

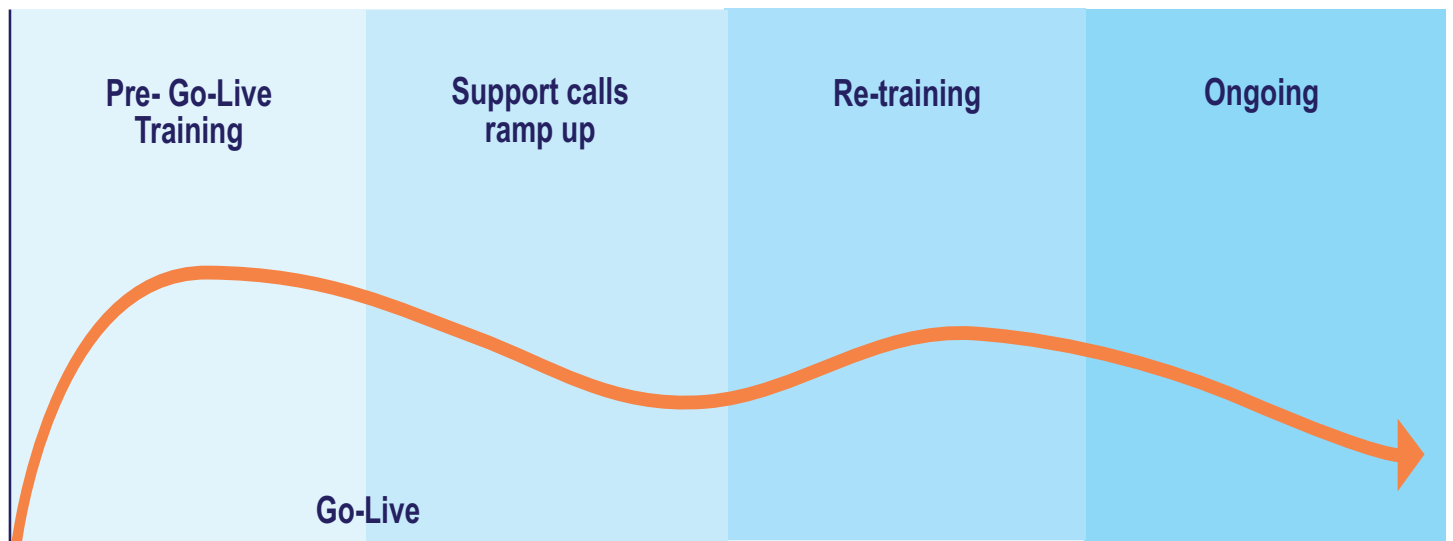
Got the Post Training Blues?



After initial training on a new application, process, or product, expectations are high that the change will deliver significant benefits. But weeks (or sometimes just days) later, employees' memories begin to fade, training material is forgotten, old habits even return. And sometimes even the application screens, product details, or processes get refined by management – maybe just small, but important tweaks. Staff, or associates can get overwhelmed by details and changes. The result is that the change is not adopted, errors are made and performance declines over timeand **management gets the post-training blues!**



Organisational Proficiency over Time



The Reaction

Organisations adopt a myriad of different coping strategies:

- Follow-up training – but often there isn't enough time or resource availability!
- Intranets are not effective due to search and maintenance difficulties and data becoming quickly dated.
- Even if an Application's online help can be updated, due to release constraints deployment is not timely enough.
- Most commonly the help desks or expert colleagues take the burden. Not only is this hard to scale-up for hundreds of employees, but it's extremely expensive and inefficient. Employees want the right answers immediately - without depending on others – and without interrupting their work flow.

The Solution

Our Performance Support Solution is a specialised knowledge management system that empower operations and training managers to deliver clear, relevant, and company-specific “when, what, and how” information and documentation to employees “at the moment of need.” Training gets built into the job by providing the most current information and documentation in context and at user fingertips. Accordingly, a good dose of performance support cures post-training blues.

For more information contact EPSS@amt-sybex.com