



# **A skilled workforce**

## **A competitive advantage**

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**Quality Assurance**

**Environmental impacts**

**Procedures  
Knowledge  
Processes  
Attitudes  
Skills**


**Food safety**

**Occupational Safety and Health**

**Bio-terrorism**

# ***INtrain* learning system**

**Competencies that describe work outcomes  
and performance expectations**



**Learning  
system**

**Supervisors/managers  
responsible for skill  
development, knowledge  
transfer**

**Organization's procedures and  
processes linked to competencies**

**Verification process that recognizes  
employee skills and knowledge**



## Case Study - INtrain system Blackstone Winery

- Achieve consistent quality - keeps customers happy
- Improved productivity and profitability:
  - decrease in wasted product and down time
  - decrease in workplace accidents, and OSH incidents
  - decrease in employee turnover
  - lower maintenance costs
  - less supervision required; flexible, multi-skilled workforce
- Meet compliance requirements
  - OSH, EPA, Bio-terrorism,
- Provides a framework for industrial relations



## Skilled and knowledgeable workforce

“There can’t be a competitive advantage from unskilled work, because anyone can do it; nor can you gain an edge by means of a machine you can buy off the shelf, because anyone can buy it.” **Thomas Friedman (2006) – The World is Flat**

“The essence of the firm in the new economy is its ability to create, transfer, assemble, integrate, protect and exploit knowledge assets”  
**David Teece, Dean of the Haas School of Business at the Uni of California, Berkley as quoted by Friedman (2006)**

“When used effectively, learning technologies have the ability to light the torch-paper for an organization to leapfrog into operational excellence.”

**Charles Jennings (2006) (Chief Learning Officer Reuters)**

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