

oneAdvanced

System Training Top Tips

Clear Review

Abi Cattier



System Training Tips

When rolling out any new program or initiative, developing a training plan is a key deliverable and will go a long way to ensure a positive user experience and drive adoption and engagement

01 Focus on the 'why'

In a perfect world, your system will be so simple and intuitive that training on the 'how' isn't the focus

Focusing on the 'why' and related soft skills required is much more powerful

Take a look at some of our

'Why Continuous Performance Management' [resources](#)



System Training Tips



02 Planning goes a long way

- Set clear and realistic training timelines and build these into your project plan (don't spring the training on people at the last minute – employees feel better when they know what's coming and what to expect)
- Identify and prioritize your key learning objectives – what are the key areas you need to cover / need users to know
- Test the training with a small group first and get their feedback – was it easy to follow and comprehend? What else would be useful...then iterate before rolling out to a full group
- A big part of overcoming change friction and employee pushback is letting them see what's coming and then giving them time and space to process the change
- Make sure to iterate the why and WIIFM (what's in it for me) factors to encourage buy in

System Training Tips



03 Cater to your audience

- Know your audience and develop an effective strategy to address their needs
- One size doesn't fit all – not everyone learns in the same way. Diversify to provide a mix of virtual or in person, scheduled or drop in, full demos, quick tutorials, real world scenarios, tip sheets....mix of learning video vs written guides
- Post the materials in a central area to make it easy to refer to when needed (even better, embed links to learning materials within the new software or process)
- Branding is important – take the opportunity to customize the new software or process and refer to it in a way that fits your culture or language. Doing so will make it much easier to embed and easier to accept
- Be as transparent as possible – when rolling out Clear Review, we recommend that managers and employees attend the same training sessions so that there are no surprises in terms of expectations and visibility

System Training Tips



04 Put the Training into Action

- Put the learning to work straight away – assign homework and have users dive in and take action either during the training session or directly afterwards
- To be successful in winning emotional engagement, start with the basics. Focus on the new look and feel, navigation and location of familiar and new functions, including the 'help' button. Familiarize the learner by using real life scenarios to build confidence in the new system

System Training Tips



05 Build in a feedback loop

- Open the door for feedback – make it easy for end users to provide feedback and suggestions on an ongoing basis. This helps you keep up to date on where users may be tripping up (and create training to address). We suggest setting up a direct line for feedback to the system administrator.
- Acknowledge feedback when it's received and share your plans to address the issue or suggestion

06 Keep it fresh

- Actively monitor the success of your training
- Track, iterate and improve!



oneAdvanced
Powering the world of work





Connect with us



+44(0) 330 343 4000



www.oneadvanced.com



hello@oneadvanced.com



Advanced Computer Software Group Limited is a company registered in England and Wales under company number 05965280, whose registered office is: The Mailbox, Level 3, 101 Wharfside Street, Birmingham, B1 1RF. A full list of its trading subsidiaries is available at www.oneadvanced.com/legal-privacy.