

Reusability 2.0: Simplifying Compliance Training

Cushing Anderson

VP – HR, Talent and Learning Services Research, IDC

Employee Performance :: Skill, Behavior, Information

The goal of training is to maximize organizational performance...

- Sometimes the link isn't there
- Sometimes its hard to see the link
- Sometimes the link is obvious and essential

Example: Critical employees are those whose performance is essential to business operations or customer satisfaction.

- Regulated: airline mechanics or bankers
- Or not: Selling brushes door-to-door or a coffee shop barista

Employee performance is driven by the right skills and behaviors performed at the right time with the right information.

Skill+Behavior+Information = Performance

Objective:

- Illustrate how critical employees can leverage tools to ensure they have the skill, behaviors and information to perform.

Agenda:

- Level set – Information: Who has it? who needs it?
- Straightforward content creation
- Effective content distribution
- Examples and lessons: Practitioner's perspective
- Q&A

Dilemma: Information: Who has it? who needs it?

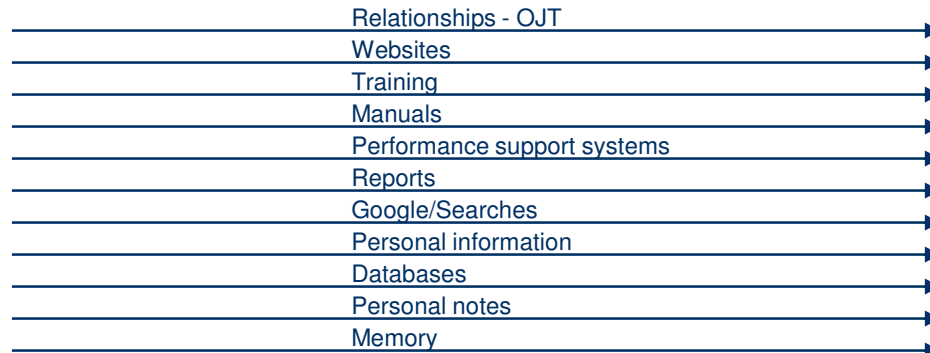
Who has it?

Internal:
 Subject Matter Experts (SME)
 SOPs
 Price lists
 Product information
 Financial data
 Training material
 ...

External:
 Repair Manuals
 Regulations
 Associations
 ...

The list is endless

How do they get it?



Who needs it?

Employees
 Management
 Managers
 Sales
 Maintenance
 ...

This list is endless, too

Harder when the information is:

- Rapidly/frequently changing: *Version Control*
- Has a global audience: *Translation*
- Must be universally consistent: *Distribution*

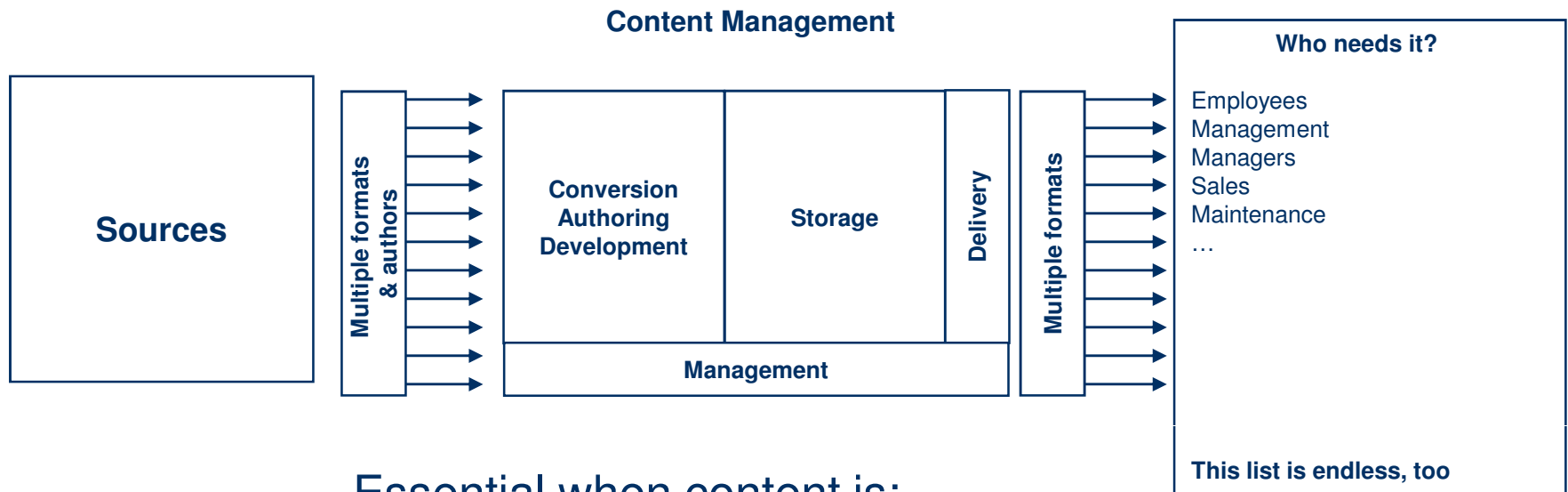
Essential Questions:

- Is it accurate & up-to-date?
- Is it consistent?
- Is it available for timely use?

How do you know they got what they needed?



Solution: Content Management and Distribution



Essential when content is:

- Rapidly/frequently changing
- Has a global audience
- Must be universally consistent
- Changing and requires an audit trail

Helps ensure the content is

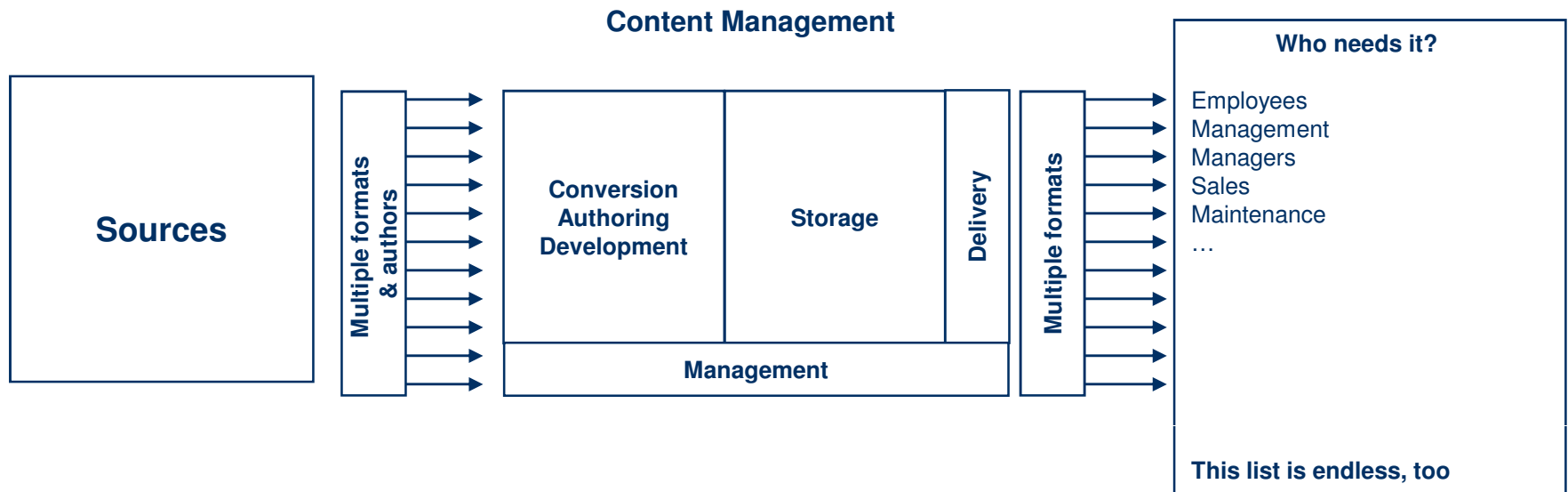
- Is accurate & up-to-date
- Is consistent
- Is available for timely use

And

You know they got what they needed (and can prove it)



Solution: Content Management and Distribution



Speakers:

Content Creation: Mark Hellinger - Xyleme

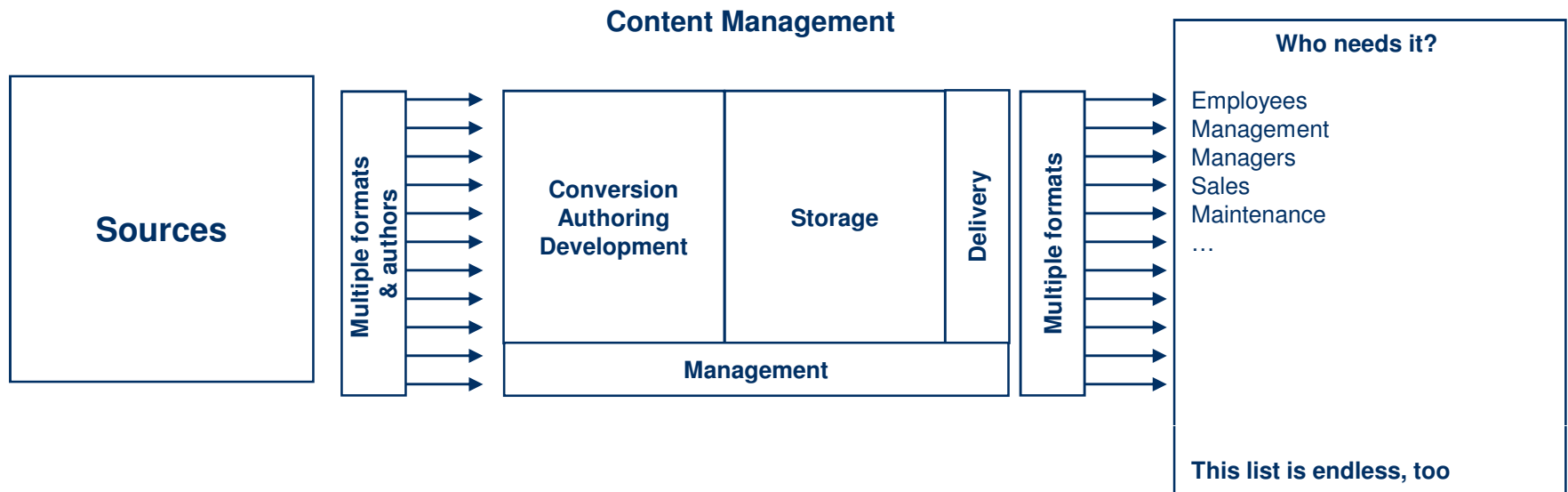
Content Distribution: Jay Shaw - NetDimensions

Content Sources: Alan Glen - Cathay Pacific

Content Organization: John Catlin – Tactics



Solution: Content Management and Distribution



Speakers:

Content Creation: Mark Hellinger - Xyleme

Content Distribution: Jay Shaw - NetDimensions

Content Sources: Alan Glen - Cathay Pacific

Content Organization: John Catlin – Tactics

Questions?



Thank You

Type Questions in the Chat Window

