



# **Electra Learning**

## **Neil Summers - President**

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

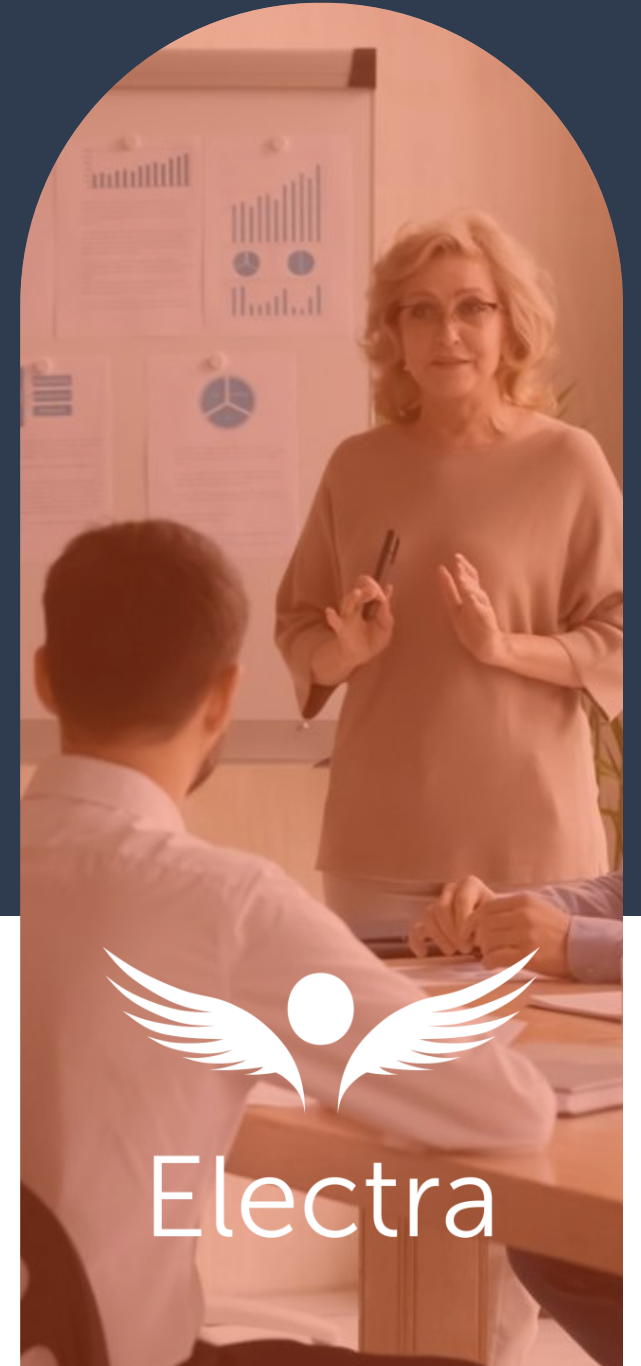
**North America:**

- 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



## 1 Initial Consultation

- Identify goals, objectives & scope.

## 2 Plan like a Project

- Design approach and identify stakeholders and milestones.

## 3 Undertake the TNA process

- Identify core competencies and conduct interviews/surveys

## 4 Analysis & Recommendations

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

## 5 Ongoing Review of Needs

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

# Why is a TNA Essential?

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Ensures training plan / strategies are aligned with business needs.

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Reduces wasted resources on ineffective training programs.

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

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Increases employee engagement and helps the change management process.

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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

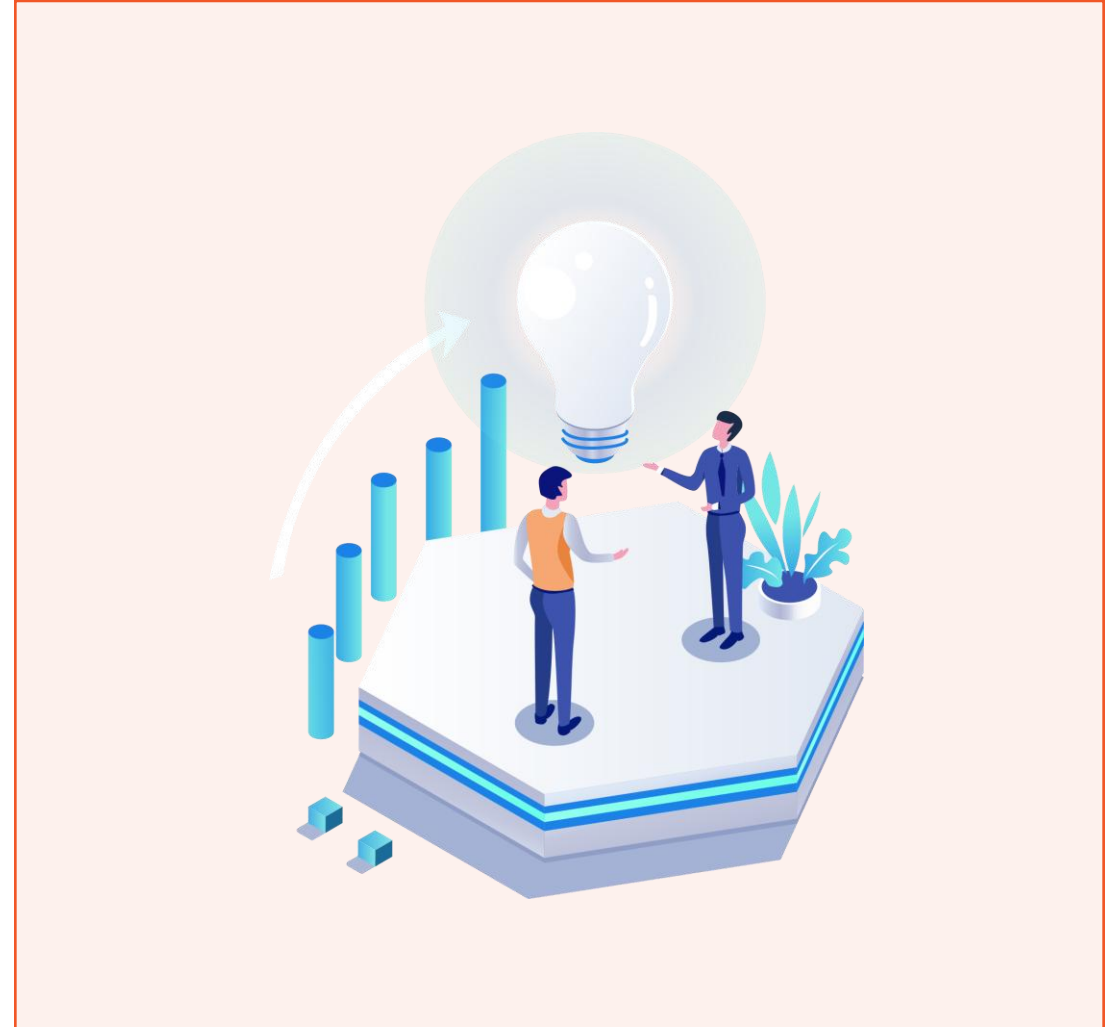
- Influences how people adapt to change



# 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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