# Training Solutions
# Effective use of modern training methods

## Challenges

Knowledge is increasingly fast paced – products and applications are continuously changing. Many employees are overstretched and can hardly keep up with this development. As a result their performance is deteriorating. Although knowledge is at hand by means of user manuals or web pages, the employees don't find the time for self-study and they are not very effective at it. Traditional classroom trainings are inflexible and often not focused on the users need. The cost of traditional training is extremely high and it keeps employees away from their work and from achieving their objectives within the company.

Considering these facts, new ways of learning have to be developed that bring relief to employees and still maximize training success. Employees should be able to acquire knowledge in a focused and efficient way. Trainings should be accessible anywhere and anytime and not depend on a trainer's availability. At the same time knowledge needs to be exciting and interactive. The goal of each training is that employees are able to master all processes and applications needed for their work in a very short time.

## Method

Training Solutions is a method developed by Synpulse to define and fulfill the training needs of our clients. The method starts with a preliminary study to define the training concept. During this process we analyze the training requirements and the training types for each training module to define the optimal training mix. In a business case we calculate the costs of the training mix and optimize it with the client.

As soon as the training concept is finalized, the preparation and recording of the learning units starts. Our clients increasingly use digital methods for their learning units such as web-based training (WBT), e-guides, e-encyclopedia, intranet, podcasts as well as virtual classrooms (webinars). These digital methods are combined with traditional methods such as classroom trainings or hands on exercises to create highly effective trainings that consider different learning approaches of users.

Training Solutions supports our clients with planning, organization, coordination and controlling. We also provide trainers if needed.

Here are some examples of optimal training types:

- The handling of a new application is trained via interactive e-learning

- An employee is guided through a complex process in his application window via e-guide

- The latest changes in products are communicated worldwide by webinar

- A small group of operations specialists has an expert trainer onsite for in-depth training

**Proven software partner for digital learning methods**

Synpulse develops e-learning units and e-guides with software from TTS GmbH in Heidelberg/Germany. This long-standing cooperation allows our clients to start projects without delay. They can rely on an established team with project managers, topic specialists, training experts, translators and e-learning authors. Consequently, we provide our clients not only with methods, but also implementation experience and high-quality products.

**Some benefits of digital learning methods in relation to traditional approaches**

- Reduction of traditional training peaks caused by new software releases

- No travel costs as the training is independent of time and location

- Reduction of training development by at least 25%

- Automated creation of hand-outs and summarized instructions based on existing web-based trainings
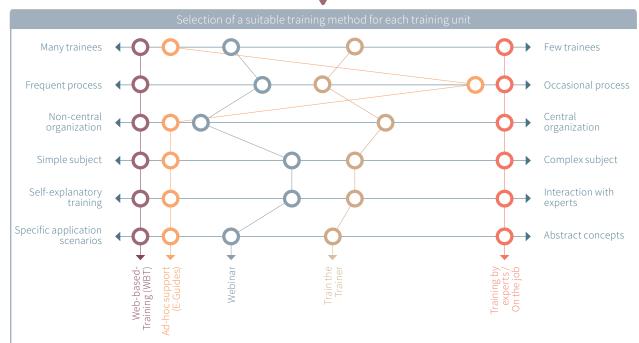
- Increased effectiveness of training by 10 to 25%
- Increased quality and professionalism of documents

## Summary

Training Solutions provides a structured approach that optimizes knowledge transfer in the company and results in more effective trainings. A key element of this method is the training mix that defines the optimal, client specific training type per training unit. Through employing digital learning methods we can achieve cost and effectiveness benefits for our clients. The combination with traditional learning methods also enhances the learning effect and appeals to people in a more individual way. The training methodology can be used for projects as well as internal trainings, offering our clients a broad and flexible range of application.

**Training units** (use case, processes, learning modules)

Selection of a suitable training method for each training unit

| Many trainees | | | | | Few trainees |
| Frequent process | | | | | Occasional process |
| Non-central organization | | | | | Central organization |
| Simple subject | | | | | Complex subject |
| Self-explanatory training | | | | | Interaction with experts |
| Specific application scenarios | | | | | Abstract concepts |

Web-based-Training (WBT) · Ad-hoc support (E-Guides) · Webinar · Train the Trainer · Training by experts / On the job

*The best training method is selected for each training module on the basis of didactic principles and suitable business criteria.*

Your training mix