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## APPROACH TO ORGANIZING CORPORATE TRAINING IN AN ENERGY SECTOR COMPANY

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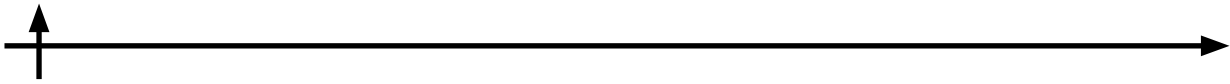
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**Abstract.** This article considers potential challenges that may arise in developing and implementing a business glossary, offering best practices and strategies to overcome them effectively. Ultimately, it underscores the transformative impact a well-organized business glossary can have on corporate training projects and organizational success. Moreover, the article delves into the significance of regularly updating and maintaining the business glossary to ensure its relevance and accuracy over time. It discusses how a comprehensive glossary can serve as a valuable reference tool for all team members, aiding in onboarding new employees and facilitating knowledge transfer. By establishing a shared understanding of key terms and concepts, businesses can foster a culture of consistency and clarity in communication.

**Keywords:** business glossary, project management, corporate training, digitalization, business processes

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## ПОДХОД К ОРГАНИЗАЦИИ КОРПОРАТИВНОГО ОБУЧЕНИЯ В КОМПАНИИ ЭНЕРГЕТИЧЕСКОГО СЕКТОРА

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**Аннотация.** В данном исследовании рассматриваются потенциальные проблемы, которые могут возникнуть при разработке и внедрении бизнес-гlossария, а также предлагаются наиболее эффективные практики и стратегии для их эффективного преодоления. В статье приводятся ключевые факторы, которые оказывают преобразующее влияние, с точки зрения хорошо организованного бизнес-гlossария, на проекты корпоративного обучения и успех организации. Кроме того, в статье рассматривается важность регулярного обновления и ведения гlossария для обеспечения его актуальности и точности с течением времени. В результате, установлено, каким образом адекватный гlossарий может служить ценным справочным инструментом для всех членов команды, способствуя адаптации новых сотрудников и эффективной передаче знаний. Устанавливая общее понимание ключевых терминов и понятий, компании могут способствовать формированию культуры последовательности и ясности в работе предприятия.

**Ключевые слова:** бизнес-гlossарий, управление проектами, корпоративное обучение, цифровизация, бизнес-процессы

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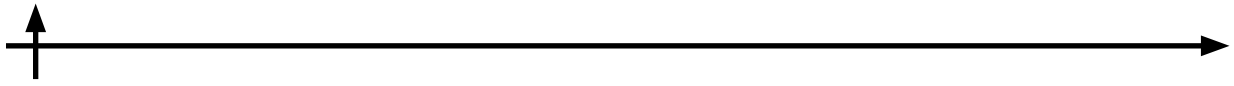
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### Introduction

In the contemporary business landscape, the significance of corporate training cannot be overstated, particularly in industries characterized by the necessity for specialized knowledge and skills, such as the energy sector. However, an inherent challenge faced by organizations in these industries is the absence of a unified terminological foundation for articulating work processes. This deficiency can lead to communication gaps, misunderstandings, and inefficiencies within project teams. This paper seeks to address this issue by proposing a solution: the creation of a comprehensive business glossary. By systematically organizing and standardizing the terminology and concepts employed in the energy sector, this business glossary aims to enhance the quality of training initiatives and, consequently, elevate the productivity and efficiency of project teams.

One of the primary impediments to achieving this goal is the lack of a unified and standardized language to describe and communicate work processes. Divergent interpretations of terminologies and concepts among team members can lead to confusion, errors, and a suboptimal learning experience. Recognizing the importance of overcoming this challenge, this paper proposes the development of a business glossary.

The business glossary will serve as a centralized repository of terms and their standardized definitions, offering a common understanding of terminology across the organization. This ini-



tiative aims to bring about several positive outcomes, including improved clarity in communication, enhanced collaboration among team members, and a more effective transfer of knowledge during training sessions (Karimi, 2015; Martinez, 2019; Santos, 2019).

The relevance of this paper stems from the urgent need to create a common terminology base for the successful execution of corporate training projects in a company in the energy sector. With energy sector companies facing an ever-changing landscape of technological advances, a rigid regulatory environment, and complex operational processes, the lack of a standardized language to articulate workflows becomes a significant obstacle.

The purpose of this article is to conduct a comprehensive study and propose a strategic approach to corporate learning organization through the creation of a business glossary (Budovsky, 2019). By addressing the problems associated with the lack of a common terminology framework, this article aims to contribute to the improvement of corporate learning practices in the energy sector. The main objective is to identify the problems arising from the variation of terms and concepts and to propose a solution in the form of systematization and standardization of these terminologies (Agarwal, 2010; Aibinu, 2020; Al-Busaidi, 2021; Andriole, 2017; Baber, 2019).

The implementation of a business glossary in the context of corporate training in the energy sector is anticipated to have a profound and positive effect on various aspects of organizational functioning. The key outcomes of utilizing a business glossary include:

*Establishment of a Common Understanding of Terms:*

By providing clear and standardized definitions for key terms, a business glossary fosters a shared understanding of terminology across the organization. This common understanding is pivotal in mitigating the risk of misinterpretations and misunderstandings that may arise due to varied interpretations of terms. In the energy sector, where precision and accuracy are paramount, a shared vocabulary ensures that all team members are on the same page when discussing critical concepts and processes.

*Standardization of Terminology:*

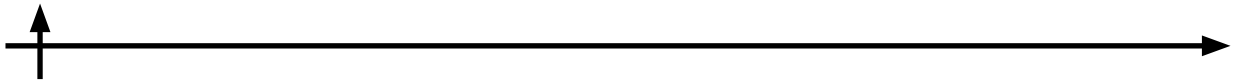
The business glossary plays a crucial role in standardizing the use of terminology within the organization. This standardization is vital for creating consistency in communication, documentation, and training materials. In an industry as complex as the energy sector, where precision is crucial, having a standardized set of terms ensures that communication is not only clear but also conforms to industry best practices. This, in turn, facilitates effective collaboration and knowledge transfer among team members.

*Enhanced Clarity and Accuracy of Communication:*

Clarity and accuracy are foundational to effective communication, particularly in industries where technical nuances can have significant implications. The business glossary, by providing precise and unambiguous definitions, contributes to the clarity of communication. Team members can articulate ideas, processes, and concepts with confidence, knowing that everyone shares a common understanding of the terminologies involved. This clarity is essential for seamless project execution, troubleshooting, and the overall success of corporate training initiatives in the energy sector.

*Facilitation of Training Programs:*

In the context of corporate training, the business glossary becomes an invaluable tool. Trainers can rely on a standardized set of terms and definitions, ensuring that participants receive consistent and accurate information. This not only enhances the quality of training but also streamlines the learning process, making it more efficient and impactful. Training materials, modules, and assessments can be developed with greater precision, aligning closely with the



standardized terminology outlined in the business glossary.

#### *Reduction of Ambiguity and Errors:*

Ambiguity in terminology can lead to errors, confusion, and inefficiencies. The business glossary acts as a preventive measure by reducing ambiguity through clear and standardized definitions. This reduction in ambiguity contributes to a more error-free working environment, minimizing the potential for costly mistakes or misunderstandings, particularly in safety-critical environments common in the energy sector.

### **Materials and Methods**

When addressing the challenges posed by diverse terminologies in a corporate training project within the energy sector, the chosen solution involves the systematic development and implementation of a business glossary (Bassano, 2017). This methodology is designed to establish a unified understanding of terms and concepts, thereby improving communication, minimizing errors, and enhancing overall project efficiency.

#### 1. Analyzing Existing Terms and Concepts:

Conduct an in-depth analysis of the terms and concepts used by various units and departments involved in the corporate training project. Identify discrepancies and variations in the use of terminology that may lead to misunderstandings or inefficiencies.

#### 2. Drawing up a List for Standardization:

Compile a comprehensive list of terms and concepts that exhibit inconsistencies or variations across different units. Prioritize terms based on their frequency of use, criticality to project success, and potential for misinterpretation.

#### 3. Consultations with Subdivisions:

Engage in consultations with representatives from different subdivisions to gather insights and perspectives on the identified terms. Seek clarification and harmonization of terms through collaborative discussions with stakeholders to ensure accuracy and inclusivity.

#### 4. Creation of the Business Glossary:

Develop a centralized business glossary that includes the approved and standardized terms and concepts. Clearly define each term, providing precise explanations and contextual information where necessary. Establish a user-friendly structure, potentially categorizing terms based on relevant criteria to enhance accessibility.

#### 5. Dissemination and Implementation:

Distribute the finalized business glossary to employees within the business units involved in the corporate training project. Conduct training sessions or workshops to familiarize team members with the business glossary, emphasizing its importance in promoting uniformity and clarity. Integrate the business glossary into relevant training materials and documentation.

#### 6. Updating Terms as Needed:

Establish a feedback mechanism for continuous improvement, encouraging employees to provide insights on the effectiveness and relevance of the business glossary. Regularly review and update the business glossary to accommodate changes in project requirements, industry standards, or evolving terminology.

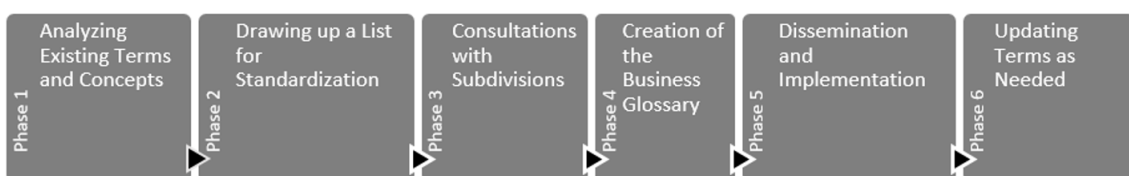
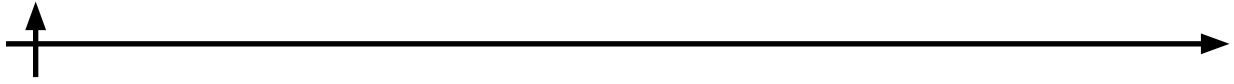


Fig. 1. Phases of developing a business glossary



The proposed methodology outlines a systematic approach to address the challenges arising from divergent terminologies in a corporate training project within the energy sector. By conducting a thorough analysis, standardizing terms through collaborative consultations, and implementing a dynamic business glossary, this methodology aims to create a cohesive and standardized communication framework (Bolchek, 2023; Efimova, 2018). The ongoing process of updating the glossary ensures its adaptability to changing project dynamics and industry standards, contributing to the long-term success of corporate training initiatives (Bjorkdahl, 2020; Ceipek, 2021).

A business glossary offers valuable benefits and can be advantageous to various stakeholders involved in corporate training projects, especially in industries like the energy sector. Here's how different roles can benefit from a business glossary:

*Project Leaders, Managers, and Administrators:*

**Clear Communication:** Project leaders and managers can ensure consistent and clear communication among team members by relying on a standardized set of terms outlined in the business glossary.

**Efficient Coordination:** The glossary helps streamline coordination efforts by providing a common understanding of terminologies, minimizing the risk of misunderstandings and errors.

**Resource Optimization:** Managers can optimize resources and time by avoiding delays caused by confusion or the need for clarification due to inconsistent use of terms.

**Corporate and Academic Program Managers: Alignment with Objectives:** Program managers can ensure that corporate training programs align with organizational objectives by incorporating standardized terminologies from the business glossary into the curriculum.

**Consistent Training Materials:** The glossary contributes to the creation of consistent and standardized training materials, ensuring that employees receive coherent information across different training sessions.

**Performance Assessment:** Managers can use the glossary to develop assessments that accurately measure employees' understanding of key terms, facilitating effective performance evaluations (Belyanina, 2019).

*Mentors:*

**Enhanced Teaching Effectiveness:** Mentors and teachers can enhance the effectiveness of their training sessions by using the business glossary to convey concepts with precision and clarity.

**Reduced Ambiguity:** The glossary helps eliminate ambiguity in educational materials, making it easier for mentors to convey complex ideas and ensuring that learners have a clear and accurate understanding of key terms.

**Consistent Mentoring Approaches:** Mentors can maintain consistency in their mentoring approaches by adhering to the standardized terms and definitions provided in the glossary (Nolchevov, 2013; Kalseth, 2001; Thomas, 2003).

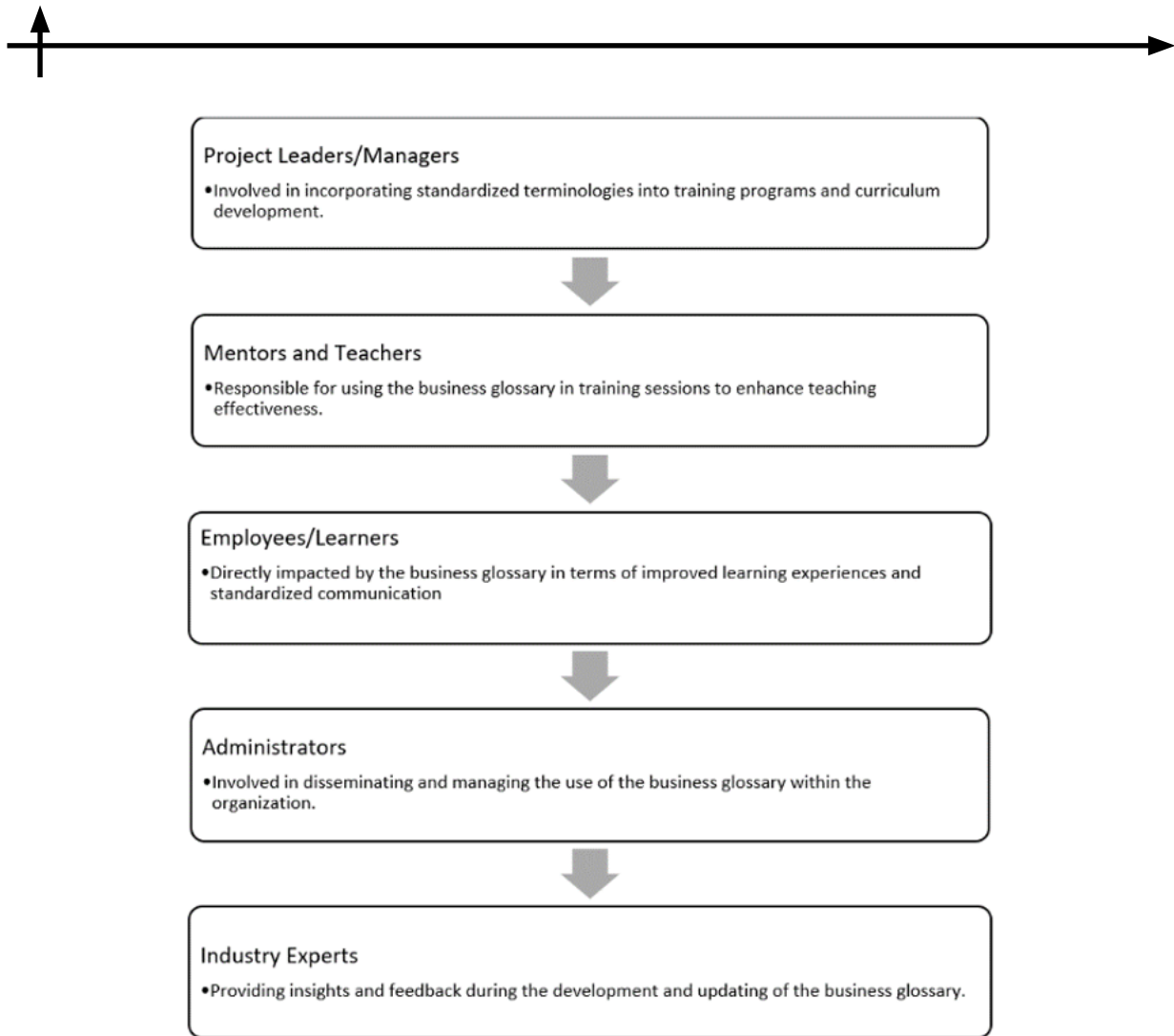


Fig. 2. Stakeholder map of the business glossary project

In essence, a business glossary serves as a unifying tool that enhances communication, promotes consistency, and contributes to the overall success of corporate training initiatives. The benefits extend across various roles, ensuring that stakeholders at different levels can effectively contribute to and benefit from the standardized language and concepts established by the glossary (Chen, 2016; Bashina, 2023).

### Results and Discussion

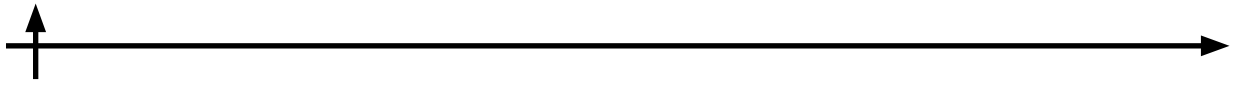
Following a thorough analysis of current terms and collaborative interviews with project team members, the structure of the business glossary for the corporate training project in the energy sector has been successfully formulated. The resultant structure is designed to enhance clarity, accessibility, and effectiveness in conveying essential information. The key components of the business glossary are outlined below:

#### 1. General Terms (Entities) Section:

This section serves as the initial point of reference for users, directing them to fundamental concepts that are universally applicable to all project team members and other participants. Common terms, foundational principles, and overarching concepts are presented in a user-friendly manner, laying the groundwork for a shared understanding among stakeholders.

#### 2. Training Program Section:

Users are provided with a dedicated section offering a selection of training programs tailored



to the energy sector's unique requirements. Within this section, users have the option to explore various training programs, each designed to address specific aspects of the energy sector, including technical skills, regulatory compliance, safety protocols, and more.

### 3. Program Passport:

A crucial feature of the business glossary is the inclusion of a detailed "Program Passport" for each training program. The Program Passport serves as a comprehensive document, offering in-depth information about a specific training program. This includes details on the program's direction, specialization, training format, cost, duration, profile modules, key features, and the experts and instructors involved. Users have the opportunity to delve into specific aspects of a training program, gaining insights into the intricacies of each program's focus, methodology, and structure.

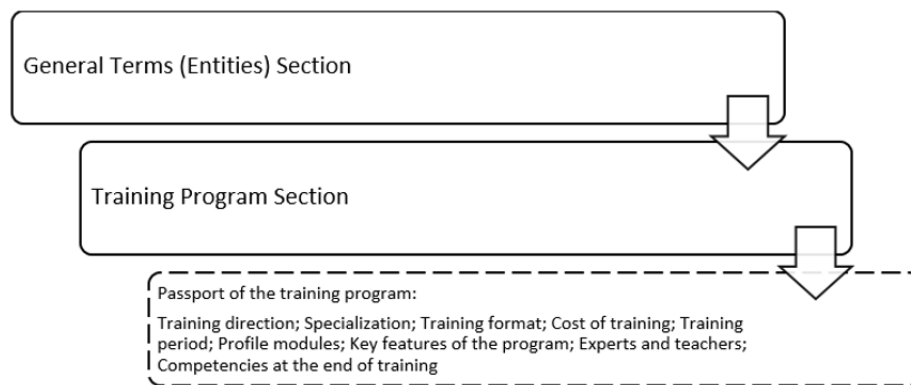


Fig. 3. Structure of a business glossary for a corporate training project

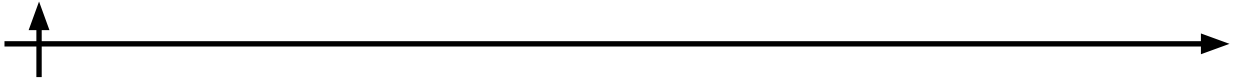
By structuring the business glossary in this manner, the project team aims to provide a cohesive and user-friendly resource that not only defines terms but also guides users through the intricacies of the corporate training project. This structure facilitates efficient navigation, ensuring that stakeholders can easily access the information most relevant to their roles and responsibilities within the energy sector (Galindo-Martin 2019). Additionally, the inclusion of the Program Passport ensures transparency and detailed insights into the specificities of each training program, fostering informed decision-making and a deeper understanding of the training initiatives.

### Conclusion

The development and implementation of a business glossary emerge as a pivotal and multi-faceted tool, not solely confined to the dynamics of a corporate training project but extending its influence to the broader spectrum of communication within the company.

The sustained use of a business glossary contributes to the long-term benefit of the organization. As a living document, it can evolve to accommodate changes in terminology, industry standards, and project requirements, ensuring its continued relevance and effectiveness in facilitating communication and training initiatives.

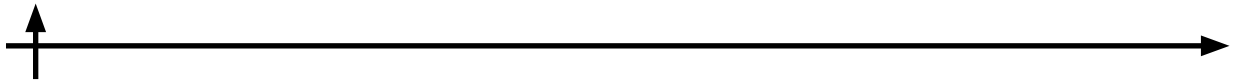
In conclusion, the business glossary emerges as a versatile and essential tool that extends its impact far beyond the confines of specific projects. It becomes an integral part of the organizational culture, fostering a shared language, promoting consistency, and ultimately contributing to the efficiency and success of corporate endeavors within the dynamic landscape of the energy sector. As organizations embrace the value of a standardized vocabulary, the business glossary stands as a testament to the proactive approach in ensuring effective communication and streamlined processes.



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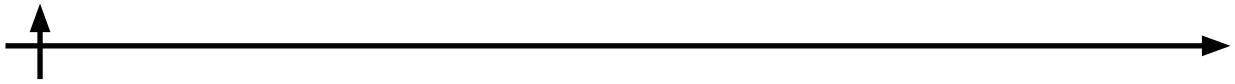
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