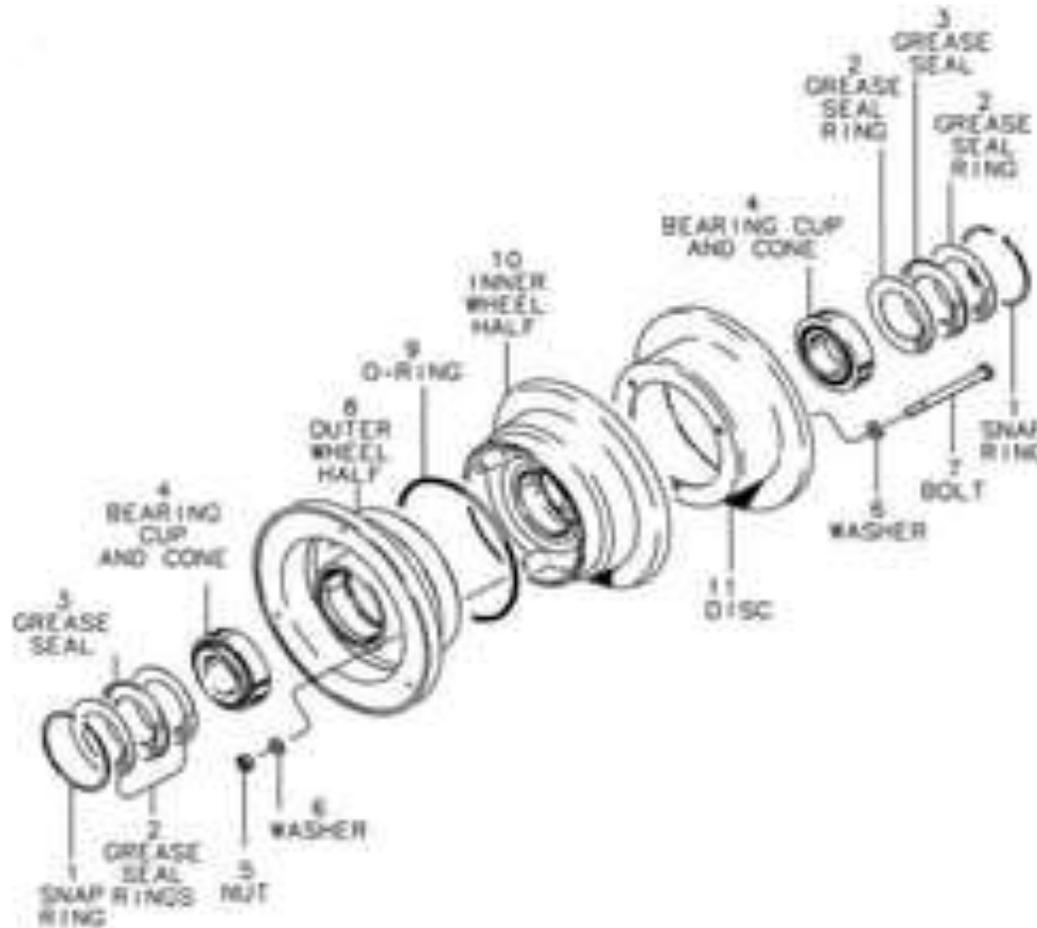
This brilliant trade is the subject of two books - Michael Lewis' "The Big Short", which got adapted into a movie starring Christian Bale, and "The Greatest Trade Ever" by Gregory Zuckerman.

Burry has a strictly traditional understanding of value. He has said more than once that his investment style is built upon Benjamin Graham and David DeGroot's 1934 book "Security Analysis": "All my stock picking is 100% based on the concept of a margin of safety."

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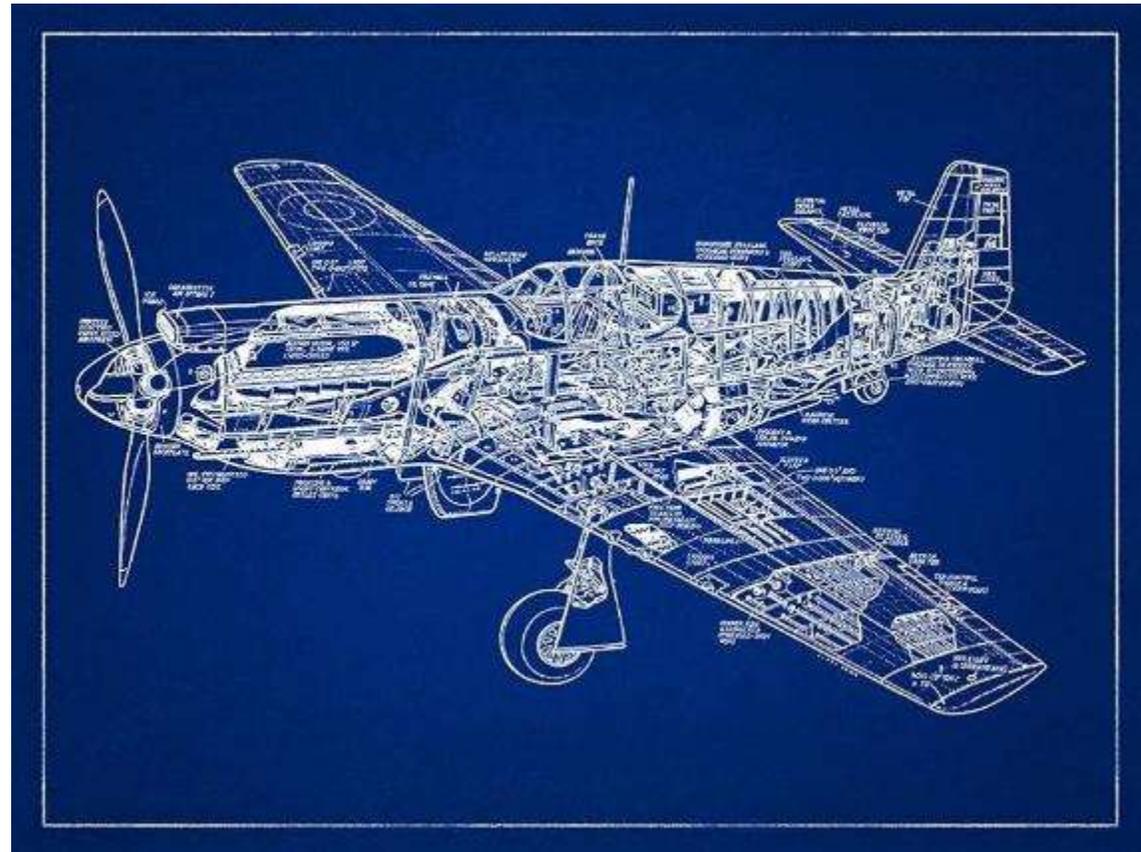
Graphics and visual information should describe key elements of the training communication

Classroom



This is great artwork! But does it communicate ANYTHING?
How many graphics do we use that communicate little or nothing?

Time to review!!



Learning Outcomes:

Measuring Outcomes

6 Questions:

- What was the purpose of the course as far as technical training?
- What rules of Safety were presented?
- What maintenance documents were used?
- What printed material was given to you to either use or keep?
- What did you learn you did not know before you took the course?
- What aircraft type was specifically used to demonstrate maintenance training?

Instructor-Led classroom course presentations:

75% of attendees remembered 50% of Material after 30 days

Remote course presentations (baseline):

10% of attendees remembered 25% of Material after 30 days

Remote Improved preparation & delivery:

50% of attendees remembered 50% of Material after 30 days

Which one?

“Does anyone have any questions?”

“ASK ME a question.”

(if you want to leave!)