



Electra Learning

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Maximo Upgrade Mastery:

Best Practices for Learning, Retention and Seamless Adoption

Agenda



Who we are & what we do



Recommendations for your project:

- Training Needs Analysis (TNA)
- Change Management
- Training Delivery
- Ongoing Support - Sustainment

About Electra Learning



Largest Maximo Learning & Development company in North America



Supporting Oil & Gas, Government, Education, Manufacturing, Mining, Pharma, & Utilities



Only LPI accredited Maximo training provider



Provide end-to-end Maximo OCM services training, eLearning, user support/adoption



Established:

- Scotland in 1997

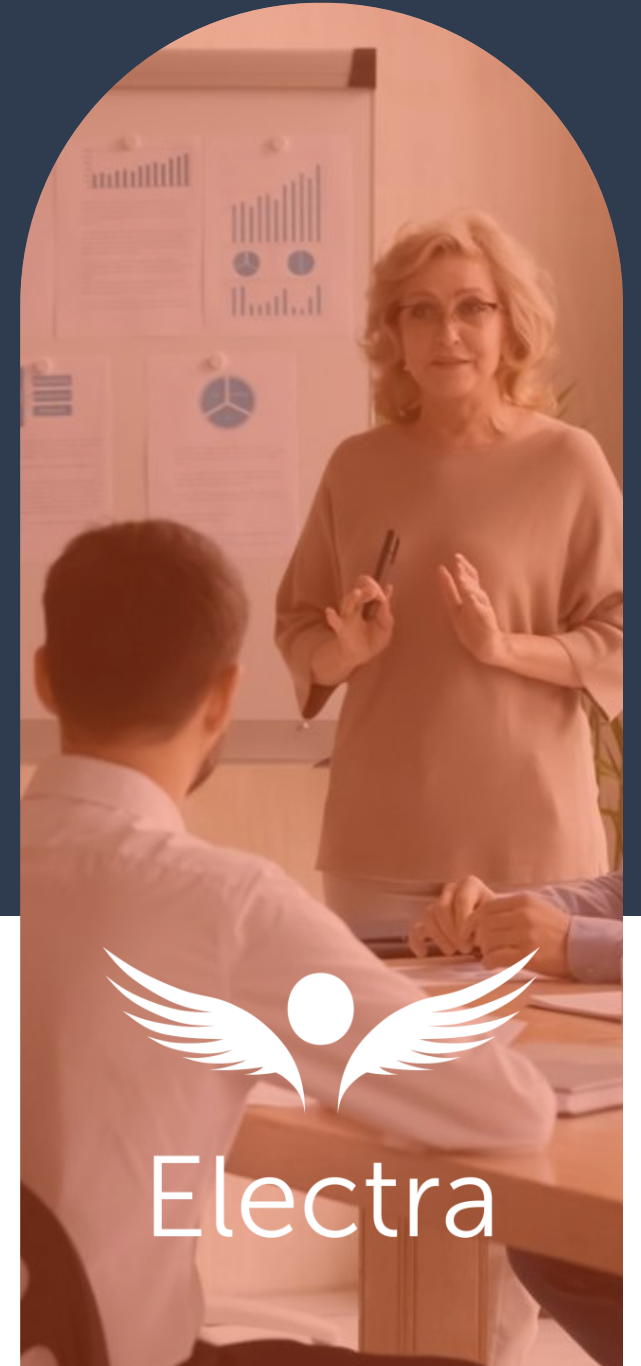
North America:

- since 2013



Offices located in:

- Orange County
- Houston
- Canada
- United Kingdom



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Training Needs Analysis

People First Approach

Training Needs Analysis

Why do it?

- Identifies training needs of your organization
- Assesses current skills and performance gaps of system users
- Used to develop a training plan / strategy



Roadmap To TNA Success



Initial Consultation

- 1 • Identify goals, objectives & scope.

Plan like a Project

- 2 • Design approach and identify stakeholders and milestones.

Undertake the TNA process

- 3 • Identify core competencies and conduct interviews/surveys

Analysis & Recommendations

- 4 • Deliver report of findings and present a plan to address identified needs.

Ongoing Review of Needs

- 5 • Implement recommendations & adjust plan if there are changes to the project.

Why is a TNA Essential?

Ensures training plan / strategies are aligned with business needs.

Reduces wasted resources on ineffective training programs.

Indicates who needs training and by which method. Once size doesn't fit all.

Increases employee engagement and helps the change management process.

Demonstrates a commitment to workforce development and retention.



Change Management

People First Approach

OCM, not MOC

Management of Change

- Influences how changes are implemented



Change Management

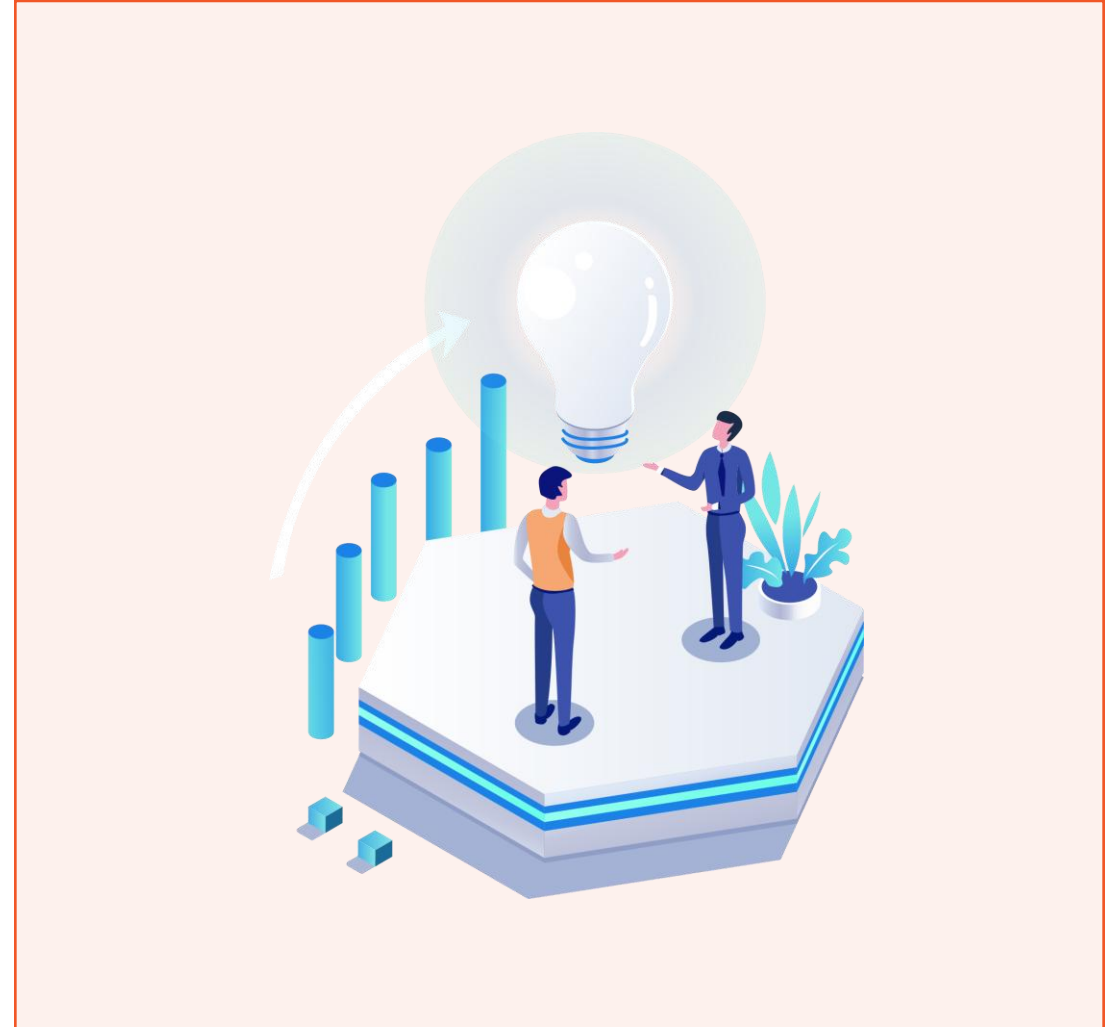
- Influences how people adapt to change



Change Management (OCM or ACM)

An effective Change Management program will ensure the following for MAS Upgrades

- Effective Communication to Users
- Increase Adoption by Users
- Minimize Resistance by Users
- Address Employee Concerns
- Ensure Effective Training and Support
- Ensure Sustainability



Training Delivery

People First Approach

Engaging Training

- Customized
 - Data and activities that speaks to the attendees. Not generic training.
- Adapt to audience
 - Never one size fits all. The TNA supports this.
- Interactive
 - 10 mins of content before discussion / activity.
- Don't over-train
 - Often the end-users receive too much info, some which is not needed
- Use Training as Change Enablement
 - Training doesn't just transfer knowledge it enables change and adoption.



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Sustainment

People First Approach

Return on Investment – Training is not one and done

Have/execute a sustainment plan

KPIs (Involved, Interested, Informed)

Help ensure productivity / adoption

Maintains end-user confidence



Questions?



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