

Deploying an eLearning Solution to Maximize Performance

NEWSLETTER

VOLUME 7, SUMMER 2006

- *Leverage the experience of others. A strong, experienced client service team can walk you through where the opportunities for success and failure lurk.*
- *Prioritize. Especially when it comes to customization. Oftentimes clients will work through a prioritization exercise and find that working through a prioritized list is the best way to approach the solution.*
- *Let your employees know. Most suppliers provide marketing materials that can be displayed in the facilities. Have fun with the program. Some clients hold contests.*

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 work with an online education provider to ensure a successful deployment of a learning management system.

This is not intended to be a complete list of the only way to get started with eLearning, but it points out the key issues to consider about gaining momentum and creating a successful environment. We hope that it is useful.

Please let me know what you think.



Michael Benzian, President
mbenzian@silverchairlearning.com

Keys to a Successful Start-Up

Many Senior Care Companies are looking to use Learning Management Systems to help reduce the high cost of mandatory training. Learning Management Systems (or LMS) automate much of the high volume tasks associated with training: scheduling; checking status; recordkeeping and reporting of training programs. In short using an LMS provides the efficiencies that providers are looking to gain in their operations.

While an eLearning investment can generate significant returns, as with any investment, you want to make certain you maximize your return. The best way to do this is to get started quickly and maintain momentum.

3 keys to getting started quickly include:

- 1. Get started and continuously improve**
- 2. Avoid 'boiling the ocean'**
- 3. Make it "important"**

Getting Started and Continuously Improve:

You just signed the contract, have the kick-off call and get some people using the system. The most successful clients are the ones that never lose any of the momentum they built-up when going through the investigation and purchase process. Within 30 days of contract signing they are up and running – the employees taking courses and providing feedback. Then use the

feedback to learn about what you might want to change in the future.

In gauging the success of clients, one key marker is how quickly the client was able to shift the momentum from buying to using the service. Avoid the trap of letting the start-up process languish because another iron was thrown into the fire.



DEPLOYING AN ELEARNING SOLUTION TO MAXIMIZE PERFORMANCE

Avoid 'Boiling the Ocean'

There are a handful of places that clients can get stuck trying to achieve a level of perfection that we call 'boiling the ocean'. Boiling the ocean is often a customization challenge that can come into play when a client decides that they cannot get started until they have customized (or created) all of their courses.

Most service providers allow their clients to customize or create new courses. Having the ability to customize courses is critical, however, clients need to balance the need for customization with the momentum that is generated by beginning the service.

Make it Important

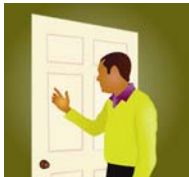
An LMS provides the visibility

and control required to effectively manage training programs by making it simple to identify which employees have completed their training and which employees need to be reminded to complete their training. Use the system to stay on top of the training program and make certain the employees know it is important.

For the highest performing clients training is not simply provided but is strictly managed. The staff development coordinators make training a priority. They consistently keep track of their reporting and always know how their employees are every month. They call-in to the client service team to ask questions, get advice or simply to see if anything new is going on or if we've gained additional learning's from other clients.

Tips to getting started:

- Leverage the experience of others. A strong, experienced client service team can walk you through where the opportunities for success and failure lurk. They have seen numerous client launches and will provide lots of experience
- Prioritize. Especially when it comes to customization. Oftentimes clients will work through a prioritization exercise and find that working through a prioritized list is the best way to approach the solution.
- Let your employees know. Most suppliers provide marketing materials that can be displayed in the facilities. Have fun with the program. Some clients hold contests.



Locations:

Charlottesville

New York

Raleigh

Los Angeles

Contact Us:

866-805-7575

www.silverchairlearning.com

info@silverchairlearning.com

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.