

# TRAINING SERVICES

## OVERVIEW

SilkRoad Technology Training Essentials empowers our clients to get the most out of their investment through concise, relevant training and consulting. Clients are set up for success through an array of live and on demand content. We also provide continuous learning opportunities for administrators and new users as new features and functionality are released, allowing our clients to take full advantage of everything our software has to offer.

With 800+ videos, 17 live training courses, Office Hours, and a staff with more than 50 combined years of training and HR experience, SilkRoad can provide a highly tailored solution that meets the unique needs of you and your team.

## OBJECTIVES AND BENEFITS

- Provide consulting services including skills assessment, change management, and custom curriculum development.
- Ensure administrators can get up to speed quickly and easily on system functionality and features
- Provide ongoing training to build skills on current functionality as well as when new features are released
- Help end users learn and be comfortable with new software
- Provide documentation in multiple languages

## DELIVERY OPTIONS

- On-site
- Webinar
- Video
- "Train the Trainer" sessions
- Quick reference guides/custom documentation
- Office Hours for quick questions
- Consulting Services

All training is available on Engagement Center.

## CLIENT DELIVERABLES

### FOR THOSE IN IMPLEMENTATION

- Initial foundation system training (webinar or video)
- Ongoing video training as well as hands-on, 1:1 training with an implementation consultant
- Roll out and change management strategy planning
- User training (webinar, video, or "Train the Trainer")
- Go-live (launch) training as required
- Optional roll out and change management strategy planning

### FOR NEW ADMINISTRATORS

- JumpStart Program with education roadmaps, showing a new administrator each step to success. Includes optional webinar, video, and Office Hours sessions

### FOR END USERS

- Quick reference guides and videos (customizable)
- "Train the Trainer" sessions where a SilkRoad trainer educates your trainers
  - Those materials are available to you whether we assist or not!

