

HOWARD RICE, ET AL. RETENTION AND FUNCTIONAL TOOLS TRAINING.

Summary

After completing a software and hardware upgrade, it was established that the users had a very basic grasp of their current tools. It was decided that they might benefit from a functional follow-up to the initial roll-out training.

The retention and functional tools training was developed as eLearning so that the largest amount of users could be assisted, without the need for additional ILT scheduling. It also allows for users to practice in a safe environment. In addition to the eLearning I also provided QRG's (quick reference guides.)

Target population

The target population varied depending upon the course provided. Several of the courses were boardroom demonstrations and were focused at the general population. Other functional courses, such as the Mobile office tools, were focused specifically at the associates and partners, and were also offered in a boardroom setting. Lastly the retention courses were focused at the litigation and business support staff. They were to be provided in a blended setting combining both on-line and classroom training.

Duration of the project

The project lasted approximately 3 months. The boardroom demos lasted approximately 45 minutes. Whereas Executive directors and Partners were usually trained one-on-one on a scheduled basis, or on a JIT (Just In Time) setting. The functional tools trainings were also in a boardroom setting and lasted 45 minutes to an hour. The legal support staff offered drop in sessions as well as formalized classes for up to 1 hour and 30 minutes. The technical support staff was given an overview of what was being provided as training for the associates and legal support staff.

Programs used for Development

Because the retention and training program was classroom based the programs, the development tools were primarily the MS Office XP software suite. Specifically MS Word 2003, and MS PowerPoint 2003

The online retention tools were developed using Macromedia Flash MX 2004 and Dreamweaver MX 2004.

Deployment Methodology

The deployment was specifically classroom based, and did include several QRG's (quick reference guides) and user manuals. They were provided at the end of the classes to those who asked for them.

The blended setting for the retention classes included at least 1 – one hour classroom based setting and an unlimited amount of on-line time for the student to download the tools.