Relationships and communication

• Trust and frequent, clear communication are key
• Be responsive
• Layer communication
  • Emails, newsletter, conference calls
  • Documentation and guides
  • One-on-one training
• Allows implementation of significant changes
Layered training

- General concepts and terms
- The theory and reasoning behind the change
- Technical steps
- Process change
- Hands-on practice
Debrief and improve

• Solicit and implement feedback on training and technology
• Review processes and discuss opportunities for improvements
• Continue conducting refresher training and hands-on practice
Q3 Why did you attend the RLA training this year? Check all that apply.
Q4 Please rate the following:
Questions?