



Spotlight

EURA Newsletter FOR INVENSYS EMPLOYEES ONLY

Inside this issue:

PAGE 2 Modernization Roadshow

PAGE 3 Two great EURA Event for software

PAGE 7 An Interview with... Jens Krumbiegel

PAGE 11 Invensys Sponsors World Batch Forum

COMPETITION:

PAGE 14 Create your own Sport T-shirt!





An Interview with...

Jens Krumbiegel Sales Trainer EMEA

Q. You have a lot of experience in the education field. What makes training courses really effective and what's your personal approach to them?

A. Thank you. In fact, it's a combination of several items. First of all, you have to know your audience. Is it a more technical or a more commercial oriented audience and what do they expect from a specific training course? Second and probably most important is an interactive approach to training courses. I offer a mix of presentations, audio and video clips as well as hands on exercises and role plays. In my opinion, a good trainer always uses a combination of media in order to make the course as interesting as possible. I have seen many knowledgeable people in their field but when it comes to knowledge transfer, they have a hard time in keeping the audience awake; therefore an interactive course is the key to a successful learning experience. Third, I strongly believe in preparation, now you can say that it is a typical German trait to prepare the course well in advance but I think every good trainer should do that. I always make a dry run through my whole training, therefore minimizing the risk that something goes wrong, for example do my presentation links all work? Do I have all the cables in case there is something missing in the training room? Fourth, due to my travel, I have a huge respect for other cultures and I always try to make people feel comfortable in my courses no matter where they come from. This can easily be achieved with examples that fit in the world of each participant.

Q. How important is training in comparison to the solely experience on the job?

A. Training helps people to get a strong idea about the product, processes or procedures. They can ask questions and lots of times they get additional self esteem in order to cope with daily issues since they are able to train these scenarios. Therefore, most of my trainings include a role play that people will still remember when they are in a similar sales call for example. If you take our operator training simulators as a product example, it clearly shows that training reduces the amount of errors and accidents in the field.

Q. How can training enhance work performance?

A. In my opinion, self confidence is the key answer here. If you are in the training room with fifteen of your colleagues, you can discuss your experience, issues and approaches. Everybody has a different way of responding, therefore giving valuable advice to the person. In this way, the participant realizes that he/she is not alone, which tremendously boosts self confidence and enhances work performance.

Q. Is there anything else you would like to share with the Spotlight readers (new projects, memories of past courses, best practices)?

A. I had a very interesting experience in a training course in Madrid some years ago which taught me another valuable lesson. The evening before, I tried out my presentation and the VM Ware and everything worked perfectly. After turning on my notebook in the morning in the training facility, I had the famous blue screen. I was flexible enough to use somebody else's computer but it was not really the same since the right software was not installed, links did not work etc. If something can go wrong, it will, teaching me two lessons: First, do not rely completely on technology and second always have a contingency plan. In fact every trainer should be able to run any training without technical backup.