

Effective Training Solutions for On Demand & On Premise CRM Applications

Apogee Solutions takes a holistic approach towards designing and developing your training solutions. Prior to designing your training we first need to understand your organizational goals and messages, corporate culture and your current and future business processes. Apogee believes that a blended approach to the training strategy is required for the proper knowledge transfer.



Apogee's Training Design & Development Process

Apogee takes a consultative and interactive approach to designing and developing your organization's training. We partner with your subject matter experts and stakeholders to ensure that we align with the audiences' needs.

Apogee does not believe in a "one size fits all" training program. All training must be tailored by job role and by global region/country if applicable.

- ❖ **Conduct a Needs Assessment.** Understand the learners, environment and additional training that may be required for the various audiences
- ❖ **Work with Stakeholders/Sponsors.** Understand the organizational goals, benefit messages & expectations of the various audiences for go live
- ❖ **Understand the "Current" & "Future" Business Processes.** Work with the business SMEs and functional SMEs
- ❖ **Align Business Process w/ Application Functionality by Job Role.** Report gaps to business and functional teams early on
- ❖ **Design & Develop Training Materials.** Create the training design document and develop the scenario based, "what's in it for me" training materials

Apogee's Training Offerings

Apogee Solutions provides a comprehensive suite of training services:

- ❖ **Needs Assessment**
- ❖ **Training Design Document**
- ❖ **Development of Training Materials**
 - ◆ Presentation
 - ◆ Instructor Demonstration Guides
 - ◆ Student Hands on Exercises
 - ◆ Quick Reference Guide
- ❖ **User Acceptance Script Testing Development & Facilitation**
- ❖ **Assist with Scheduling Classes**
- ❖ **Pilot Training.**
- ❖ **Train-The-Trainer**
- ❖ **End User Training Sessions**
- ❖ **Post Implementation Support & Advanced Training Programs**

Train-The-Trainer Sessions

Apogee Solutions believes in on-going knowledge transfer throughout the project lifecycle. We recommend that the super users, internal trainers and stakeholders participate in pilot training sessions and user acceptance testing. Finally, we provide a comprehensive train-the-trainer program for our client's internal training group responsible for facilitating final training program(s). Apogee also provides an "Effective Training Techniques" session for those who have not presented in front of groups.

Training the End User Community

Apogee's training team has decades of experience and understands what it takes to train the end users. Our sessions are engaging and interactive. It takes someone with enthusiasm, empathy, patience and flexibility to manage a room and that describes our team of professionals. The person in charge of the room must be prepared to convey the materials and problem solve as well. We promote using a "parking lot" for unanswered questions in the classroom and we get back to our learners with those answers after the training class has ended. Our trainers spend the time necessary preparing for the sessions and we believe the true value is in the preparation. It is critical to reach the learners and focus on what is important to them to understand in their day to day functions. We also focus on the benefits and positives of the changes and new tool.

On-going Support & Advanced Training

On-going support and additional training sessions are keys to driving end user adoption. There are many processes that may have changed along with a new tool to understand and we cannot expect that the end users have retained all of the information in one training session. We also recommend a phased approach to training. Determine which key elements should be trained and expected of by the end user community to execute across time frames.

For more information on how Apogee Solutions can help address your training solution needs, please contact info@apogeolutions.com.