Blended Learning Solutions for the New LNG Workforce

> April 17, 2013
Agenda

> Workforce challenges
> Younger workforce
> Online learning
> Classroom learning
> On the job training
Workforce Challenges

> Aging Workforce

- By 2025, workers over age 55 = 34 million
- Economic downturn has delayed retirement
- Fewer younger workers are entering workforce
- Preventing job burnout
- Knowledge transfer
- Workplace injuries
- Maintaining productivity
- Intergenerational challenges
Younger Workforce

> Stereotypes
  - Not reliable
  - “Job” not career
  - Don’t respect authority

> Skills
  - Techno-savvy
  - Team-oriented
  - Paradigm shifting leadership
The Answer...

> Invest in employee development and train at all levels
Blended Learning Approach

> Learning strategy combining classroom learning, online learning and hands-on learning

> Online learning very efficient in delivering baseline knowledge, refreshers and information updates
  
  ─ Options on when to access
  ─ Appeals to younger generations
  ─ Does not insure qualification
  ─ Is not always engaging
Why Consider a Blend?

- Minimize costs
- Maximize technology
- Increase instructional value
- Convenience for learner
- Redefine the role of the facilitator
- Combination of elements (classroom, self-study and online) produces learning advantages
  
  — US Department of Education study, 2010
GTI Energy Education Programs

> GTI programs in gas industry training
  – Offered since 1941
  – Over 40 courses offered annually
  – Over 55,000 gas industry professionals trained

> Broad array of topic areas
  – Gas distribution and transmission
  – Gas utilization and marketing
  – Gas supply
    • LNG
    • Unconventional gas

> Delivery Options
  – Open enrollment classroom courses
  – Onsite for energy industry customers
  – Online and self-guided programs

> Industry Conferences
Online Learning

> LNG Plant Operator Training
  - Meets U.S. government requirements for operator training, 5 modules

> LNG Plant Safety
  - Storage, handling, hazard detection / emergency response

> How an LNG Plant Operates
  - Plant layouts, components, process flow diagrams
Classroom Learning

> Fundamentals of Baseload LNG
  ─ Markets, technologies, economics (5 days)

> Understanding LNG Terminals and Terminal Operations
  ─ Planning
  ─ Building
  ─ Government regulators

> Understanding LNG Peakshaving Plants
  ─ DOT regulations
On the Job Training

- Creating policies and procedures
- Documenting processes
- Building experience
- Evaluating performance
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Building a better LNG workforce for tomorrow