

Training and Documentation

Workscope provides a series of communications services that provide quality documentation and training to enhance user adoption of your Workscope solutions.

The Challenge

Implementation of an online compensation, performance or succession solution presents opportunities for advancing your communications goals, exciting users, promoting adoption, and easing the transition from a paper-based process to an automated one. However, those opportunities can be realized only if employees take full advantage of the system. Simply put, widespread user adoption of your system is essential to achieving employee satisfaction and strong return on investment (ROI).

You've deployed a well-designed solution that meets the needs of your organization, but how can you make sure your employee population embraces the system and uses it on a regular basis? While Workscope applications are designed to be easy to learn and use, many employees feel more comfortable when presented with documentation aids and training sessions to introduce them to a new system. Are you prepared to offer the training and documentation support that will drive high user adoption rates?

The Solution

The *Workscope Training and Documentation programs* are specifically designed to promote and accelerate user adoption of your solution. Your *Workscope Solutions Consultant* will closely coordinate the development and rollout of your *Training and Documentation program* with your implementation project team to ensure that program content accurately reflects the messaging, application functionality, and user interface design of your deployed system. Your *Solutions Consultant* will also work with your in-house project team to determine the best methods for delivering program services to your target user segments. If you're looking to achieve high user adoption rates and ROI, you'll want to take advantage of a *Workscope Training and Documentation program*.

The Advantages

Target Specific User Populations and Topics

Your *Training and Documentation program* can be targeted to all system users, including managers, executives, Human Resources (HR), and administrators, or tailored to particular segments of your user population. It can consist of first-time user training at application rollout, knowledge refresher courses, or feature/function updates presented over time as your application evolves.

Benefit from Personalized Programs

Your Training and Documentation program will be developed specifically for your organization based on defined goals, user competency levels, and applications. Services are offered on an à la carte basis, allowing you to choose the program components that best fit your needs.

Enhance Employee Satisfaction

Users who receive how-to guidance, procedural instruction, and insight into the benefits of an automated solution will more readily accept the system and use it on a regular basis. A *Workscope Training and Documentation program* results in greater user confidence, thereby increasing usage rates and employee satisfaction. What's more, educated users are more self-sufficient—typically requiring less frequent support from call centers and your HR department.

Program Highlights

In order to develop the most effective training and documentation program materials, your *Workscope Solutions Consultant* will work with the implementation project team and your in-house subject matter experts to define the key points that must be communicated to users. Training and documentation can be delivered through one or more of the following methods:

Interactive Tutorial. Workscope can provide a web-based tutorial that provides a step-by-step demonstration of application screens and functions to guide users as they

access the system. The tutorial's animation illustrates the process of entering information into the system, while text boxes provide narratives that explain application usage. Users are given control to proceed through the tutorial at their own pace.

Instructor-Led Training. With instructor-led training, a highly-qualified Workscope trainer delivers a presentation to your system users. A typical instructor-led training session includes:

- an overview of your existing processes, highlighting any changes resulting from solution implementation
- an introduction to solution objectives
- highlights of guidelines used
- a how-to guide for accessing and interacting with the system
- a demonstration of the solution in action

Instructor-led training can be presented on site to a live user audience or as a web-based remote session that can be attended by users at multiple locations.

Train the Trainer. For some organizations, training is best received when taught by in-house support staff. That's why Workscope offers a train-the-trainer option for transferring knowledge to your in-house resources. With this option, Workscope conducts intensive training for your system administrators or training personnel to teach the philosophy, content, functionality, and step-by-step use of your solution, thereby preparing these individuals to train users within your organization. This approach not only enables you to more fully leverage your in-house resources, but may also better facilitate user adoption of your online applications.

Pre-Recorded Training. Workscope can provide a pre-recorded training session targeted to end users of your solution. The session provides:

- a web-based view of your application
- a voice commentary explaining how to access the system
- an overview of system features
- a detailed look at how to use the system
- highlights of application features

The pre-recorded training session is made available to users at any time via a web-based viewing tool.

Announcement Materials

An *Overview Guide* is provided to educate the target user population about the benefits of your solution. The guide sets expectations on how and when to use the application, and provides complete access information. You can choose to include a cover letter from your executives or project leader with the guide to show corporate support for the initiative and to reinforce the company's philosophy regarding system usage.

HR Administrative Guide

An *HR Administrative Guide* provides an overview—targeted to administrative users—of your solution. It includes a brief description of the application, along with screen shots to illustrate administrative-specific features and functions. The guide is provided in electronic format to facilitate distribution to appropriate administrators within your organization.

End User Guide

An *End User Guide* provides an overview—targeted to end users—of your application. It includes application screen shots, navigation information, and details of how and when to use the system. The guide can be provided electronically or it can be printed and mailed to end users.

Workscope

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