



Lawson Healthcare Webinar World Series

October 27, 2009 – November 10, 2009

Healthcare Webinar World Series: www.lawson.com/hcwebinars

- ▶ **Tuesday, October 27**
[The Basics of GS1 Data Standards in Healthcare](#) – 11 am CST
- ▶ **Thursday, October 29**
[Golden Opportunity: Lawson and GS1 Data Standards](#) – 12 pm CST
- ▶ **Monday, November 2**
[High Five for New Improved 9.0.1 Apps](#) – 10 am CST
- ▶ **Tuesday, November 3**
[On Point with a Smart Supply Solution](#) – 10 am CST
[Baylor Health Care System: Countdown to Mobile Supply Chain Success](#) – 1 pm CST
- ▶ **Wednesday, November 4**
[Inner Peace with Managed Services](#) – 1 pm CST
- ▶ **Thursday, November 5**
[Thomas Jefferson University Hospital: Feeling the Love with Lawson Workforce Management](#) – 10 am CST
[Penn State Hershey Medical Center: Streamlined and Stronger](#) – 1 pm CST
- ▶ **Friday, November 6**
[Accelerate the time to results with Lawson Learning Accelerator](#) – 10 am CST
- ▶ **Tuesday, November 10**
[Step Up to Lawson System Foundation 9.0.1](#) – 10 am CST
[Optimize Your Workforce with Lawson Talent Management](#) – 1 pm CST



Lawson Learning Accelerator

Enabling User Adoption and Proficiency

Agenda / Objectives

- ▶ Why invest in training in a down economy?
- ▶ Tips for improving the impact of training in your organization
- ▶ Why is user adoption important for success?
- ▶ How can Lawson Learning Accelerator Help?
 - Overview
 - Demonstration
- ▶ Services Overview
- ▶ Wrap-Up

Why is training even more important now?

- ▶ Travel budgets have been reduced so the cost of bringing people together for training or sending employees to training is too great.
- ▶ Job reductions mean that employees need to be trained to do multiple tasks or new processes.
- ▶ Results need to be realized much faster so there is not time for employees to have a gradual learning curve.
- ▶ Without the proper training undue time is spent searching for answers and greater support is required from other individuals within the organization.
- ▶ Institutions that take advantage of training and education will benefit from increased transparency, efficiency and best practices. This results in improved performance and compliance.
- ▶ If you want to build a sustained competitive advantage, invest in your people. They are the competitive advantage that can't be copied.

Tips for improving the impact of training

1. Make learning opportunities more universally available for everyone in your organization.
2. Focus on what is necessary to help learners retain information and apply what they learn on the job.
3. Retrain employees whose skills are outdated.
4. Re-use pieces of existing content.
5. Shift some of your most widely used training programs to e-learning applications.
6. Focus learning opportunities on the strategic goals of the organization.

**Focus on core goals + Identify competencies to develop =
Spend your training dollars more wisely.**



Focus on the results you want to achieve...

In any economic environment, training expenses should be determined by the business results you want to achieve by having well trained and efficient employees. By providing flexible training options, you will better equip employees to be more flexible and ready to deal with obstacles and setbacks.

“In this turbulent economic time, it is not good enough to have people and organizations casually learn and gain knowledge. To win and survive – they must do it fast! Today’s worker must consume knowledge and become proficient (apply that knowledge) faster. Period.”

Charles Fred, President & COE, The Breakaway Group

High User Adoption

- ▶ Users have high competency with the application
- ▶ Users operate the application more efficiently and are able to apply functionality more effectively
- ▶ Users understand how the application supports internal processes

Low User Adoption

- ▶ User frustration
- ▶ Reduced productivity
- ▶ Increased burdens on your helpdesk and IT staff
- ▶ Reduced ROI
- ▶ Outright rejection of the software

What can Learning Accelerator Provide?

- ▶ Options for multiple methods of training
 - Adults learn in a variety of ways
 - The best way to train large audiences on new processes is to provide learning options to engage users in different ways, and at different times
- ▶ Outputs of Learning Accelerator
 - Lessons available by Job Role
 - Documents Published in multiple formats (ILT, WBT)
 - Simulations available anytime, anywhere
 - Repeatable practice modules
 - Consistency across the organization today and tomorrow
 - Assessments of learner's competency



Learning Accelerator

Training

Support

LA Content
Web-based Training
Classroom Training

LA Learning Manager

Go Live

LA Content
Simulations
Job Aids


LA Learning Manager

LA Developer – single content customization and development

Training

Support

Services to Ensure Your Success

- 
- ▶ **Jump Start:**
 - 8 day onsite Training to quickly get you started
 - ▶ **Getting Started:**
 - Rapid focused effort by Lawson experts that work with you to build out a portion of your training and documentation. Defined scope and cost makes this an easy choice for many clients.
 - ▶ **Full Service:**
 - Lawson provides all resources to project manage, design and create customized Learning Accelerator content
 - ▶ **Something in between:**
 - We can help provide you with exactly what you need to succeed!

Summary

- ▶ Learning Accelerator inexpensively allows organizations to rapidly create and deploy role-based content in a variety of formats to their end user population.
 - Provide just-in-time training
 - Reduce travel costs
 - Lower support costs
 - Increase productivity
 - Achieve greater user adoption

Contact Information

Stephanie Olson

Market Development Manager

Healthcare

stephanie.olson@us.lawson.com

Questions?

For more information go to www.lawson.com/healthcare
or call 1-800-477-1357.

Visit us at www.lawson.com/hcwebinars for more
information on our Healthcare Webinar World Series.
Check out this upcoming webinar:

Optimize Your Workforce with Lawson Talent Management

Get an overview of Lawson Talent Management and see
how it provides valuable insight into your workforce talent
and delivers transformational tools designed to help you
link together people, strategy, and execution.

Date: Tuesday, November 10

Time: 1:00 p.m. CST



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