



## Situations & the Solutions using UTRAC

### Fast Facts

#### COMPETENCE



#### **The business world has been challenged in measuring its Return on Investment/Return on Learning.**

The issues surrounding personal performance and people productivity have not diminished even with the advent and application of modern management tools and techniques.

#### **Managers are often inadequately equipped to deal with these challenges.**

World ICU presents an integrated workplace education and workforce learning solution to assist the manager. With stricter compliance regulations, managers are obligated to provide a safe working environment and the appropriate education or face personal legal ramifications. The overriding need to ensure compliance is reaching the critical point.

#### **World ICU has found relevant solutions to these situations:**

<p><b>Lack of Workplace Confidence</b></p> <p>Employee: “I’m trained/certified in this area but I’m not sure what to do in this instance.” or “Am I doing this correctly?”</p>	<p>Through UTRAC’s competence validation process the employee will say “I’m confident in doing this correctly!”</p>
<p><b>Manager’s Legal Liability (i.e. CC217)</b></p> <p>Manager: “I sent my employees to a training session, so I’m not liable. Right?”</p>	<p>Training alone does not result in competence. UTRAC validates that competence has been achieved through the training.</p>
<p><b>Resistance to Change</b></p> <p>Employee: “I’ve always done it this way before and it’s</p>	<p>UTRAC identifies new operational realities and measures compliance to those realities.</p>
<p><b>Workplace Ignorance &amp; Complacency</b></p> <p>Employee: “I don’t have to learn anything else. I know how to do my job!”</p>	<p>UTRAC identifies the gaps in knowledge and skills, and validates what the employee already knows.</p>
<p><b>Culture of Safety</b></p> <p>Employee: “I won’t wear my personal protective equipment just this one time because it’ll only take me a minute.” or “I won’t get hurt, it won’t happen to me.”</p>	<p>UTRAC identifies consequences of not meeting safety requirements and reinforces an attitude of safety.</p>

**WORLD ICU**

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