


WBT SYSTEMS

# Managing Your Training with an LMS



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WBT SYSTEMS

## Agenda

Learn the basics about using an LMS to successfully manage learning and development at your organization.

- Topic 1 The training process without an LMS or only partially using an LMS
- Topic 2 The training process using the full capabilities of an LMS
- Topic 3 Outcomes/Case Studies

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WBT SYSTEMS

## Training Process

Managing the training process without an LMS or limited use LMS



Balancing organizational expectations with learner needs and available resources

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## Reasons for Training



- **Safety – OSHA**
- **Compliance/Certification**
- **Process (Employees, vendors, etc.)**
  - Equipment Operation
  - Building codes
  - HR
  - Benefits
- **Performance**
- **Job Change**
- **Employee Career Advancement**



"Like I said kid, Denecker, Swordsman or Chairman. We don't have any classes for Florida."

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## The Training Audience



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## Managing the Process



*Who's responsible:*

- **Safety Director**
- **HR**
- **Education Manager**
- **Division/Region Head**
- **Supervisor/Superintendent**
- **Other personnel**
- **Some of the above**
- **All of the Above**



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**Communications/Marketing**



How do employees/members find out about available training?

- **Bulletins**
- **Supervisors**
- **HR Directives**
- **Word of mouth**



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**Current Training Methods**



*Typical Formats*

- **Classroom – face to face**
- **Seminars**
- **Conferences/Events**
- **Self Study**
- **Online**
- **On the Jobsite**



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**Tracking Methods without an LMS**



- **HR Database Application**
- **Various Spreadsheets**
- **Word Documents**
- **Lists**
- **Safety Software**
- **Not tracked at all**
- **Some of the above, none of the above**
- **Most likely all of the above**



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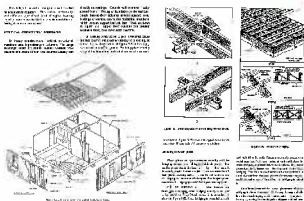
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### Training Materials



- **Timeliness**
- **Up to date**
- **Organized**
- **Consistent**
- **Easily distributable**
- **Relevant to the job**
- **Understandable**
- **Do they help get the job done**



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### Costs of Training



- **Time away from the job**
- **Non-productivity**
- **Travel expense**
- **Classroom**
- **Materials**
- **Instructors/Speakers**
- **Projectors/whiteboard, etc.**
- **Employee time away from home**



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What can an LMS do for you?

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## What to look for in an LMS



- **Stable Vendor**
  - Long term player, 10+ years
  - Financially sound
- **Proven solution**
  - Broad customer base
  - Industry knowledge
- **Scalability**
  - Serves current needs for content delivery and user population
  - Serves future needs for new content deliver methods and user population growth
- **Complete solution**
  - Training, Tracking, Reporting, Communications
- **Flexibility**
  - User interface, look and feel, navigation
  - Ease of use
  - Interfaces easily with other systems
  - Multiple content types
  - Ability to add functionality



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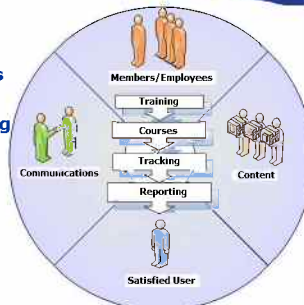
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## Aspects that an LMS should Manage



- **Reasons for training members/employees**
- **Manage the training process**
- **Training types/methods**
- **Performance/usage Tracking**
- **Training Materials**
- **Marketing/Communications**
- **eCommerce**



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## LMS Capabilities



- **Manage users and training requirements**
- **Deliver various training types**
- **Track users for completion and performance**
- **Central repository for content**
- **Manage differing groups of learners**
- **Manage training resources**
- **Manage instructors**
- **Manage courses**
- **Manage certifications, compliance**
- **Reporting**



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## What *should* an LMS do ?



- **Provide training materials**
- **Maintain consistency of materials**
- **Make training available when and where needed**
- **Manage the process**
- **Manage the resources**
- **Track the users**
- **Provide compliance reporting**
- **Let users know what is available**



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## Central Data Repository



- **Employees/Members**
  - Demographic
  - Training progress, completions, performance
  - Certifications, compliance, CEU's
- **Content**
  - Consistent materials
  - Share-able with multiple courses
- **Designations/Regulatory**
  - Certifications/Designations
  - Tracking for Multiple Regulatory bodies



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## Manage Training Materials



- **Content types**
  - Manuals
  - Recorded meetings
  - Documents
  - Spread Sheets
  - Videos
  - Audio files
  - Presentations
  - HR Policy
  - Webinars
  - Quizzes/tests
  - Certificates
  - Books
  - DVDs/CDs
  - Videos
  - Audio files
  - Presentations
- **Content needs**
  - Consistency
  - Timeliness
  - Accuracy
  - Interesting

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## Managing Users



Ability to assign Managers to all areas:

- **Employees, Members/Non-members**
- **Company, Chapter, Division, Dept.**
- **Job type, job role**
- **Regulatory body/agency**



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## Manager/Education Coordinator Tracking



Employee/Member managers can:

- Can view a persons training records, certifications, learning plan, current enrollments
- Can assign new courses, skills, compliance requirements
- Award course completions, certification approvals, compliance
- Look at the entire group either online or in reports that the manager can run.



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## Employee/Member Learning Plans



Who gets trained and what do they get trained on?

- **LMS Assignment Methods:**
  - Assigned due to job role
  - Assigned by manager
  - Company mandate (everyone does gets it)
  - Self service by learner
  - Ongoing requirement to maintain certain status job role



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## Methods that can be used in an LMS



### Training types:

- Online – self paced, available 24 hours a day
- Instructor led – classroom based
- Webinars – online
- Blended
- Events/Conferences
- On the job training
- Unconnected/remote computer based
- Test out



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## Managing the Process



Administrators, supervisors, Ed coordinators, HR, etc will have a single repository that:

- Tracks All Training
- Shows Learner Completions/Compliance
- Performs Skills Gap Analysis
- Displays Mandatory Training
- Reports Skills Gaps
- Notifies Them of Learn Completions Automatically
- Notifies them when someone is due for recurring training
- Notifies them when someone has not completed required training within the required time frames



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## Marketing your Training



Marketing Functionality from *within* the LMS

- **RSS Feed** - Provides automatic updates to learners about new courses and changes even though they are not logged in to the system
- **Latest News** - When logged in users will see listings for new and updated courses
- **Notifications** - Automatically sent to learners to recommend new courses based on current course selections, past performance, since a specific number of days since last completion, etc.
- **Surveys** - Used to determine user satisfaction
- **Offers** - Use coupons and tokens for free or discounted courses

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## Training Costs

Comparison of Face to face vs. Online and reduced Face to Face

	ILT	Online
• Time away from the job	\$\$	0
• Non-productivity	\$\$	\$
• Travel expense	\$\$	0
• Classroom	\$\$	0
• Materials	\$\$	\$
• Instructors/Speakers	\$\$	\$
• Projectors/whiteboard, etc.	\$\$	0
• Employee time away from home	\$\$	0

Other considerations for Online Training

- Employee/Learner satisfaction
- Timeliness of delivery
- More consistent/updated materials
- Ease of tracking performance



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## CASE STUDIES

### DOW

**Highlights**

- Dow is the worlds 2nd largest Science and Technology company.
- Require training for 60,000 users across 6 Continents.
- Needed fast implementation
- Selected a proven system
- Integrated with ERP (PeopleSoft)
- Scalability to 10,000 courses per week
- Annual ROI of \$30 Million

**Significant Return on Investment**

- Dow has achieved savings of \$116 million in 3 years using TopClass
- Dow has reduced training costs from an average of \$95 per user on traditional classroom training, to only \$11 per user with TopClass.
- In the first full year of the solution, Dow recorded savings of \$21 million on salaries due to 50-60% less time spent in classroom
- Using TopClass Publisher, Dow converted over one million hours of classroom training to web-based training

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## CASE STUDIES

### Undisclosed LMS Customer

- **Employee** caught sending pornography from company computer.
- **Worker** reported sexual harassment to the regulatory agency
- **Employee** claimed the company had no policy and was never told he couldn't do it
- **Government** notified the company of its non compliance and fined them several million dollars.
- **Company** contested the ruling and was given 30 days to prove its case or pay up.
- **Company** was able to run a report showing there was mandatory training for all employees banning such activity and that the at fault had been trained and the company could show exactly what the state of the training was and how that person scored and when the training was delivered.
- It took 30 minutes to prove their case to the government.
- The fines were dropped saving millions to the company
- Cost to prove case, minimal.

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