P311

Transferring Experts Know How - The Key Role of New Training Techniques

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SUMMARY

Total diversifies its distance learning offer to cope with its competency development challenges. E&P training department support the métiers in implementing or finding out the appropriate solution (learning mix). This poster will present :

Methods : needs assessment, definition of training modes, content creation, training deployment and follow-up,

Tools : TotalTrain is a dedicated publishing chain for the creation of learning content from experts videos, including exercises and quizzes, external resources, glossary

Total Learning System is the Total group Learning Management System to spread e-learning modules and build reporting

Learning modes: Blended Learning Self learning, web conferencing, Web 2.0 opportunities (collaborative tools, wikis

), Videoconference for classroom ... will be presented.

The poster will present a global picture of the above learning means. Showcases and films will illustrate the achievements.

This poster intends to represent Total EP's approach regarding the key issues of knowledge sharing and acquisition worldwide supported by new training techniques. The Oil & Gas industry is characterized by high level and complex competencies, a long acquisition process, and a mix of theoretical and practical knowledge. Moreover, we are facing an antagonism: the low availability of subject matter experts combined with wide spread learners reinforce the complexity of the situation.

Therefore Total diversifies its distance learning offer to cope with this challenge. E&P training department acts at different stages to support the *métiers* in implementing or finding out the appropriate solution (learning mix).

E&P Training department provides:

- Methods: needs assessment, definition of training modes, content creation and validation, training deployment and follow-up, ...
- Tools :
 - o TotalTrain is a dedicated publishing chain for the creation of learning content from experts' videos, including interactive exercises and quizzes, external resources, glossary...
 - o Total Learning System is the Total group Learning Management System to spread e-learning modules and build reporting
- Learning modes:
 - o Blended Learning courses with coaching and follow-up
 - o Learning path for specific audiences
 - o Self learning facilities
 - o Use of web conferencing to support distance learning
 - o Knowledge base access on the web
 - o Videoconference for classroom courses from headquarters to subsidiaries
 - o Use of Interactive White Board in classrooms
 - o Web 2.0 opportunities (collaborative tools, wikis...)
 - o Knowledge evaluation
 - o ...

The poster will present a global picture of the above learning means. Showcases and films will illustrate the achievements. The participation of a contracted company – KELIS developer of the TotalTrain chain for Total – might help to focus on functional and technical issues of this open source tool.