



Solution Sheet: Training Lifecycle

User training lifecycle – a proven methodology for system users

Optimum has extensive experience of developing and delivering successful training projects to support business transformation, system implementations and upgrades. The training methodology is based on Optimum's specialist training skills and experience gained from working with a range of business systems across different industry sectors. Utilising business process analysis skills, the role-based training programmes are tailored to meet the users' specific system training requirements and may involve more than one system.

The proven methodology means that Optimum can provide relevant training solutions that are successful, cost-effective and have lasting business value.

Define →	Define the objectives and constraints of the programme with the support of a qualified project manager. Identify the users that require training, the business processes, what needs to be communicated and the structure of the training team.
Design →	Training specialists will design a training programme utilising the most effective learning options which could include workshops, presentations, e-learning tools plus any necessary supporting materials and documentation.
Develop →	Develop the training programme, taking into account specific business processes. The deliverables such as the training guides, lesson plans, exercises, e-learning content, presentations, awareness and marketing materials will be created. These will then be reviewed against the relevant business processes. The training environment, administration and evaluation processes are also developed.
Deliver →	Deliver the training programme. Courseware is produced and distributed and the training programme commences. This may be delivered by Optimum's training specialists or by the client's in-house training team or a combination of both. Attendance and feedback data is collected at this stage.
Debrief →	Debrief on the effectiveness of the programme. The training process is reviewed and any required changes are incorporated into the training plan for the benefit of future phases or projects. A handover plan is created which will include the training documentation if the programme is to be continued and maintained internally by the client. Alternatively ongoing new user training and post implementation requirements can continue to be supported by Optimum.

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