

Moving from Training - T O - Performance SUPPORT

Why make the move?

A popular myth is that training is good. Training may be what the decision makers want, but it may not be needed to improve employees' competency.

Bill Stetar, Director, Technical Training, Reinhard Wirtgen Learning Center at Wirtgen America

"It's not that people don't like what you do; it's just that nobody likes training. Nobody.

You do an excellent job, but still... people hate training."

David Kelly, Director, Training, Carver Federal Savings Bank

Traditional Training, Learning, and Support Methods are **Not Working**

Only 32% of executives think their companies' training programs are "extremely" or "very effective" in preparing employee groups to drive business performance.

- McKinsey

32%

Poor Retention

People usually forget 90%

of what they learn in a class within 30 days, with the majority of this forgetting occurring within the first few hours after class.

-Hermann Ebbinghaus


One day of classroom learning = 

Knowledge **Forgotten**

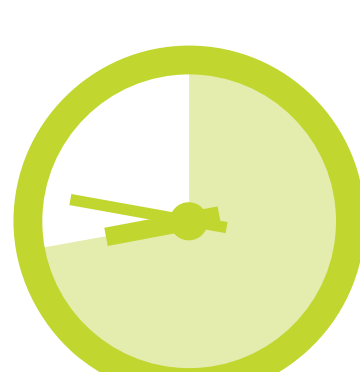


Knowledge **Retained**

Employees are Increasingly Overwhelmed and Unproductive

76% of users  have a **failed or sub-standard understanding** of mission critical applications

- META Group



Workers are spending **8.8 hours/week** searching for information

That's **457 hours/year!**

- IDC

The Results of Performance Support



6% increase in sales personnel productivity

enabled thru increased user adoption of a new CRM solution at a major insurance company.



50% reduction in product training classroom training time and expense at a global manufacturing company



12.5% reduction of help desk transactions and **50% reduction in classroom time** for application migration project at a global consulting firm.

So what box do I pack first to get this move headed in the right direction?

Let us help...Here are the **top performing movers and shakers**

from 2012.

How do you know where to start? - by Bob Mosher

Selling Performance Support In-House - by Gary Wise

The Lemonade Stand - by Frank Nguyen

Training LOVES Performance Support & Performance Support LOVES Training - by Allison Rossett

Performance Support: Hiding in Plain Sight in Life, but Not So Much in the Training World - by Marc Rosenberg

Turbo-Charge Your e-Learning With Performance Support - by Laura Gow

Implementing Performance Support Solutions—End User's Perspective - by Eran Gal

Does Performance Support Always Have to Be a Post-Training Solution? - By Gary Wise

Train, Empower, Achieve: New Thoughts in Performance Support

- by Carla Torgerson and Phillip Neal

Lessons Learned in Implementing Performance Support Platforms - by Eran Gal

Performance Support.

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