Eight Common Mistakes

Organizations make with ERP Training

8. Training the *Wrong* People

Consider qualities needed specific to implementation strategy

- ☑ Ability to meet tight deadlines
- ☑ Ability to work well together
- ☑ Possess wide range of skills required

7. Not Training *Enough* People

Training one = overwhelming limitations

Training two or three = role changes or illness can dramatically impact plan

- ☑ Include decision makers involved in every aspect of your business
- ☑ Create a team able to make informed design and configuration decisions

6. *Incorrect* Mix of eLearning

Too much eLearning = two fault points

- ☑ Lack of face-to-face, instructor-led training
- ☑ Lack of student-to-student and student-to-instructor interaction

Appropriate blend of learning modalities = make sure your entire team gets the most out of their training, no matter how they prefer to learn

5. *Opting for* Public vs Private Training

PUBLIC

- ☑ Travel costs
- ☑ Cancelled classes = frustration and delays

PRIVATE

- ☑ More staff trained
- ☑ Custom training on your data and tailored for your people

4. Training at the *Wrong* Times

Too Early

- ☑ Staff forgets what they've learned
- ☑ Lose momentum

Too Late

- ☑ Unprepared
- ☑ Project delays

Train end users so they are ready to use new processes on day one

3. Assuming the *Strategic Implementation* (SI) Partner is also responsible for Training

- – If training was not part of your SI partner's bid, you likely do not have training scheduled
- – SI organizations are building relationships with training partners
- – You need a dedicated training partner to provide:
  - ☑ Project-team training
  - ☑ End-user adoption

2. *Incomplete Training:* Leaving End Users and Project Teams in the Dark

- – 76% of users have a below-average competency with ERP solution
  – *META Group*
- – Lack of knowledge to design new processes or configure new systems
- – Users will revert to the "old way," which is now the "wrong way"

1. Not *Training* at All

According to Gartner Group, "Of all technology implementations, 50% are severely challenged, 25% completely fail, and 25% succeed. The primary reason for this is training, or lack thereof."

If your organization is going to implement ERP software:

- ☑ Assign a great project team
- ☑ Develop a training plan suited to YOUR project
- ☑ Train project team and end users

READ *the article* > 8 Common Mistakes Organizations Make with ERP

For more information about training for new ERP software implementations, visit **www.gpstrategies.com**

GP STRATEGIES®