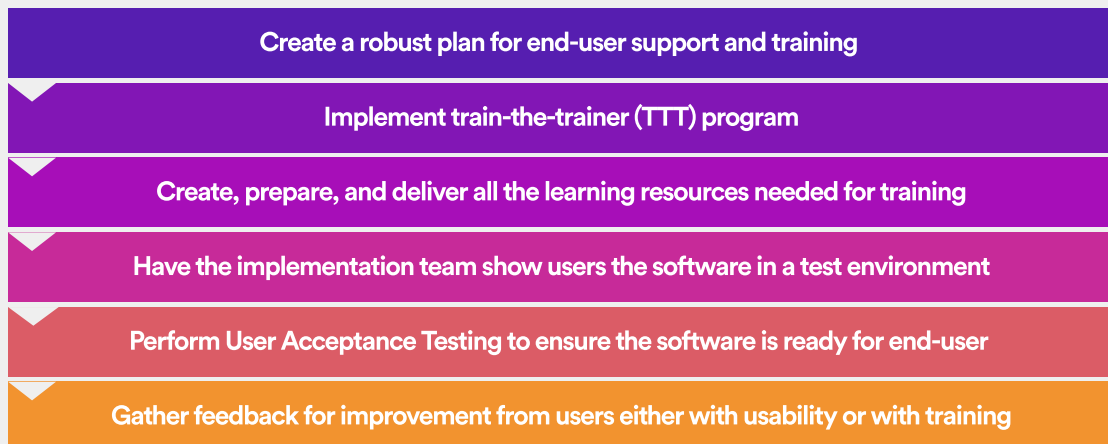


Ensure your software roll-out success through **effective training**



Software training is part of a company's knowledge transfer process and should begin with educating the project team and ultimately end with the end-users. All stakeholders involved in the rollout process need to have some level of training in the new software in order to transfer knowledge between teams and end-users.

To begin the training process, stakeholders must:



Additional training and support methods used by enterprises:



webinar

peer-to-peer
training

on-site training



support communities

documents
and handbooks

videos

demos of the
systemlearning management
systems

Measuring success is important. Use this checklist to ensure your choice of training is going to be as effective as possible:

Effective training should:

- ✓ Begin with the most important processes to be learned within the software
- ✓ Provide short-term microlearning experiences
- ✓ Offer a rewards mechanism
- ✓ Be personalized (i.e. not a one-size-fits-all approach)
- ✓ Include self-paced learning
- ✓ Provide easy-to-access resources and support
- ✓ Provide contextual learning in the flow of work

Effective support should:

- ✓ Provide continuous feedback and collaboration between the company and end-users
- ✓ Have on-demand help that is always available
- ✓ Empower end-users to be self-sufficient

Userlane is proud to be one of the fastest Digital Adoption Platforms on the market.

We provide optimal software support and ensure seamless usage by incorporating all the elements that make training and support successful.

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