

# Using a “4 Point Check-up” to Manage a Training Program

- ... the best approach to managing the training program is to develop a simple, standard process that you can follow on a monthly basis.

- Run the “Quick-View Dashboard” report to quickly identify the employees who have completed their training programs and to identify which employees might be overdue on their training.

- Run and print the “the “Education Coming Due” report by department to easily identify any employees that still need to complete their training.

## 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 use an online education and learning management system to quickly and easily manage your training programs on a monthly basis.

This is not intended to be a complete list of all the ways to use the system on a monthly basis, but it is a quick and easy way to check status and see where you might want to focus some efforts. We hope that it is useful.

Please let me know what you think.

## Effective Management Requires a Simple Process

Many Senior Care Companies are looking to use Learning Management Systems to help solve mandatory training challenges. Learning Management Systems (or LMS) provide a mechanism for scheduling, checking status, recordkeeping and reporting of training programs. In short using an LMS provides the level of visibility and control that providers often look for to evaluate their operations.

An LMS provides the visibility and control required to effectively manage training programs by making it simple to:

- Identify which employees have been completed and which employees need to be reminded to complete their training
- See the upcoming training topics and courses

To take full advantage of the

benefits that an LMS offers, it is important to utilize the system on a regular basis. Regular basis does equate to having to use the system for hours / day. Regular use is the amount of use required to effectively control your training program.

Silverchair believes the best approach to managing the training program is to develop a simple, standard process that you can follow on a monthly basis. One process that we have seen work well for our clients is something we call the 4 point check-up. This process is similar to a regular care service that you would perform on a monthly basis.

### 4 Point Check-Up

Just as you might check your tires, brakes, oil and coolant levels, managing your training program using an LMS gives you the

visibility required to effectively control your program. The SLS 4 point check-up includes:

Week 1: View and Prepare

Week 2: Check Status

Week 3: Reward and Remind

Week 4: Review Results



## USING A "4 POINT CHECK-UP"

### The "4 Point Check-Up"

#### **Week 1: View and Prepare:**

In the first week of the month we recommend that you check which training topics are scheduled. You can remind department heads and staff which training topics will be presented during the next few weeks. Often times the topic might correspond to a current event. For example, if a training topic includes Electrical Safety and it is Electrical Safety Awareness Month, take advantage of any available public materials.

#### **Week 3: Check Status:**

In the 3<sup>rd</sup> week of the month, we recommend checking status of your students' training records. Use the reporting system. Run the "Quick-View Dashboard" report to

quickly identify the employees who have completed their training programs and to identify which employees might be overdue on their training. Run and print the "Education Coming Due" report by department to easily identify any employees that still need to complete their training.

#### **Week 3: Reward and Remind:**

By generating reports, you have an instant record of which employees are to be commended for completing their work and which employees need to be reminded about the work that still needs to be done. Reward the employees who have completed their work by printing out their certificates and having the department heads present them in a weekly staff meeting. For those that need a reminder

print out the "Education Coming Due" report by department and present a copy to the department head – they can use it to remind their employees about what still needs to be completed.

#### **Week 4: Review Results:**

At the end of the month, generate the compliance report for the month to see the end results of the month and to look for areas of improvement. Continue to focus on improving the compliance percentage. Some facilities organize contests and generate awards for the employees and the departments that complete the most training courses or have the highest compliance percentage.



#### **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.