



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

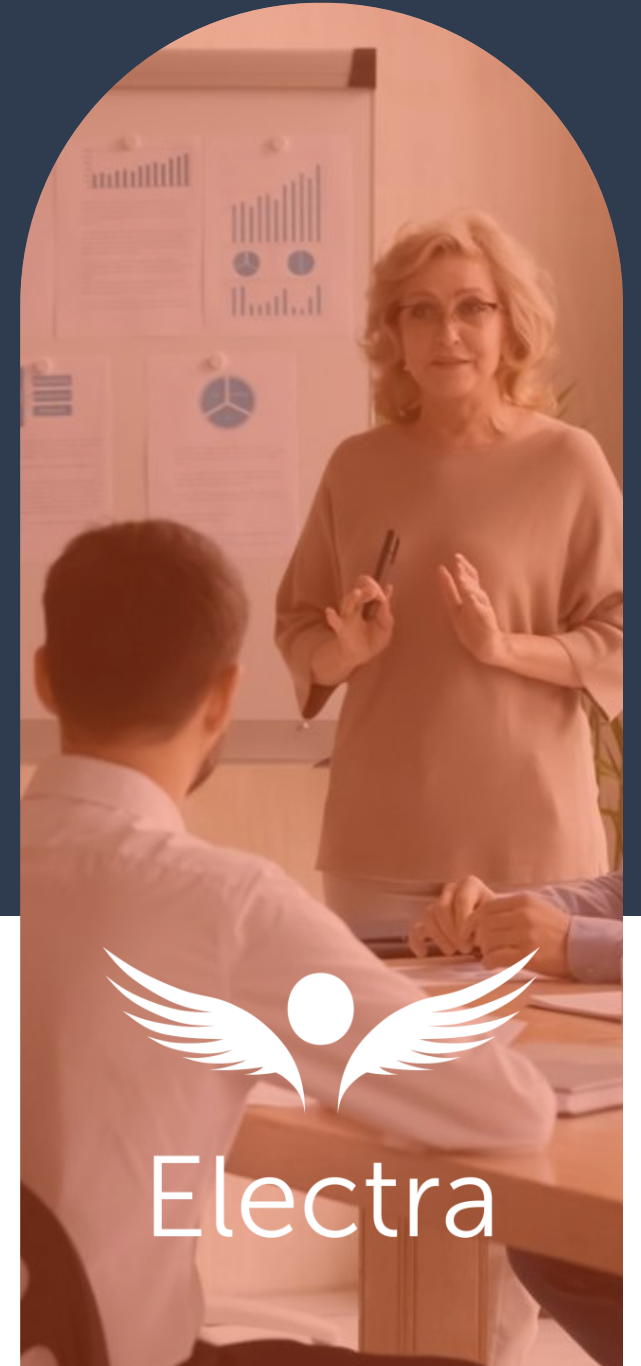
North America:

- since 2013



Offices located in:

- Orange County
- Houston
- Canada
- United Kingdom



Electra

Areas of Expertise

Change Management
& Training



eLearning



OCM & Training
Beyond IBM Maximo



Training Needs Analysis

People First Approach

TNA

- Identifies training needs of your organization
- Assesses current skills and performance gaps
- Used to develop a training plan and prioritize training



Roadmap To TNA Success



- 1 **Initial Consultation**
 - Identify goals, challenges & scope.
- 2 **Collaborative Planning**
 - Design approach and identify stakeholders and milestones.
- 3 **Comprehensive Assessment**
 - Identify core competencies and conduct interviews/surveys
- 4 **Analysis & Recommendations**
 - Deliver report of findings and present a plan to address identified needs.
- 5 **Ongoing Support**
 - Implement recommendations & adjust as needed.

Why is a TNA Essential?

Ensures training investments are aligned with business needs.

Reduces wasted resources on ineffective training programs.

Indicates who needs training and by which method.

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

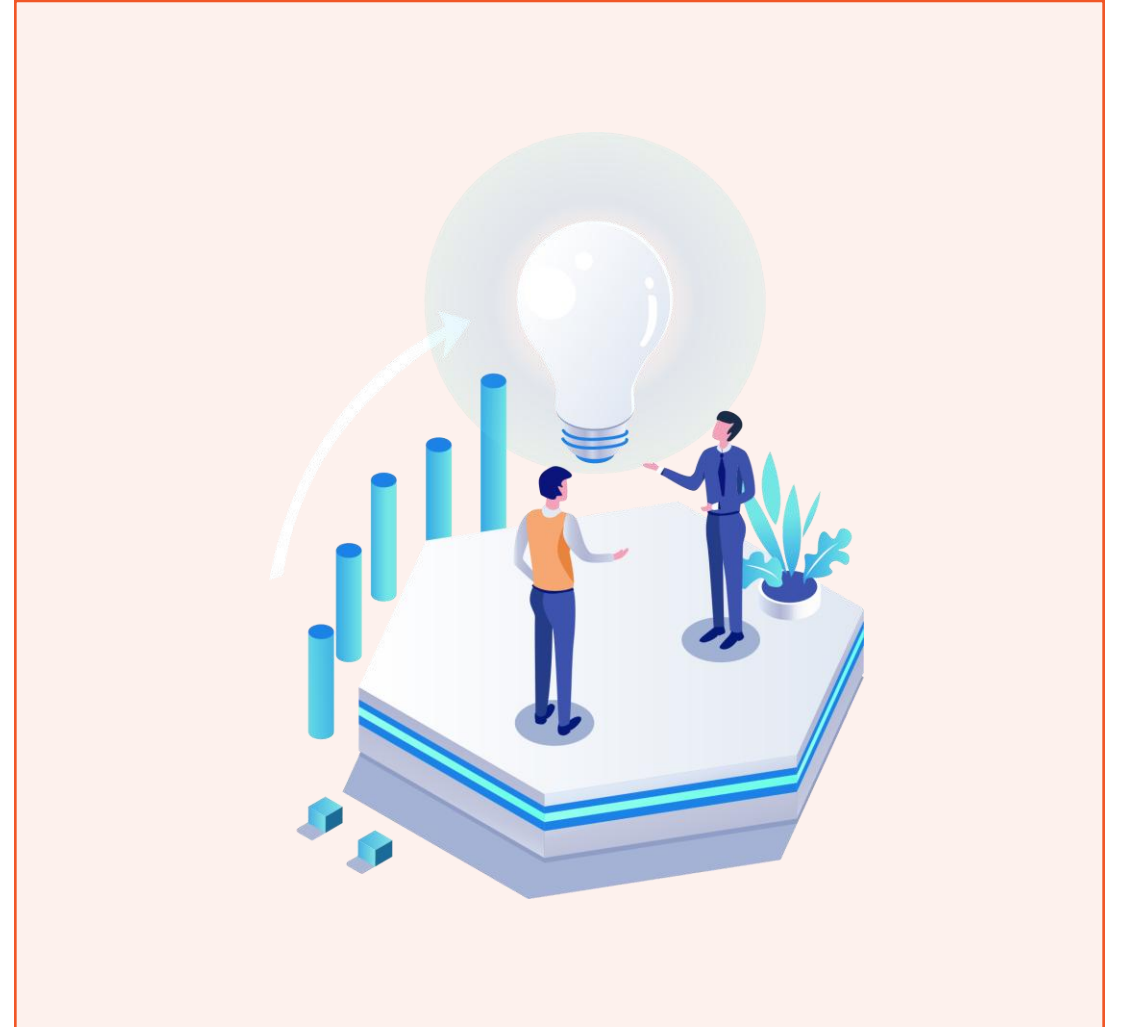
- Influences how people adapt to change



Change Management (OCM or ACM)

For MAS Upgrades the focus is on ACM
– Adoption Change Management

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



Training Delivery

People First Approach

Engaging Training

- Customized
 - Data and tasks that speaks to the attendees
- Adapt to audience
 - Never one size fits all
- 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
- Training as Change Enablement
 - Training doesn't just transfer knowledge it enables change.



Sustainment

People First Approach

Return on Investment – Training is not one and done

Have a sustainment plan

Protect your investment

Help ensure productivity

Maintains end-user confidence



Questions?



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