# PERFORMANCE WORKSHOPS
## Cultivate knowledge and promote a high-performing workforce

TDS offers instructor-led workshops to give your employees the skills and knowledge to excel in their current positions and to advance further in their careers. From basic job training to train-the-trainer, our workshops provide key performance support from hire to retire and are taught by instructors who are subject matter experts.

BASIC TRAINING · JOB SPECIFIC TRAINING · ADVANCED TRAINING · HIRE TO RETIRE

### BENEFITS OF TDS PERFORMANCE WORKSHOPS

- Available for every level, from new hires to management
- Led by subject matter experts
- Specifically designed for the petrochemical and refining industry

### TROUBLESHOOTING FOR PROCESS OPERATIONS PERSONNEL

This workshop applies a six-step troubleshooting method for diagnosing and correcting operating problems. With correct application, expected outcomes include improved safety and environmental performance, improved productivity, increased on-spec time, reduced number of unplanned outages and reduced maintenance costs.

Target participants: Petrochemical and refining process operators with 2+ years experience; process/shift foremen; engineers

This workshop teaches:
- How to apply knowledge of process variables, indicators and controllers
- Troubleshooting techniques (Upon completion, a more customized application of the troubleshooting process can be developed for client specific sites.)
- Steps to solving problems in a variety of process systems

### WRITING EFFECTIVE PROCEDURES

This workshop covers how to write clear, concise and user-friendly procedures for the petrochemical and refining industries. The course can be provided in a generic form for many types of procedure writers or specifically for operations personnel.

Target participants: Employees in the petrochemical and refining industries who are responsible for writing and/or editing procedures.

This workshop teaches:
- Best practices for writing procedures
- The use of step-action statements in procedures
- How to evaluate existing procedures for quality

# TRAIN-THE-TRAINER DEVELOPMENT

The TDS Train-the-Trainer (T3) program is designed to give participants training skills that can be applied immediately in their work assignments. The classes can be taken individually or as a package with participants receiving the TDS Certificate of Training when complete. Throughout the program, trainees will receive coaching and mentoring from TDS performance, training and technical experts. Components of Train-the-Trainer Development include:

### On-the-Job Trainer (OJT)

Participants are provided the tools to teach others how to effectively perform in the field. This is a one-day workshop with a high level of activities and application.

Target participants: Trainers, supervisors and anyone responsible for training others in an informal setting (field, one-on-one, small groups, demonstrated performance)

This workshop teaches:
- How to incorporate adult learning principles and address different learning styles
- The components of good training objectives and their role in OJT delivery

### Interactive Instruction

This is a one-day workshop that teaches participants how to engage the classroom audience.

Target participants: Trainers and potential trainers responsible for formal training

This workshop teaches:
- Attributes of a successful trainer and examples of undesirable trainer characteristics
- How to manage disruptive and confrontational participants
- How to use games and activities that support learning activities

Contact TDS or visit us at TDSHOU.com for more information on any of our courses or to schedule training.

### Three P's of Presentation

This one-day workshop teaches the three main skills of presentation – plan, prepare, and present – to provide the ability to immediately apply the skills learned in a classroom setting.

Target participants: Trainers, potential trainers and those responsible for presenting in a formalized setting

This workshop teaches:
- How to create an effective presentation
- How to involve the audience during presentations with techniques and methods to foster open and meaningful discussion

### Instructional Systems Design (ISD)

This two-day workshop teaches the fundamental components of Instructional Systems Design (ISD) through the ADDIE process. Participants will spend the first day learning the theory with activities for application. The second day is more customized to applying the ADDIE process to a training program specific to the participant's job function.

Target participants: Trainers, potential trainers and those responsible for developing training content

This workshop teaches:
- The basic components of ISD and ADDIE methodology and specific details around Analysis, Design, Development, Implementation and Evaluation
- How to apply the ADDIE process to generic and participant specific learning events

## WHY TDS IS DIFFERENT

**Expertise**
We offer clients a team of performance specialists with industry, technical, human performance and adult learning expertise. This depth of experience allows us to provide a third-party perspective.

**Flexibility**
Our responsiveness and resources allow us to quickly adapt and tailor every service to our clients' specific needs.

**Comprehensive**
We are a full-service provider that offers solutions for every level of your organization, from new hires to seasoned managers.

**Innovation**
From classroom instruction to simulator training, our blended learning methods incorporate the latest technology and industry standards.