



Selecting the best training approach: empowering users for change

With over 12 years experience in designing user focused training in support of business transformation, our training consultants and project managers can best advise the right solutions to suit your organisation's training needs. This includes choosing the most appropriate style and media to use for training development and delivery .

This solution sheet outlines some of the most effective approaches for end-user training that we provide, detailing both learning scenarios and performance support solutions.

Learning scenarios

How the initial training is best delivered

→ Instructor-led training, including classroom sessions, virtual learning and workshops

These 'hands-on' sessions led by an experienced instructor give participants the opportunity to learn and practice in a controlled environment. This form of training suits new users, especially those who are experiencing high levels of change at work or need to work through complex new processes.

Optimum's instructor-led training can be delivered in either a classroom/workshop environment or virtually via WebEx or Microsoft Live Meeting. Virtual training sessions are a great solutions for organisations who have multiple sites and disparately placed staff. Video tutorials can be recorded to serve as an ongoing reference tool or for refresher training.

Workshop sessions can be used for smaller groups to focus on more specialised processes. This approach allows for group interaction, exercises and sharing of outcomes.

All instructor-led training incorporates scenarios, exercises, explanations and discussions to fully engage users with new systems.

→ 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.

→ 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.

→ eLearning

eLearning allows for an anytime, anywhere approach to training. The modules built can be customised to reflect your specific processes and terminology. All of Optimum's modules are SCORM-compliant, and use a mixture of demonstration, interaction and quizzes.

We pride ourselves on designing high quality eLearning which engages and challenges learners, giving them opportunities to explore processes and screens, with scenarios and quizzes to assess each user's learning development.

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Call us now for more information on:

020 7776 9876

or email info@optimum.co.uk



Solution Sheet: Training Approaches

- Train the trainer
- We can help you to identify internal super users, and then provide them with a training session to develop core training skills. In order for key users to effectively train others, they will need:
- Functional and process knowledge
 - Training skills, such as using training aids, questioning techniques, learning styles, course structure and coaching skills.
 - Knowledge of training materials and courses.

Performance support *Approaches and materials best suited to maintaining user productivity in the long term*

- Drop-in surgeries
- Scheduled and advertised drop-in sessions where users can get help with specific problems, worksheets or documents. These can be scheduled every few months or organised on an ad-hoc basis.
- Floor-walking
- Having a trainer in the office when a new system goes live will ensure that any problems get dealt with quickly and effectively. It provides both users and project teams with support at an important part of the system implementation.
- Learning portals and eReference
- Learning portals are a simple, flexible and cost-effective way to make learning and support materials available to your users, and to track their usage and value. Each user can login with a personal ID and take control of their own development, while administrators can access full reports.
- eReference is an electronic alternative to hard copy reference guides and quick cards, and can be embedded into the system to allow users access to learning on-demand.
- Quick cards
- Quick cards serve as an excellent visual reference for new joiners, infrequent users or those that need a quick reminder of certain processes. These cards work well for shorter, more straight-forward tasks, such as requisitioning, timesheet entry and goods receipting.
- Reference guides
- Reference guides are a much more comprehensive manual, incorporating step-by-step business processes to ensure best practices are known and followed. Each reference guide will be tailored to the organisation, specific user group and relevant system processes.
- Course plans, including detailed presentation scripts/lesson plans
- For every training module, Optimum will develop a course plan to ensure consistently high quality training delivery, whoever is running the sessions. A typical lesson plan will outline the course structure, contain a narrative to follow and indicate how slides should be included, along with suggested timings.

More about Optimum... *Optimum Technology Transfer Ltd designs, develops and delivers customised, role-based training solutions to ensure users positively engage with new processes, thereby enabling organisations to realise the predicted business benefits from an investment in technology. Our mission is to bring people and technology together to make change happen.*

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