



Chapter

COVID -19 has essentially mandated that all your training programs now move to digital. No matter where you were in the journey to create blended learning models, you are now under the spotlight with all key stakeholders.

Here are **7 Best Practices** that we have learned from real life experiences with our customers.

The practices below have led our clients to train over 100,000 people every month in the first three months of the lockdown. This number is expected to double in the next six months.





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7 BEST PRACTICES

TO MAKE YOUR DIGITAL TRAINING A SUCCESS

1

Create a comprehensive internal & external marketing launch plan

As you prepare to roll out your new digital programs, create a launch plan that is as comprehensive and engaging as the launch of a new product. Attractive email campaigns and collaterals help build a buzz. If your budgets allow, design a rewards program that will ensure that you build positive voices within the organisation that support the transition to digital.

Quick Tip

Recognize the early adopters - this will help build the momentum for all your future programs. Ensure that the key business stakeholders also deliver the right message on the importance of this shift to digital - it is the new normal for Training and Learning!



2

Engage your IT stakeholders to ensure their support for data integrity

The support of your IT Team is important for any Learning and Training Program. All employee data will be managed and provided by them. Clean and accurate user data enables you to provide accurate reports and dashboards. In case you are provisioning single sign on access for users, this then becomes critical. Working out which data fields are required to be synched, as well as how often the data will be refreshed is very important.

Quick Tip

*Ensure that your LMS/LXP is: Enterprise-grade and has cleared VAPT Certification on a regular basis
Integrable with existing organisation systems- HRMS, Business Intelligence Systems etc.*



3

Ensure that your LXP aligns with your digital training processes

Whether you want to configure learning journeys, drive small micro learning assessments or even offer a set of recommended courses every week, ensure that you have the flexibility to drive each program differently, without a lot of effort.

Takeaway

The LXP should work for your processes and not the other way around.



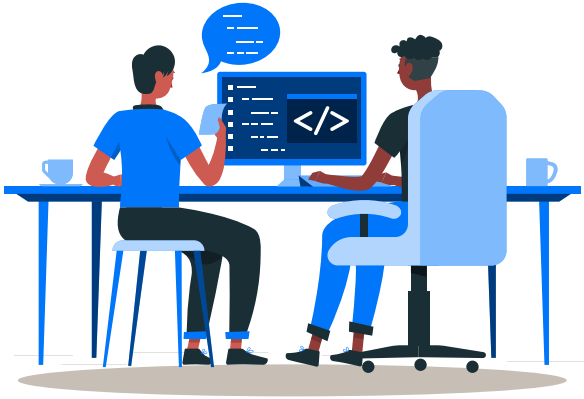
4

Conduct training sessions for trainers, managers and administrators

Ease of use (and something that works with a few clicks) makes non-technical professionals more likely to use your new Training System. This in turn enables them to get all their users/learners on the platform. Very few people have patience for systems that don't work easily. This is especially true when Trainers and Managers need to initiate new training programs or prepare summary

Quick Tip

The purpose of any system should be to reduce the time and effort of the people using it. Plan a "Train the Trainer" Virtual session and have peer groups help each other as they learn how to use this system. This may seem time consuming but is essential to do - plan what would work best given the constraints you may have.



5

Empower stakeholders with real time dashboards for driving completion

Adoption of a system dramatically increases when Stakeholders can view real-time dashboards in the organization hierarchy to see how their teams are performing. Give them the ability to be able to send reminders and notifications to their team directly.

This will significantly drive completion rates of programs.

Key Questions

Do you have an easy way to get these dashboards mapped to your organization hierarchy?

Can your business stakeholders send these reminders from their mobile device easily?



6

Setup governance mechanisms for adoption and success

When your learning platform is adopted by a large part of your company, you will suddenly find yourself inundated with requests and queries. Setup weekly or fortnightly meetings in order to ensure that all stakeholders are on the same page.

Once the communication processes are streamlined, you may find requests for rolling out additional information or programs from each department or function- Which is a great thing and signals buy-in from you stakeholders

Quick Tip

In case you don't have a large enough team for this, see if you can rely on your Service Provider to give you a higher level of support and help you with the right analytics and reports based on the format in which you need to present them.



7

Work with an LXP provider that is flexible, agile and solution - oriented

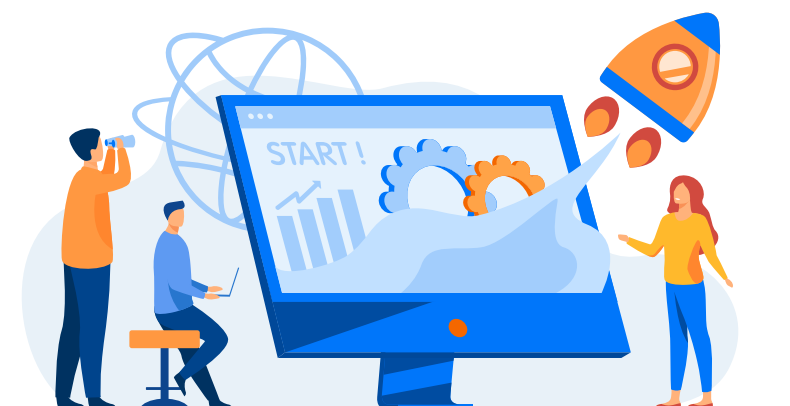
Your Learning Partner has to help you with more than just technology and a great product. Ask for a Customer Success Manager who will help you execute and drive your learning interventions. Your LXP Provider should understand your concerns and work with you to find implementable solutions. Be clear on how you define the success of your programs and the metrics that you will need to measure and report on.

As your program gains traction, how quickly you are able to resolve the queries and requests of your business stakeholders will be a key factor in the perception of your success. Do work out the support levels with your Learning Provider ahead of time to ensure that your programs succeed.

Key Questions

Can your Service Provider step in to fill these gaps with a support level that delights you?

Can they play the role of your extended team to help with preparing your system for each program?





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OUR STORY

Our success would not have been possible without the support of all our customers. The platform has evolved and developed with their feedback and expertise over the last few years.

The Chapter Training and Learning Platform is being used by over 50 large and medium sized organizations across **10** industry sectors. Financial Service and Insurance is where we are seeing the highest traction.



We started our journey over 5 years ago with a focus on digital learning primarily on the mobile and then on desktops. In this time period we have evolved our product and approach to focus on the full employee development life cycle.

We have an application for trainers to set up and track their training programs; for managers, we have a user friendly app to plan and monitor on the job training programs with their subordinates; for internal or external coaches, we have a coaching application so that you can have an integrated talent development approach in one place. All of these applications sync with the learning app for the end user seamlessly, thereby making the application useful for all stakeholders.

We help you measure Training Effectiveness by correlating training inputs captured in our system with the business performance. Measuring Training ROI has been the focus of our journey. Our goal is to help each of our customers measure and improve the effectiveness to create real business impact for every organization.

If you are interested in learning more about our product and how we can help you, please feel free to contact our CEO at rohit@chaptertraining.com

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