

We Listen. We Engage. We Do What We Say.



Sample Training Framework



Sample Kronos™ Training Framework

Creating company wide end user adoption of Kronos™ Workforce Central is a critical factor for productivity and increased ROI. You can increase user adoption throughout the organization with strategic Kronos™ training. This framework helps you begin to develop your training plan in key areas:

- Understand How your Organization is Using Kronos™
- Build a Kronos™ Training Plan that is focused on employees by identifying what they need to learn and how they learn best
- Build a Training Curriculum that is customized for each group of users
- Involve the Trainees
- Give your audience what they want and nothing Else
- Always keep user adoption as your end goal
- Teach the Why behind Kronos™
- Training environment
- Post training analysis

Please adjust this framework to suit the unique nature of your organization's culture and needs. You will likely need more space than what is provided here.

This framework is meant to be a starting point to assist in identifying the needs of your training plan, to point you in the right direction. It is not to be confused with a final, detailed training document.

For assistance or further information, please call (704) 910-9092 to speak with an Improvizations Training Consultant.

Understand How your Organization is Using Kronos™

A thorough understanding of how you plan to use your Kronos application, and what benefits you will receive are some of the steps that must be taken to understand who to achieve user adoption. Once you have outlined your goals and the benefits you expect, you will be better able to outline an optimized training experience. Make sure to understand exactly what your organization is gaining from training, including Kronos labor productivity as well as internal and external Kronos support.

Why is your organization upgrading or implementing Kronos? What are your organizational goals as they pertain to Kronos? What benefits do you anticipate?

Build a Focused Kronos™ Training Plan

Once you have outlined how you will be using your Kronos application, and understand the benefits you will gain, it is time to build a training plan. First, define who the audience is, and what they need to learn. In almost all cases, the audience can be broken down into user groups, based on what each group needs to learn in the Kronos application. Take the time to write out bullet points for every specific topic that members of each user group must understand to use the application as required. Once you have outlined what needs to be covered, it is time to create a comprehensive timeline for your training. Make sure you have estimated the time required to complete each task, and with that knowledge, estimate the time required for each learning deliverable. Next calculate the time necessary to successfully complete development and deployment of the required training and fit this timeline within the overall implementation project.

Who is your audience and what do they need to learn? When does this group need to be productive?

As stated above, create user groups based on the common tasks they will undertake in the Kronos Application. Employees with similar tasks to complete in the Kronos application should be grouped together. In almost all instances, multiple groups will be required. (Ex: managers, terminal employees or schedulers)

Group One: _____

Group Two: _____

Group Three: _____

Group Four: _____

For each user group, indicate the targeted start and completion dates for training. Commonly most training should be completed no earlier than two weeks before the Kronos application goes live, and in the case of employee based PC and terminal training, (Where employees are trained to record their own time) it should be even closer to go live. It may be useful to track the projected training start dates with the actual dates that training is started and completed for these user groups.

Projected Training for Group:

Target Start date: _____

Target Completion date: _____

Actual Training for Group:

Start date: _____

Completion date: _____

General Comments: _____

Build a Training Curriculum that is Customized for Each Group of Users

Make sure the only content you include in your training is what your employees need to know to use the Kronos application as intended. Nothing else. Follow your training plan exactly. Adding extras or unnecessary content will only drag out your training schedule and frustrate your audience.

Group: _____

List topics to be covered:

List the learning goals for each topic (Ex: We want managers to understand when a comment should be applied to a punch):

Within a training audience each participant is different. They may represent different levels of education as well as preferred learning styles. Make sure to understand every user group and as much as possible, how they learn best; from what materials make the most sense to what learning event is the most useful for that group. Appeal to each different learning style: auditory, visual, and kinesthetic. Fill your curriculum with real world examples, making sure they reflect situations your audience would experience during their day-to-day responsibilities. Use language and definitions that are familiar to your participants. Finally, take into account the time a participant has spent with the organization, and why they are training. They may be a new hire, in a new role, or just new to Kronos™. All of these cases should be considered when customizing training materials or a learning event.

Create learning events:

When building training curriculum, if at all possible, include an employee in the development process, specifically one who has been through training before. Involving them in the curriculum building will ensure that you have a truly comprehensive program that reflects the uniqueness of the user group. It will also give your audience an advocate they can relate with. The learning event is designed with the user group and deliverables in mind to provide the required information to participants in a way that they can relate to, understand be motivated to undertake on the job. A Kronos training consultant can help to develop all of these training tools.

Curriculum Outline:

Post Training Analysis

Often overlooked, Post Training Analysis is a crucial step to ensure long term user adoption. No training material or learning even is perfect the first time. An important part of user adoption is making sure you hit the mark consistently over the long in your training project by regularly identifying areas of improvement. Look for signs of gaps in your training. For example, if multiple trainees start asking the same question about a certain part of the program, that could indicate a significant training gap. Consistent errors in specific tasks may also represent a gap in learning. By identifying these on a regular basis, the training materials and learning events can be improved for new employees as well as for employees changing their job role, thereby improving user adoption for those groups.

Your post training analysis should cover the following areas:

1. Does the training incorporate the business goals of the Kronos implementation?
2. Are the employees trained on all tasks necessary to complete their day-to-day, week-to-week and (if necessary) pay period close responsibilities?
3. Does the training clearly present what employees need to do the Kronos Application and when it must be completed?
4. Does our infrastructure support the learning content and process?
5. Are our training materials up to date and adequate for re-use or reference?
6. Have we seen an increase in productivity and a decrease in support requirements?

To get an accurate picture of overall user adoption, we suggest interviewing employees and managers at Day 30, 75, and 100. Ask detailed questions about their experience working with the program to gauge overall adoption. If there are knowledge gaps, adjust training accordingly. The purpose of these interviews is to determine how the training met the need from an employee perspective. Basically, were employees trained on everything they needed to know, and with the correct amount of emphasis?

Day 30:

Day 75:

Day 100:



Why take chances with one of the biggest investments your company will make? Successful user adoption increases user productivity and your return on investment.

For assistance or further information, please call (704) 910-9092 to speak with an Improvizations Training Consultant.
www.improvizations.com

Definition of User Adoption:
“Presenting information about a new technology in such a way that it becomes an accepted part of an employee’s work day regimen, ensuring they understand it and accept it as part of what they do.”



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