



*Minimizing risk. Maximizing potential.®*

May 9-12, 2022 | P2SAC Spring 2022 Conference

# Creating Best-In-Class Leaders with Incremental Online Learning

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QMS\_7.3\_7.4.F06 Rev.9

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# Kristin Robbins – Senior Director, PSL Business Unit



- M.S., Corporate and Organizational Communication, Northeastern University
- M.A., Media Studies, Brock University
- 10+ years' experience in
  - Strategic planning
  - Marketing
  - Communications
  - Organizational development

# Agenda

Background & context

Case study: Process Safety Learning<sup>®</sup> (PSL)

Client highlights



**Process  
Safety  
Learning<sup>®</sup>**

Source: Process Safety Learning<sup>®</sup>, ioMosaic Corporation

# Our stance for online learning

Learning Management Systems (LMS) accelerate competency and support a new leadership development model



Case study: Process Safety Learning® (PSL)

Empowerment – Sets the pace for better learning – Incrementally	Acceleration – Microlearning – Quick, easy access energizes competency levels	Knowledge sharing – Lessons learned – Collaboration – SMEs	Competency frameworks – Tracks progression – Identify gaps
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Embraces leaderful practices to strengthen process safety, and create the next generation of best-in-class professionals

# All online training is not equal

## Pandemic was a catalyst for global online learning surge

- Increased research on effects and impacts
- Increased confidence for online effectiveness

## Interpretations of online learning vs. eLearning

- Real-time remote or distance, virtual = online learning
- Internet/app, learner centric = eLearning

# What is a Learning Management System (LMS)?

Delivers and manages eLearning programs

Acronym represents:

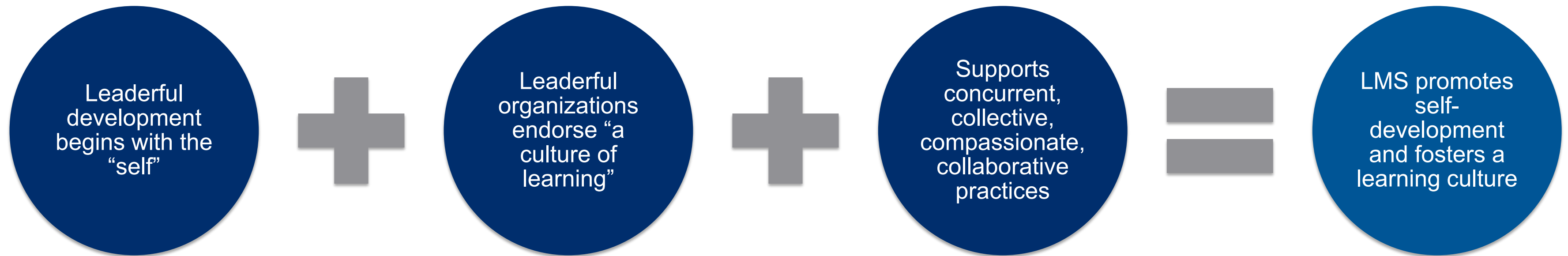
- L = Learning
  - Delivers training courses and programs
- M = Management
  - Manages all courses and learners with automation features
- S = System
  - Single, central system

Admin interface and user interface

PSL: Web-based application

- Accessible anytime, anywhere

# Leaderful framework: Joseph Raelin





# 4 Cs of leaderful leaders



Concurrent – Serving at the same time



Collective – Devoted to common goal



Collaborative – Working together and sharing experiences



Compassionate – Empathy, dignity, committed to community



# Case Study: PSL

Purpose: Demonstrate LMS accelerates competency and promotes leadership through:

- Learning module structure
- Role of Content Creators
- Competency development framework

Results: Stronger generation of process safety leaders

# Module-based incremental learning is microlearning

Edward Thorndike: “Learning is incremental”

Learning is continuous and knowledge acquired over time

Training organized into learning modules (LMs)

- Single topic with learning objectives, reinforced by an assessment
- Building blocks of courses

Successful completion of building block sets = PDHs/CEUs

# Benefits of Incremental learning, aka microlearning

## Maximizes comprehension and retention

- 50% single event classroom training forgotten
- 80% of microlearning supports long-term retention

## Why?

- Accessibility = Learner is ready to train; boosts focus and engagement
- “Bite-sized” is easier to comprehend
- Focused, progressive learning
- Paced by learner

## More engagement and acceleration of competencies



# Knowledge sharing: Content Creator

Best/life lessons learned = SME and knowledge sharing



Partner with experts



LMS promotes collaboration  
advancing tomorrow's leadership

# Impacting tomorrow's safety and create positive change

- Strategically vetted
- Passionate experts
- Committed to making a positive impact
- Depth and breadth of expertise
- Diversify portfolio



Source: ioMosaic Stock Image

# Competency development frameworks



Training resolves competency gaps



Track progress and identify gaps with an LMS



Scalability of the LMS = Many train together to resolve and accelerate competencies; consistent succession planning



# Competency Matrix

Switch Role ▾ Quick Adds ▾ Kristin Robbins ⚙️

Dashboard  
Learning Modules  
Courses  
Certification Tracks  
My List  
Course Categories  
Users  
Orders  
Batches  
Messages 223  
Profile <  
Groups  
Promotional Code  
Settings  
Manage Learners  
Learner Analytics ▾  
**Competency Matrix**  
Learners Progress  
Learning History  
Release Notes  
News  
Public Content <  
FAQ <

## Competency Matrix

Home > Leaner Analytics > Competency Matrix

**Learners**  
  
**Certification Tracks**

**Batches**  
  
**Competency obtained:**
☐ With PSL 
 ☐ Outside PSL 
 ☒ Combined

Search

Cancel

Show 20 entries

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Search:

		Training Requirements - Courses and Modules																											
	Staff	Initial Training - PSM Overview	Initial Training - MOC	Initial Training - AI/MI	Initial Training - PSi		Annual Training - PSM Overview	Annual Training - MOC	Annual Training - AI/MI	Annual Training - PSi		Refresher Training (Every 3 yrs) PSM Overview	Refresher Training (Every 3 yrs) MOC	Refresher Training (Every 3 yrs) AI/MI	Refresher Training (Every 3 yrs) PSi														
	Kristin Robbins	✓	✓	✓	✓		✓	✓	✓	✓																			
	Lisa Ruth	✓	✓	✓	✓		✓	✓	✓	✓		✓	✓	✓	✓														
	Kevin Sledge	✓	✓	✓	✓																								

Showing 1 to 3 of 3 entries

Previous
1
Next

Source: Process Safety Learning®, ioMosaic Corporation

# Client highlight #1 – Pre-pandemic

- Client: Located in 41 countries, 22,000 staff
- Need: Company specific PSM training; multi-language/various time zones
- Result: Customized PSM training accessible from anywhere, anytime, multi language. Enhanced safety culture and performance



Source: ioMosaic Stock Image



# Client highlight #2 – Peak pandemic

- Client: American producer and marketer of fuels & chemicals, 2,000+ employees
- Needed: New staff & current staff training
- Result: Reduced learning curve for new staff, refresher and investment in upskilling for current staff



Source: ioMosaic Stock Image



# An LMS supports leaderful practices



Concurrent – Serving at the same time – *Many learners*



Collective – Devoted to common goal – *Working to improve competencies*



Collaborative – Working together and sharing experiences – *PSL Content Creator & matrix*



Compassionate – Empathy, dignity, committed to community – *PSL Content Creator*

# LMS advances process safety training with a new model that:



Strengthens  
safety  
competency and  
culture

Elevates  
performance from  
next generation of  
leaders

Source: ioMosaic Stock Image

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# About ioMosaic Corporation

Through innovation and dedication to continual improvement, ioMosaic has become a leading provider of integrated process safety and risk management solutions. ioMosaic has expertise in a wide variety of areas, including pressure relief systems design, process safety management, expert litigation support, laboratory services, training, and software development.

ioMosaic offers integrated process safety and risk management services to help you manage and reduce episodic risk. Because when safety, efficiency, and compliance are improved, you can sleep better at night. Our extensive expertise allows us the flexibility, resources, and capabilities to determine what you need to reduce and manage episodic risk, maintain compliance, and prevent injuries and catastrophic incidents.

Our mission is to help you protect your people, plant, stakeholder value, and our planet.

For more information on ioMosaic, please visit: [www.ioMosaic.com](http://www.ioMosaic.com)