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# Ensuring a Successful eLearning Initiative

## Welcome to the Silverchair Learning Systems Quarterly Newsletter.

It is our pleasure to provide this free newsletter to all parties interested in improving the quality of care through employee education.

At Silverchair Learning Systems, our sole focus is providing superior products and services to support the education and training of people employed in Senior Care organizations.

This quarter's newsletter is dedicated to providing helpful hints about how to evaluate an eLearning supplier. We have included some information and examples about what to look for and WHAT TO AVOID in evaluating suppliers.

Please let me know what you think.



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## Asking the Right Questions when Investigating Suppliers

Michael Royal, Service Delivery Manager

Senior Care companies are investing in eLearning to deliver employee training for a variety of reasons, including:

- Reducing the High Cost of Employee Training
- Improving Quality of Care and Developing Staff
- Motivating Employees
- Improving Staff Retention

Each of these opportunities is a strong reason in-and-of-itself. However, choosing an eLearning service supplier can be tricky. There are a number of strong eLearning products available and selecting the right one can mean the difference between being up and running and using the purchased services and having spent good money for a service that is not being used.

It is important to identify the an eLearning partner who works hard to ensure its clients success. This newsletter is dedicated to providing insight into what makes an eLearning project successful and suggests certain questions to ask suppliers during the discovery process.

Choosing a supplier is more than understanding the product features and course availability. Knowing and understanding how a supplier will guide you through the lifecycle of the relationship (from start-up through steady-state support) is critical to determining whether they will be invested in your success.

Three questions that we would suggest you ask as you perform due diligence include:

- What are the biggest risk factors to a successful roll-out?
- How long will this take to get started and what effort is required of me?
- I am now up and running, what kind of support is provided?



### 3 Key Questions

#### **What are the biggest risk factors to a successful roll-out?**

**User Accessibility.** This means that the product you choose needs to be easy to use and readily available to the end-users. Availability is not just about access to computers; it means simple to use, written at the appropriate language level (for literacy issues). Avoid systems with too many options as they become distracting. Lastly, make certain there are computers available – a good rule of thumb is 1 pc for every 100 employees. Most SLS clients put the computer in a 'staff lounge'.

**Management Support.** Create momentum with the facility-based managers and enlist them in understanding why you decided to use the system. The best suppliers will offer to deliver posters and flyers during the launch process. It is also important to create small processes to reinforce the importance of taking training. Most SLS clients schedule regular reporting intervals to make certain their employees are staying on track with their training schedules. Some vendors keep on eye on the cli-

ents progress and provide guidance about how to stay successful.

Avoid not getting started because trying to make everything perfect. Nothing is ever perfect and the attempt delays the value you are purchasing.

#### **How long will this take to get started and what effort is required of me?**

Getting started takes some (but not a lot of) effort. Getting started requires a handful of steps. Suppliers who understand Senior Care know the right level of support; SLS has a very simple and easy process that it leads its clients customer through. This process can go as fast as 2 weeks, but it generally takes about 30 days to be completed.

If you hear a supplier say you will be completely up and running tomorrow, it's a warning sign. It probably means they make you responsible for everything. Conversely, If the supplier says 90 days (or more), it probably means that they have too complicated a solution for a senior care environment.

#### **I am now up and running, what kind of support is provided?**

Using an eLearning solution is supposed to make your life easier. The best suppliers provide the right level of client service and training. The SLS service delivery team regularly checks-in on clients to ensure they are progressing well. The service delivery team is also available via 800#.

If you hear a supplier say that the system is so easy you run it on your own, that is likely code for we don't provide post-sales support.

#### **Make Certain To Avoid!**

*Companies that make you do it all – You have enough to do on a daily basis already! At Silverchair our philosophy is about providing a solution for training and record-keeping. You can then go on to take care of other important things in your daily schedule.*

*Brand New Companies – they tend to have untested processes about getting started and they are learning on your dollar.*

#### **Locations:**

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Silverchair Learning Systems delivers a complete, web-based application service to address the employee education needs of Senior Care providers.

Silverchair Learning Systems offers a solution that targets employee compliance training with automated management, tracking and reporting.

Because our exclusive focus is the Senior Care professionals, Silverchair Learning Systems offers an unparalleled complete solution.