Training and Technology

What Works Best for ERP?

Presented by:
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Agenda

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Introduction

Faun deHenry

- ❑ CEO of FMT Systems Inc.
- ❑ Initiated with Anne Ristau OAUG's eLearning Program
- ❑ Chair, OAUG Education Committee, 2002 – 2005
- ❑ OAUG BI Track Chair – Collaborate 07, 08, 09
- ❑ Recognized speaker on topics including Designing Customer Focused Processes, Best Practices for Virtual Organizations, and business intelligence.
- ❑ Memberships in ASTD, eLearning Guild, and IPAPI

FMT Systems Inc.

Business Process

Business Process Transformation

Process Education/ Application Training

Process Metrics/ Business Intelligence
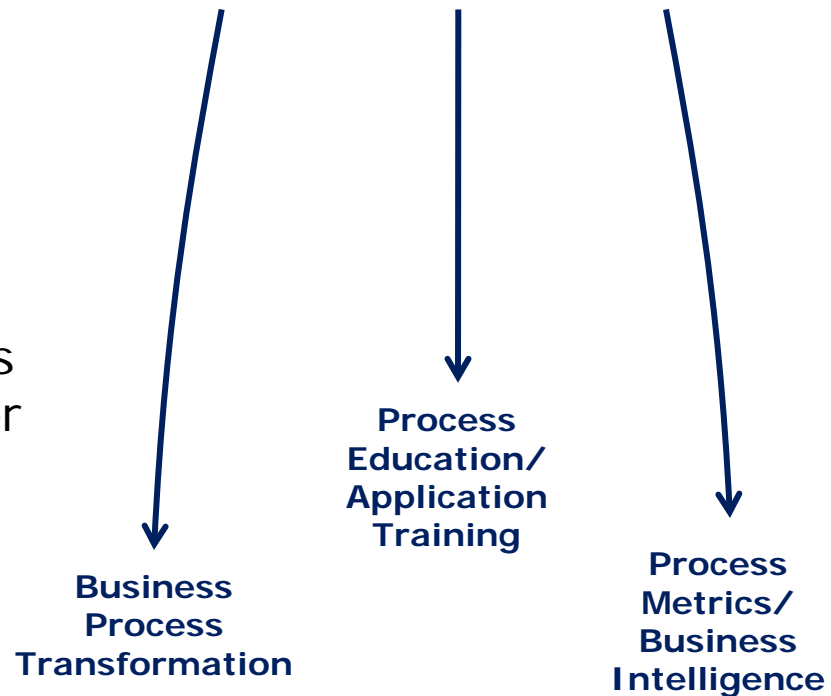
State of Training Today

TRAINING AND TECHNOLOGY

Training Becoming Learning

"A shift is taking place **from training —** an instructor-led, content-based intervention — **to learning,** which is a self-directed, work-based process leading to increased adaptive capacity." [emphasis added]

Clive Shepard (http://clive-shepherd.blogspot.com/)

Current Predictions

1. Total spending for training services will increase by an estimated 7-9%.

2. The role of the learning leader is shifting from being a program manager to a solution architect.

3. Learning content will be transformed for easier consumption.

4. Success metrics for learning will be based on content access, views, involvement and downloads.

Current Predictions

5. Learning portals will become the next big training technology solution.

6. Look for a greater emphasis on partnerships between corporate training services and community colleges.

7. More companies will convert to project-based learning initiatives.

8. The creation of user-generated content will continue to grow.

9. Expect a surge in M&A activity.

Training Industry Trends

1. Transactional Networking
2. More organizations demanding greater interaction and more learner centered class room activities
3. True blended learning
4. Big upswing in mobile learning due to emergence of iPad competitors
5. Video sharing for learning

Training Industry Trends

6. More eLearning that doesn't work

7. New focus on change management

8. Discussions about resilience as opposed to stress management

9. Rise of coaching, as an additional learning modality

Trends — Hacking Work

We are going to see more and more employees taking initiative to end run the barriers in order to leverage networks, communities, and tools that extend beyond the boundaries of the organization. Lots of managers will choose to look the other way.

From blog post of Dr. Tony Karrer, CEO/CTO of TechEmpower

Trends — Social Learning

Address challenging work problems by forming quick, virtual discussions that draw on that expertise.

From blog post of Dr. Tony Karrer, CEO/CTO of TechEmpower

ERP Training

TRAINING AND TECHNOLOGY

ERP is about . . .

The future of ERP is **about embracing new business processes, including innovation and change management,** about new ways of interacting with ERP through visualization, and about a different kind of collaborative relationship between vendors, resellers, and customers — one focused on knowledge management and the development of shared innovation capital.
ERP vendors: Innovate or Die!
By Stewart McKie, European Analyst Director at Ventana Research

ERP is not about software, but **about changing the way the organization and its operations are managed**.
David A Collier, University of Texas at El Paso

"It's not about software, **it's about business processes**."Susan Driscoll, former COO of Bedford, Freeman Worth

Why Is ERP Training Different?

An ERP system . . .

- ❑ Touches every part of the business

- ❑ Drives change regarding how an organization conducts its business

- ❑ Automates, or partially automates, business processes

- ❑ Changes job duties and responsibilities

Which Means That Training Must . . .

- ❑ Address data flow and integration handled by the software

- ❑ Assist and support enterprise change management initiatives

- ❑ Include business process education

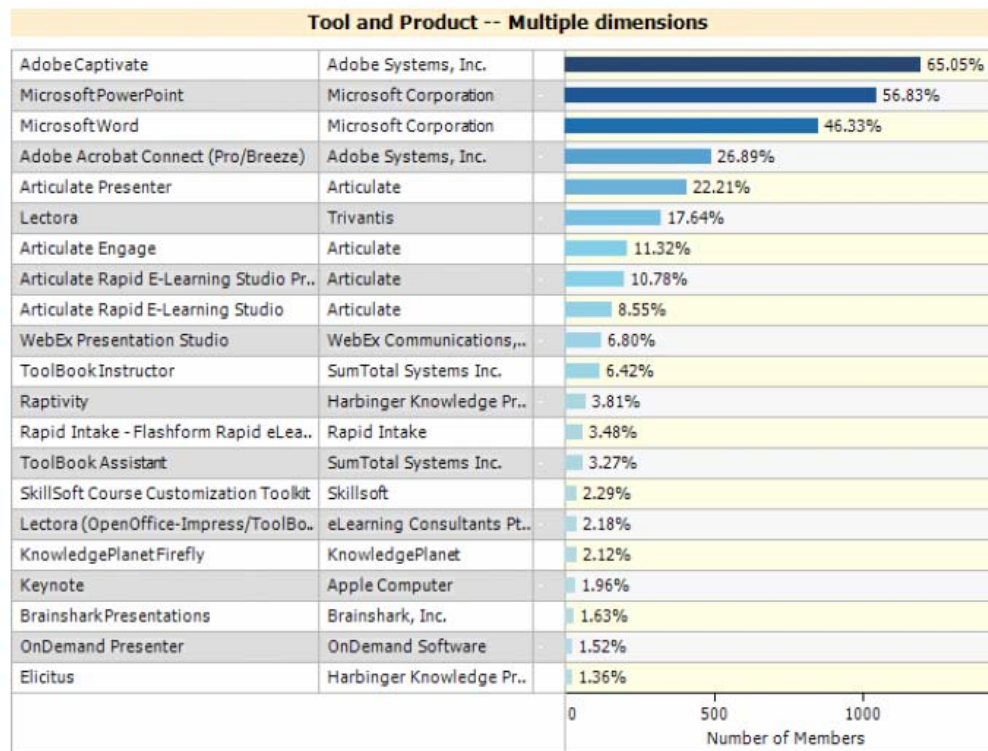- ❑ Support efforts to learn new skills

ERP Training Considerations

- ❑ Audience

- ❑ Learning styles

- ❑ Budget versus cost

- ❑ Subject Matter Experts (SMEs) versus Instructional Designers (IDs)

Training Tools Available

Tool and Product -- Multiple dimensions

Product	Company	Market Share
Adobe Captivate	Adobe Systems, Inc.	65.05%
Microsoft PowerPoint	Microsoft Corporation	56.83%
Microsoft Word	Microsoft Corporation	46.33%
Adobe Acrobat Connect (Pro/Breeze)	Adobe Systems, Inc.	26.89%
Articulate Presenter	Articulate	22.21%
Lectora	Trivantis	17.64%
Articulate Engage	Articulate	11.32%
Articulate Rapid E-Learning Studio Pr..	Articulate	10.78%
Articulate Rapid E-Learning Studio	Articulate	8.55%
WebEx Presentation Studio	WebEx Communications,..	6.80%
ToolBook Instructor	SumTotal Systems Inc.	6.42%
Raptivity	Harbinger Knowledge Pr..	3.81%
Rapid Intake - Flashform Rapid eLea..	Rapid Intake	3.48%
ToolBook Assistant	SumTotal Systems Inc.	3.27%
SkillSoft Course Customization Toolkit	Skillsoft	2.29%
Lectora (OpenOffice-Impress/ToolBo..	eLearning Consultants Pt..	2.18%
KnowledgePlanet Firefly	KnowledgePlanet	2.12%
Keynote	Apple Computer	1.96%
Brainshark Presentations	Brainshark, Inc.	1.63%
OnDemand Presenter	OnDemand Software	1.52%
Elicitus	Harbinger Knowledge Pr..	1.36%

Number of Members (0, 500, 1000)

Source: The eLearning Guild Research

Figure 12 – Rapid e-Learning Development tools product and company market share results for corporations as of December 3, 2007 (based on minimum of 25 responses).

Conclusion

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Summary

- ❑ The economy will force organizations to find more efficient means for learning.

- ❑ While classroom instructor-led training predominates in some industries, use of Learning 2.0 modalities is increasing.

- ❑ Although ERP training/learning is unique, it is still part of the larger training/ learning arena.

- ❑ Learning is about knowledge, not tools!

Resources

- ❑ Centre for Learning & Performance Technologies Knowledge (http://www.c4lpt.co.uk/Directory/)

- ❑ eLearning Technology (http://elearningtech.blogspot.com/)

- ❑ Work Literacy (http://browse.workliteracy.com/elearning-2.0/learning/)

- ❑ Brandon Hall Research (http://www.brandon-hall.com/workplacelearningtoday/)

- ❑ eLearning Guild (http://www.elearningguild.com)

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Questions?
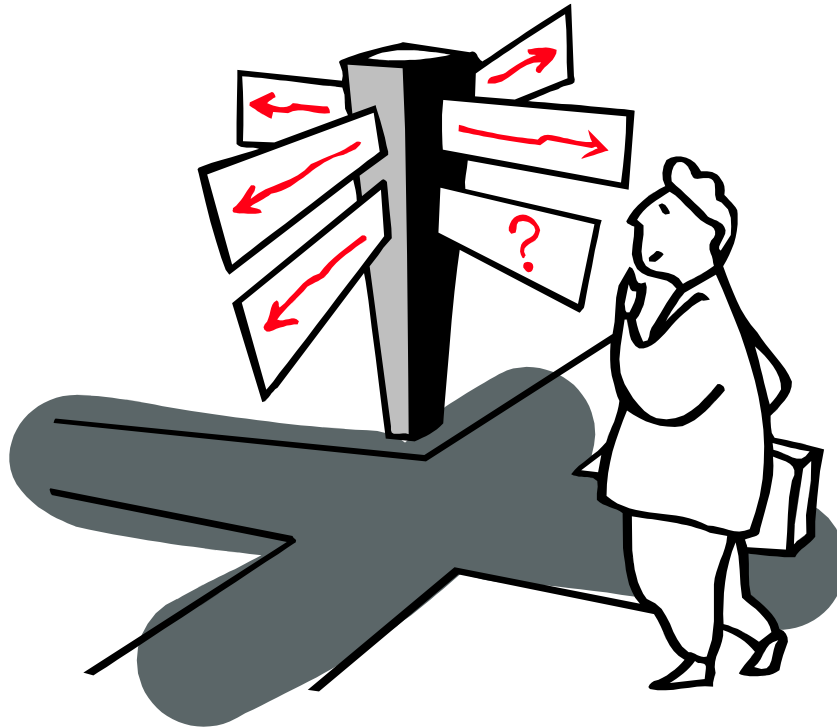
THANK YOU!!

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