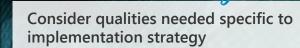
Eight Common Mistakes

Organizations make with ERP Training



8. Training the *Wrong* People

Ability to meet tight deadlines

Ability to work well together

- Possess wide range of skills required
- Possess wide range of skills
- 7. Not Training *Enough* People

Training one = overwhelming limitations Training two or three = role changes

✓ Include decision makers involved in every aspect of your business

or illness can dramatically impact plan

aspect of your business

Create a team able to make informed design and configuration decisions

Too much eLearning = two fault points ✓ Lack of face-to-face, instructor-led training ✓ Lack of student-to-student and

6. Incorrect Mix of eLearning

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

PRIVALE ✓ More staff trained

PUBLIC

Custom training on your data and tailored

✓ Travel costs

for your people

✓ Cancelled classes = frustration and delays

4. Training at the $\overline{\mathcal{D}rong}$ Times

- Too Early

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

 Too Late
- 0000000000

training scheduled

✓ 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

SI organizations are building

2. Incomplete Training:

Teams in the Dark

1. Not Training at All

- META Group

You need a dedicated training partner to provide: ✓ Project-team training ✓ End-user adoption

Leaving End Users and Project

 76% of users have a below-average competency with ERP solution

relationships with training partners

- Lack of knowledge to design new processes or configure new systems
 Users will revert to the "old way," which is now the "wrong way"
- and 25% succeed. The primary reason for this is training, or lack thereof."

 If your organization is going to implement

✓ Develop a training plan suited to YOUR project

According to Gartner Group, "Of all technology implementations, 50% are severely challenged, 25% completely fail,

Assign a great project team

Train project team and end users

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

Make with ERP

8 Common Mistakes Organizations



the article