

Next Gen Team Training

Specific, autonomous training that harmonizes with corporate training objectives



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Has there ever been an example when one size truly fits all? A label that's been stamped on everything from hats and clothing to table cloths and diapers, this type of statement couldn't be farther from the truth.

These days it's all about customization and has even spilled over into the world of training. Studies show that learners retain information very differently which is evident in the rapid adoption of blended learning.

This concept also holds true from a trainer's perspective — one size does NOT fit all when it comes to team training. It is imperative that business units across an organization are equipped with the right tools to meet their specific goals and objectives. And, this often comes with unique training needs that do not always fall under the same organizational LMS umbrella.

The following white paper will discuss a solution for team training when a corporate wide LMS does not work as needed and training demands require granular, departmental, group, or team control in a fast-paced, rapidly changing environment.

No two teams are alike, nor their training needs

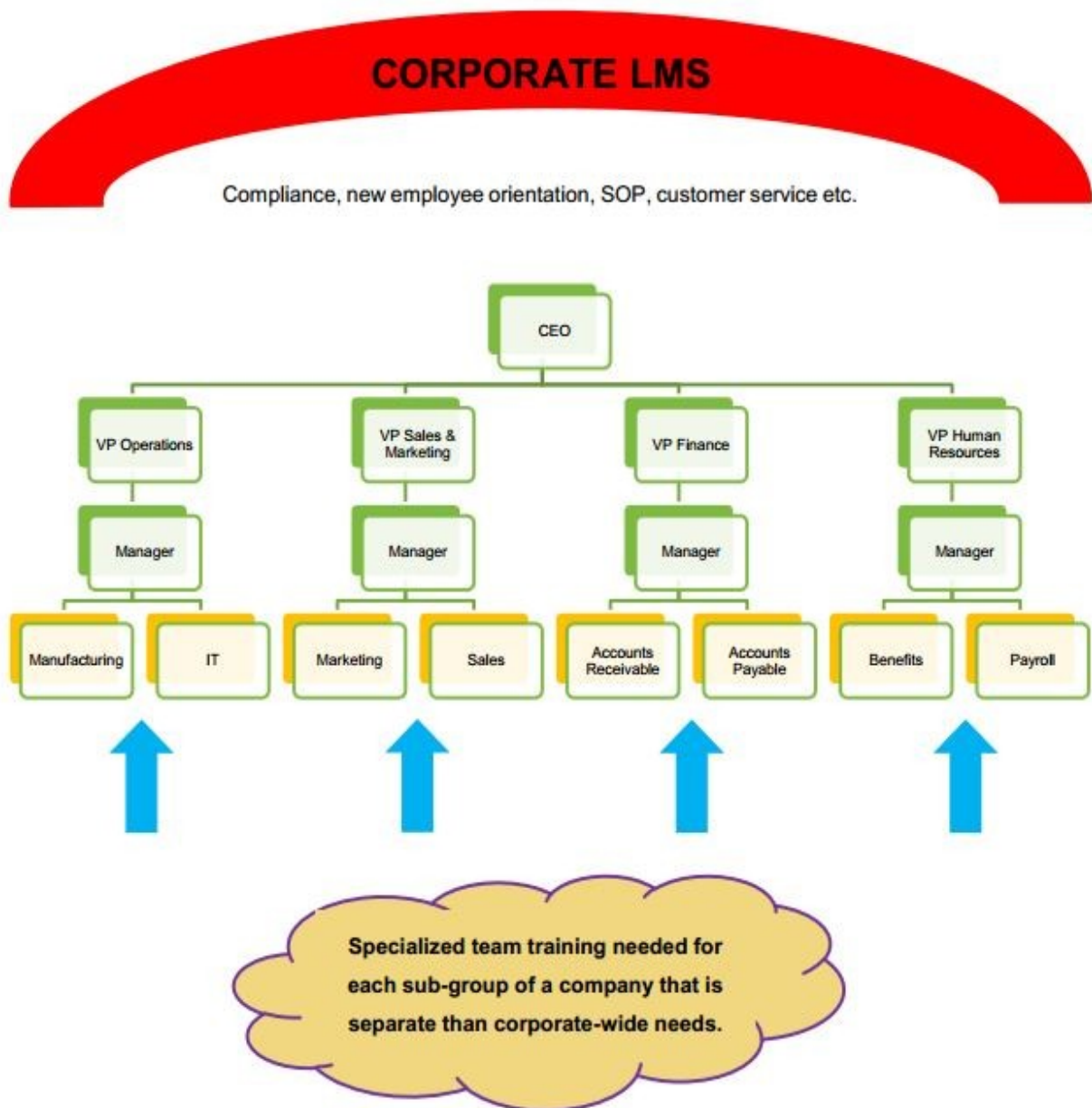
Every organization has some type of hierarchy or chain of command that functions along the idea that all the individual units work together for the good of the whole. However, would it be safe to assume that sales and marketing will have very different training needs than manufacturing, safety and HR? Or, IT versus customer service?

While there will always be some crossover in training needs that a corporate wide LMS will suffice, there also will be an equal amount of situations where specific teams need a tailored solution. Common problems teams face include:

1. Lack of administrative access or control of the corporate LMS
2. A corporate LMS that is too complicated for small team needs
3. Inability to customize training for specific team requirements



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ShareKnowledge provides missing link between corporate and team training needs

Whether it be a new product roll-out that requires a knowledgeable sales team or a department specific safety protocol, ShareKnowledge's rich features give users the ability to employ the right training to the right employees at the right time.

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Permission Granted

ShareKnowledge is built on the SharePoint platform and therefore inherits the ability to sync with active directory. While most corporate LMSs only allow certain administrative access, this is not the case with ShareKnowledge. Any team, department or group can utilize flexible permissions in order to manage their own training without interfering with centrally managed learning objectives.

Familiar Microsoft Interface Makes Ease of Use a Cinch

Let's face it, nobody wants or has time to learn a big complicated system in order to do one simple task. On the rare occasion that a team is given access to the corporate LMS, it can lead to frustration when it falls short in usability. ShareKnowledge mimics the same Microsoft Office-like features that many teams have been using for years.

Customization at your Service

Every team will have specific needs and this is where ShareKnowledge excels. Managers can assign specific courses based on organizational unit or any other attribute. And, with its unique PowerSync™ feature, it automatically adjusts training requirements with promotions, transfers and team changes without any additional work.

Teams have all the added benefit of social engagement in ShareKnowledge as well. Managers can connect a team specific course to a discussion board, collaborate within team sites and communities, track projects seamlessly and grant employee recognition.

Powerful yet Friendly Analytics

Independent team training is all fun and games until the big boss wants to see how a team is meeting goals and objectives. Managers can easily track team completion with results and status reports within ShareKnowledge. And, because ShareKnowledge provides an integration solution that "talks" to other systems, team managers can seamlessly push back their data to the corporate LMS in an automated, simple manner.

Case Study: Pulte Group Prepares Team for Customer Service Excellence

What started as a single home built and sold through the entrepreneurial spirit of an 18-year-old Bill Pulte, has grown into a multibrand homebuilding company with the ability to serve customers in all phases of life. At the center of PulteGroup is their commitment to customer engagement, so when a new Customer Relationship Management (CRM) software was acquired, it was imperative to provide thorough and specific training for their salesforce distributed throughout 50 US markets.

ShareKnowledge allowed us to roll-out CRM training to our sales team in half the time with lower training costs. Team members were able to learn at their own pace while staying productive on the sales floor, which is a huge benefit for us.

— Kim Cole, Pulte Group

PulteGroup's existing learning management system was quite cumbersome and lacked functionality needed for that specific training project. "We needed a user-friendly LMS that could help our sales team hit the ground running," states Kim Cole, Training Lead at PulteGroup. "Our goal was to keep the sales team out in the field and away from the classroom as much as possible. A self-directed learning approach was ideal and ShareKnowledge provided the tools for us to do this successfully."

After close consultation, the learning management system ShareKnowledge was selected as the platform to deliver the new CRM training for PulteGroup. ShareKnowledge was configured for the client to create a unique learning experience for their training administrators and sales team – centralized content management, intuitive job-related learning paths and powerful analytics.

Since Pulte launched ShareKnowledge in 2014, their salesforce of 1,000 employees has experienced a better, more streamlined approach to CRM training. No longer must they sit through mundane classroom training but rather a centralized, easy-to-use training system is at their disposal to learn what they need, when they need it providing the ultimate flexibility in learning and development.

Training administrators can easily upload content in a timely manner without any fuss – to date they have uploaded over 80 different SCORM-compliant learning modules with dynamic CRM material. Comprehensive reporting features has also given them the flexibility to provide CEU credits to learners as well as a detailed summary of those that need additional mentorship.

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Pulte is able to stay one step ahead of the customer service game by providing a comprehensive onboarding program for new sales hires with ShareKnowledge. From the get go, new employees are directed to their own personal learning page where they receive immediate training on the CRM software.

To date, Pulte has saved over 2,600 hours in classroom training. As a result, the onboarding process is much quicker and time to productivity has increased exponentially — ultimately resulting in a positive impact to their bottom line.

We hope you enjoyed this eBook and found the information we provided helpful. If you would like to learn more about ShareKnowledge, please click on the link at the bottom of this page.

