Ameren Services Company
Smarter Workforce Training Program

Project Description

Ameren's Smarter Workforce Training Program addresses three Smart Grid areas: advanced distribution management systems (ADMS), a new geographic information system (GIS), and other smart devices for electric distribution systems. As a part of their training process, Ameren identifies key users who will receive additional training as instructors. This approach builds instructor credibility and enables these instructors to share their knowledge at their work sites. Ameren fosters a culture of continuous feedback to increase the effectiveness of their training and ensure student learning. Key stakeholders validate training materials, processes, and delivery methods during pilot training sessions. Ameren uses the Kirkpatrick model to evaluate training programs by targeting student satisfaction, learning, application of knowledge and skills gained, and track results, such as improved morale, return on investment, increase in sales/production, and increased customer satisfaction.

Goals/Objectives

- Provide training in three critical Smart Grid areas: AMDS, GIS, and other smart devices for electric distribution systems
- Foster knowledge diffusion to the work site by training trainers from key users
- Create a training culture of continuous improvement to ensure training effectiveness

Benefits

- An electric power workforce trained in next-generation Smart Grid technologies
- Increased job retention and employee growth

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PARTNERS
None Listed

PROJECT DURATION
6/15/2010–6/15/2013

COST
Total Project Value
$9,200,000

DOE/Non-DOE Share
$3,520,105/$5,679,895

PROJECT LOCATION
Missouri

CID: OE0000425

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