



→ THE IT Skills consultancy



Solution Sheet: Training Approaches

System training approaches – empowering users for change

Selecting the right training approach for your users is imperative. Successful training programmes will need to vary according to users' specific requirements and skills and also the complexity of the systems. This is where Optimum's specialist business process analysis skills and expertise in business system training can add real value in the development of tailored and user focused training programmes.

Classroom training →	These “hands-on” sessions led by an experienced instructor allows participants the opportunity to learn and practice in a controlled environment. This form of training suits new users, especially those that are experiencing high levels of change at work and remote workers who may not have a lot of support when back at their desks.
Presentations →	A professional and engaging presentation with a demonstration of the system is a cost-effective way to train large groups. This is most successful when there is a limited amount of information to absorb and “hands on” practice is not essential.
Floor walking →	Having a trainer in the office when a new system goes live will ensure that any problems get dealt with quickly and provides users with support at an important part of the system implementation.
Surgeries →	A scheduled and advertised drop-in session where people can get help with specific problems, worksheets or documents, from trainers with a wide range of skills who understand both your business and technical requirements.
Modular training →	These tend to be short sessions usually as part of a designated training day and users often prefer this style of learning. Users can attend the training sessions that focus on their actual needs.
Technology coaching →	Just-in-time training is great for people who are about to embark on a project and need to brush up on their technology skills or have encountered a specific need during their work.
Anytime e-learning →	E-learning tools offer a flexible and popular option. The modules can tailored for specific training roll-out purposes and provides a simple way to deliver “business as usual” training after the main implementation training phase.
Virtual classrooms →	There are several online training applications available, for example WebEx, that combine the benefit of tutor-led training with flexibility of location. This method also very cost effective with lower training centre and travel costs.

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