

Lessons Learned – Remote rollouts

Covid and extended working from home necessarily impacted every aspect of a software rollouts, but perhaps none more so than the training and onboarding process. With a future likely to look more hybrid in style, what lessons have we learned from the lockdown era to inform how we best set ourselves up for success going forward?

Pick your business communications application of choice, considering the following:

Issue:

Not selecting the best option for your rollout's communication platform could have a bad impact on the effectiveness of training and support.

Consider:

- Do you want the trainer to be able to see the participants (to monitor their level of engagement)?
- Have you tested the platform you want to use to make sure that it will be stable enough in all circumstances – for example, do you have offices that struggle with network speeds? Are there areas where participants tend to have slower broadband?
- Do the participants already use the platform you want to use? If not, make sure that you know how to ensure that everyone can access it
- Can you output a record of who attended each training session?

The size of the remote training session you want to schedule:

Issue:

Firms can certainly run remote sessions with many more users on them than a conventional classroom would allow, but there are drawbacks to consider.

- If there are large numbers of participants, the trainer may not be able to allow questions during the scheduled session
- Typically, the larger the session, the harder it is for any trainer to monitor the level of engagement for each participant, so there is an increased risk of attendees not paying attention – see the section below for suggestion to mitigate this issue.

Consider:

- Trainers could ask for questions to be held until the training has finished for participants who have time to stay on
- You could schedule follow-on Q & A sessions
- You should capture all questions and distribute a Q & A document

Users not attending:

Issue:

Because attendees are quite literally 'not visible', it might be easier for busy participants not to attend a session they have been invited to.

Consider:

- Make sure that you have a record of who attended every session as you will not be able to 'keep a register' as you might in a conventional classroom setting.
- Check that the communications platform you intend to use allows you to capture a list of attendees and make sure you have a process by which this information is logged by the project team.

Users not paying attention:

Issue:

This is always a tricky one in remote sessions. There is clearly a sense in which the lack of the trainer being in the same room as participants means that it is often easier for attendees to succumb to the temptation to attend to other work.

Consider:

- If you can include video stream from the attendees, it could help the trainer to spot that someone is distracted, but this is not certain to help.
- Even with the option to stream participants' video, the more attendees there are on a training session, the harder it is for a trainer to monitor engagement, so are smaller sessions an option?
- Including some form of quiz assessment and if this is mentioned at the start of the session, it might increase participant engagement.
- Create a skills check list that would allow participants to take responsibility for assessing their own learning. This should be accompanied by clear direction for users who want to do further training eg point participants to recorded session and other training resources.
- Offer Q & A sessions for anyone who wants further help.

Blended learning:

Issue:

Identify what you think the possible gaps are in the training you are offering eg will some of your users struggle because they have not had much opportunity to ask questions?

Consider:

- Provide as many training opportunities as possible, delivered in as many ways as possible eg online training, online subject matter expert Q & A sessions, team-specific follow-up sessions, short instructional videos, recordings of training sessions, user guides, Q & A list...
- However many options you include in your blended training offering, communicate the options clearly to all users.

Further information

Pinnacle is happy to advise on any aspect of your training needs and to design and deliver fully tailored, carefully blended training programmes to support new system deployments.

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For more information or to discuss your requirements please contact
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