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The Training Doctor Services

CUSTOM INSTRUCTIONAL DESIGN

- ✓ Classroom-based training
- ✓ Asynchronous eLearning
- ✓ Synchronous eLearning
- ✓ Self directed study
- ✓ Job Aids
- ✓ Tutorials
- ✓ Proprietary software documentation
- ✓ Software training and reference manuals
- ✓ Help text

CONSULTING SERVICES

- ✓ Needs analysis
- ✓ Surveying
- ✓ Data collection
- ✓ Research
- ✓ Certification design
- ✓ Evaluation studies
- ✓ ROI studies
- ✓ Re-design of in-place training programs
- ✓ Project management (training)

Triage

INDUSTRY: Business Services

AUDIENCE: Field service technicians

BACKGROUND:

A proprietary software product was developed by the organization and sold to its clients. Installation and customization was performed by the organization's field service representatives at the client's site.

PRESENTING PROBLEM:

Field service representatives of the organization had to be trained in order to install the customized product. A five-day instructor-led course was developed in-house. At the time that The Training Doctor was called in, the course had been delivered for six months to over 100 field service technicians.

Most trainees were unable to attain the 70 % cut-off score for satisfactorily completing the training and final certification.

FACTS:

- ✓ Trainees materials were very text-heavy, causing trainees to read and read in order to find the answer.
- ✓ No instructor guide existed.
- ✓ Four different instructors taught the course - each in their own fashion.
- ✓ The training included no practice exercises.
- ✓ The training included no checks for comprehension (tests or quizzes) other than the final exam given on day five.
- ✓ The final exam was knowledge-based (multiple-choice, fill in the blank).

RECOMMENDATIONS / SOLUTIONS:

- ✓ Redesign of instruction to a step/action/result table format.
- ✓ Creation of instructor guide.
- ✓ Train the trainer for all facilitators to be conducted.
- ✓ Practice exercises to be created and built-in throughout the five days of training.
- ✓ Check points (interim quizzes) to check for comprehension. Remediation offered immediately based on results.
- ✓ Performance-based certification at conclusion of course rather than a paper and pencil test.
- ✓ Creation of job aids for the most common customization steps (12 in total).