

Methodologies and Training

The importance of a quality training intervention in project management and systems implementations cannot be over emphasised. There are two major considerations in this. First there is the perspective and influence of the end users and secondly the decisions of the project manager and sponsor and their consequences

Most project teams tend to forget that their level of comfort with and confidence in a new system are not shared by the end users from the start of the project. While the project team is actively involved in the design and configuration of the system, the first major encounter that the bulk of the end users have with the new system, is during the training intervention. From experience Bizmod has seen that the end users do not only evaluate the training intervention, but they also make a judgement call about the quality of the solution and the competence of the project team based on the quality of the training intervention.

Most project managers and sponsors tend to forget that the training related decisions they make in the face of shrinking timelines and budgets, not only impact the success of the project but also have large hidden cost implications at an operational level once the project is completed. This hidden cost usually manifests in the form of retraining and prolonged low productivity levels.

If users are not properly trained, the return on investment on a system will not be reached as the functionality will not be used as intended.

Therefore, all necessary training activities must be scheduled and coordinated. As this training is often the first exposure to the system for many individuals, it should be conducted as professionally and competently as possible. A positive training experience is an important first step toward users' acceptance of a new system.

Address

Suite 363, Postnet X033, Rivonia, 2128
Tel 082 933 4144 Fax 012 807 3765

Email info@bizmod.co.za

Web www.bizmod.co.za

Company Reg. No. CK97/54 968/23

Bill Miller | Anne-Marié Pretorius | Jessica Tandy | Seugnet van den Berg



With these considerations in mind, Bizmod has designed a **Training Initiative Approach**, specifically aimed at system implementation projects. The approach is characterised by strong deliverable orientation and a timely co-ordination of required resources and role players. The approach has been tried and tested at various sites. The most significant results are those relating to user adoption and cost saving by cutting back on the requirements for retraining.

Properly compiled training material is a compound data basis of the knowledge and technical expertise contributed by the project team and technical consultants. With written training material the organisation ensures that the knowledge is captured and transferred to the business. This ensures that there is something to fall back on once the project is completed and the system needs to be sustained. It also makes it much easier to train new people in the way the organisation operates.

Over the last few years Bizmod has packaged Intellectual Property into training interventions based on years of experience. The Bizmodian team works on a basis of trust and value creation and aim at building sustainable, long lasting relationships with their clients.

Although they customize their approach for each client it is useful to have proven tools and templates to prevent reinventing solutions. The following methodologies are employed and shared in their work for their clients:

Methodologies

- Change Management for System Implementations
- Training intervention for System Implementations
- Change Management for Merger & Acquisition Integration
- Project Management Methodology

Bizmod Consulting package their knowledge and experience into training courses and they pride themselves on their practical approach illustrated in the following Change Management courses:

- Skills for the Change Manager
- Skills for the Project Manager
- Skills for the Line Manager
- An Employee's perspective
- How to write training material
- Train the Trainer

Bizmod Consulting also specialises in customising training interventions to suit specific client needs.

Issued by: Bizmod Consulting
Date: June 2010

For more information: SW van den Berg
Managing Partner
083 414 1484