

Observe - Practice - Demonstrate: Systems Training That Works

By Dr. Linda Eagle

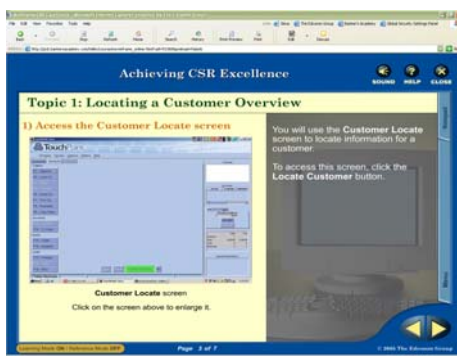
When any company is contemplating whether or not to upgrade to a new system, one big question always emerges: *How are we going to train all of our employees?*

The easiest and most effective way for employees to master a new system is to have an expert sit down with each of them for one-on-one training. But with hundreds or thousands of employees and very little time to prepare for a rollout, this usually isn't a realistic option. Enter The Edcomm Group Banker's Academy's System Simulation Training (SST), an eLearning model that allows the same kind of progressive building to competency as having an expert by one's side, but in a non-threatening simulated environment with no need for costly training or a test region of the system.

The SST Model

Like any procedure in life, there are steps to go through in order to achieve success. The Edcomm Group Banker's Academy's SST takes students through the steps needed to achieve the ultimate goal – using the new system with ease. There are three key steps to follow that help guide students through the learning process: Observe, Practice and Demonstrate. By following these 3 simple steps, students have no problem quickly mastering any new system.

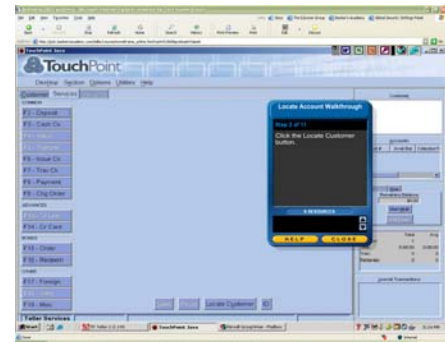
Observe



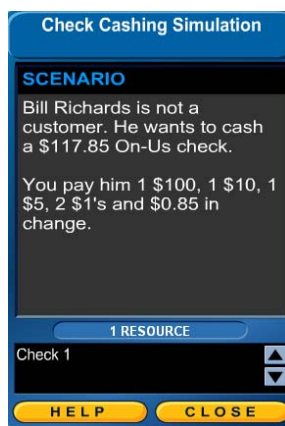
The first step is an overview of the system. It introduces the student to the new process using screens from the system with instructions and definitions. This is like having an expert take the student through the system, showing the basics of navigation and screen layout and pointing out tips along the way.

Practice

The next step is a walkthrough, which looks and feels exactly like the actual system. In a one-on-one situation, this is where the expert would hand the keyboard over to the student and talk him/her through the steps. In this case however, the expert is in the form of an interactive Guide Panel. The student is given a scenario and the Guide Panel offers resources and step by step instructions to complete the task. Because it is hands-on, the students become familiar with where the buttons are and when to click them, just like the real thing, but without the pressure and the risk.



Demonstrate



Finally, the student completes an assignment and shows what s/he has learned. The expert steps back, allowing the student to try without assistance. Like any good teacher, the Guide Panel is there to help when the student is stuck, offering a hint after three sequential errors. One of the Guide Panel's most notable features is its ability to display documents involved with the transaction, like a check or deposit slip, which help make the scenario even more realistic. This last step involves trial and error, which builds confidence. Learners try on their own, but without the frustration and unnecessary stress because help is there if they need it.



No Training or Test Region Needed

This method eliminates the need for a costly training region provided by the system vendor. It has the look and feel of the actual system, but without all the headaches of maintaining test data for each practice activity in a live database. In addition, students can be trained on the new system before it is ever deployed, readying the entire workforce for a quick transition.

Tracking and Reporting

System simulation training also allows tracking of the keystrokes and mouse clicks students make so that completion and competency may be monitored through any Learning Management System (LMS). The program works as well for experienced users as it does for new hires.

With The Edcomm Group Banker's Academy's SST, students learn effectively and efficiently – quickly mastering the system skills they need to best serve their customers.



Dr. Linda Eagle is Founder & President of The Edcomm Group Banker's Academy—a 22-year-old education and consulting firm dedicated to serving Banks, Credit Unions, Money Services Businesses (MSBs) and all areas of the Global Financial Community with thousands of generic and customized training programs in areas such as BSA/AML, Regulatory Compliance, Teller Training, Systems Training, Sales and Service Training, and many more.

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