

Training Checklist

Organizations have training choices to make regarding certain factors in their business. The following table provides some guidance to organizations to see how each characteristic of their business --- such as geographic reach or training goals --- can determine the best choice of training services, content, and delivery methods. Lernia will provide some guidance and substance to assess each of these criteria:

Training Input Factor

Decision Input Factor	Why is This Characteristic Important?	How Could the Characteristic Affect the Choice of Services?
Budget Size	What resources are available to create, acquire, and deliver training? Small, medium, or large budget?	The size of the training budget may determine whether the organization can afford to have content customized or whether it will be using off-the-shelf training products --- but it can still have a full-service solution.
Geographic reach	The wider the geographic reach of the enterprise, the more questions need to be answered.	<p>If the organization spans more than one continent, does it need training content localized or can training be delivered in one language?</p> <p>If online learning is being considered, do all locations around the globe have secure access to the internet or intranet?</p> <p>The training provider may be able to manage the import / export issues involved with purchasing training products.</p>
<p>Does the organization build or buy training and training materials?</p> <ul style="list-style-type: none"> ➤ Courseware developers ➤ Instructional designers ➤ Trainers ➤ IT staff in house, or outsource ➤ Production crew ➤ Staff / contractors 	Which, if any, of these resources are in house or under contract?	<p>How many of these staff resources can be supplied, and which need to be provided by a training provider?</p> <p>For example, if the organization outsources its IT functions, it may need to budget for the services of a systems integrator to work with the IT staff to integrate the training software with the network for online learning.</p>

Decision Input Factor	Why is This Characteristic Important?	How Could the Characteristic Affect the Choice of Services?
<p>What are the training goals?</p> <ul style="list-style-type: none"> ➤ Content choices ➤ Office ➤ Pre-IT ➤ Developers ➤ System engineers ➤ Trainers ➤ Certification levels ➤ Product strategies ➤ Solutions ➤ Delivery choices ➤ Range of learning services ➤ IT consulting services ➤ Technology training ➤ Skills / certification 	<p>Content: to build a secure extranet, to develop an enterprise wide customer database, or use Microsoft Excel more effectively?</p> <p>Deliver instructor-led training on the premises or in a training provider's classrooms, or as online, or on demand learning?</p> <p>Skills or certification: Just-in-time training; software skills, certification, or integrating knowledge management and enterprise resource planning (ERP)?</p> <p>What type of post-course support do employees need?</p>	<p>Training goals can be aligned to business goals.</p> <p>Do sales / marketing employees need the option of taking courses online, instead of driving to a classroom?</p> <p>Will certification be a precondition for advancement? Or will certification training be provided as a benefit to attract and retain top talent?</p>
<p>Student goals limits? Types of students Learning style?</p>	<p>Students: Independent learners? Learn best working with peers? Need hands-on experience?</p> <p>Learning: Predominantly cognitive, affective or psychomotor?</p>	<p>Do employees need just-in-time training support, or do they need to master a software tool or learn how to build a solution?</p> <p>Everyone learns best in a certain way --- the training provider must be able to accommodate various learning styles.</p>
<p>Infrastructure and technology?</p>	<p>It is imperative to know the hardware, software, and network capabilities of the application, before prescribing a solution.</p>	<p>Before choosing a training product, be sure that the organization has the appropriate equipment. For example, if CD-based CBT courses are chosen, employee's workstations must be equipped with the necessary CD drives, sound cards, speakers, and possibly headphones.</p> <p>If training is being delivered to field personnel who use laptops, the technical challenges involved need to be considered, such as connection speeds, media capabilities, and the display parameters of those laptops.</p>



LERNIA

Training Solutions

Training Solutions for the Pharmaceutical Industry

Decision Input Factor	Why is This Characteristic Important?	How Could the Characteristic Affect the Choice of Services?
Culture	The training solutions must be congruent with the culture of the organization, as well as the country. Use of humor and certain colors may be acceptable in one country but cause offense in another.	When selecting training options, consider the cultural sensitivities of the country, as well as those of the organization. For example, self-motivated employees will do well with CBT or online learning.