

EMPLOYEE FOOTPRINT:

21ST CENTURY APPROACH TOWARDS EMPLOYEE DEVELOPMENT

HUMAN FACTORS

This study will identify available 21st century Best Practices to implement in employee hiring and development at the Flight Standards Training Division (AFS-500). The study will take into consideration prior knowledge of work experience and/or identification of specific competencies tailored to each prospect and job classification. It will identify required training for a specific position, so employees can transition into new positions and grow within the department without squandering time and money in unnecessary training.

WHAT?

GOALS

The goal of this project is to identify best practices for recurrent training and the recruitment of new personnel. The process will stimulate staff efficiency by integrating technology and customizing training development.



HOW?

- By providing a series of competency-based evaluations to assess level of expertise and areas of improvements
- Creating personalized training based on the competency evaluation results
- Implementing new web-based training
- Provide hands-on experience related to actual scenarios
- A database for recurring employee questions

WHY?

- Most of the newly hired personnel have previous experience, knowledge and/or certifications which are not taken into consideration at the time of basic training.
- Experienced employees are required to take a recurrent training in a three to five-year timeframe.
- Taking into account employees competencies and tailoring their training to bridge the knowledge gap can result in a more proficient and satisfied employee.
- Ultimately, the outcome will be a more efficient employee, while reducing the training process and costs.

IMPACT



This research will help improve the hiring, training and employee development processes of the Flight Standard Training Division, while implementing new technology and creating a more cost effective and efficient system. In the future a new software prototype can be created to improve the hiring and training process, and new assessment evaluation tools can be designed to measure employee performance with the proposed system.

>>>TIMELINE



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