

# LEARNING CULTURE OVERVIEW

PM101E01

**Course Format:** Online training with posttest

**I-CAR Points:** 0.25

**Estimated Duration:** 1 hour

**This course helps satisfy ProLevel training requirements for the following roles:**



Estimator



Production Management

## Course Content

### Module 1—The I-CAR Study

The course begins with a look at the I-CAR study and the importance of the results that were discovered through this study. Students will see how repair facilities that embraced a learning culture improved on key performance indicators (KPIs) to a much greater degree than repair facilities that did not embrace one. This module will also show how the industrial age mind-set is being replaced by the knowledge age mind-set and what that means for the marketplace.

### Module 2— Establishing a Learning Culture

The second module will define what a learning culture is and address its key principles. Students will see how a learning culture can maximize everything a repair facility does while helping to minimize liability issues and customer complaints.

## Learning Objectives

- Understand the importance of the I-CAR study observations
- Describe an industrial age mind-set and how to identify it
- Apply the principles of knowledge management
- Understand the definition of a learning culture
- Discuss the key principles of a learning culture
- Discuss the benefits of a learning culture

