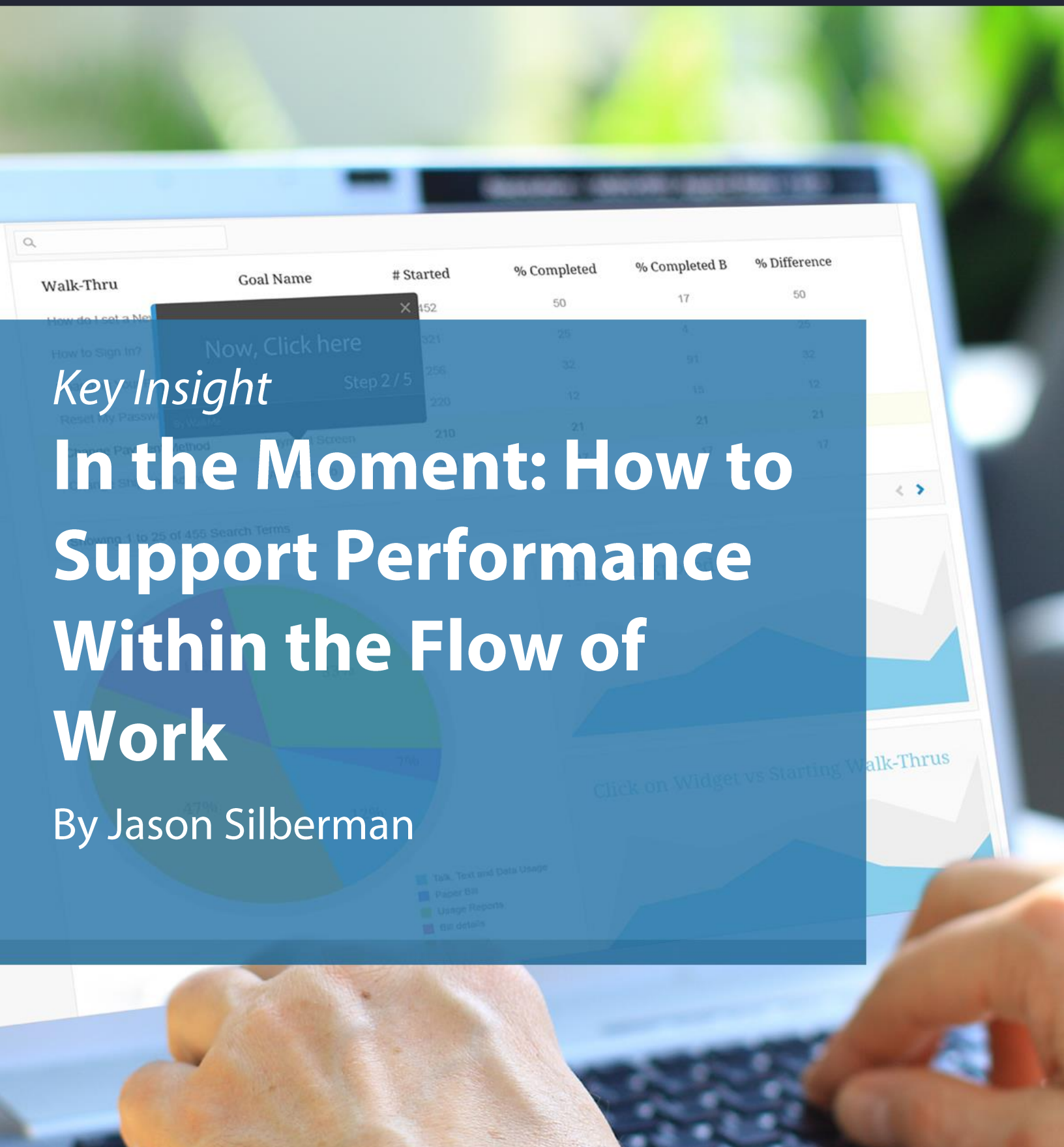
The Enterprise Class
Guidance and Engagement Platform



Key Insight

In the Moment: How to Support Performance Within the Flow of Work

By Jason Silberman

Introduction

Bringing in new employees to an organization is a very strenuous task, and one that takes careful preparation. People learn in a variety of ways, and extending employee knowledge in a quick and efficient manner also means newcomers are able to join the workforce at a much quicker rate. Knowing the proper training techniques ensures that fewer mistakes will be made during the initial few weeks when the training wheels come off, but that there is a solid foundation for workers to build off of in order to continue their learning process every day that they are on the job.

Out with the old, in with the new

Some people might be surprised to learn that the "formal" method of job training – particularly training new employees on a business software - is quickly becoming a thing of the past. If not disappearing entirely, formal classroom training is definitely getting less of the attention that it once did in larger employee learning strategies.

As technology has evolved and grown over the years, so has the way in which how training tasks are handled. Many companies have strayed away from the typical methods because they are simply not very effective anymore. Furthermore, with decreased budgets set aside for employee training, managers are challenged to find the most cost-effective strategy that will still have the same goal – strengthening employee performance and efficiency.

It's been a known fact that people learn better when they are aware of how their training affects the overall performance of a job, and that's exactly why there are more active modules available. Some examples include attending webinars, conferences, and seminars online or watching online videos. Others have even discovered ways to integrate social media in the training arena. All of these show how

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the word “training” has changed into something very different from the years past.

There are many different learning techniques that can be associated with training, but one of the biggest methods is known as utilizing performance support. Unlike the methods listed above, performance support doesn’t take away from the working environment. Things like videos and sample e-mails are great starting points, but there is one thing that both of these things can’t accomplish: they are distractions for those that need to work. A person must stop what they are doing in order to watch a video or read through messages, and that keeps them from helping customers or performing. That’s where performance support comes in; it trains someone while they are working.

Learning while working

Some people may wonder how someone can learn and work at the same time, but the concept works seamlessly. People are always learning, and they can learn while they perform certain functions. While some people may be able to know where buttons on a screen are just by reading about them, it’s much easier for them to find the same button when it is shown to them as they are following a process. This is a much more interactive type of learning and it’s one that many companies are adopting for training purposes. This enables a person to solve real-world issues and help customers while still learning at the same time.

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Using the example of training new sales team members on the company CRM platform, there is a key objective to get new employees up to proficiency levels as quickly as possible. At the same time, while you want to accelerate the initial onboarding period, you want to ensure that the knowledge delivered is retained and is able to be applied to key business processes. In other words, you want to get the training to "stick", i.e. to have a direct impact on the salesperson's performance on the CRM software.

Performance support hopes to overcome these challenges, by providing the knowledge needed in the exact moment it is needed by the employee. That is, as opposed to receiving that information several days or weeks before during the training period, he/she receives that critical information while performing a particular process, allowing them to successfully complete the task.

One of the best examples of performance support can be seen with WalkMe, an enterprise-class guidance and engagement platform. WalkMe provides a cloud-based platform to help enterprises train their employees faster, accelerate time to competence, and help them to successfully apply what they've learned on any website or business software.

Employees no longer need to focus on the technical aspects of operating software, freeing them to be more productive and to avoid mistakes.

As they work, employees receive immediate, onscreen step-by-step guidance, in the moment of need, helping them to successfully

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perform their most important tasks, no matter how complex. With WalkMe, employees no longer need to focus on the technical aspects of operating software, freeing them to be more productive and to avoid mistakes. In this way, WalkMe improves training effectiveness, ensuring a lasting impact on employee productivity while reducing training costs.

The Era of Performance Support Technology

Performance support technology is like any other form of technology; the sooner you get a hang of it the better it is for you! If you wish to achieve an entirely new level of productivity then it is probably time for you to learn and implement it in your place of work.

It's easy to see why so many companies are changing their training methods to incorporate a continuous learning, performance support technology. There is no longer a need for extensive manual reading sessions or lengthy discussions about sample scenarios. Anyone looking into training their workforce in an effective manner should look to the future with performance support.

About WalkMe

WalkMe Inc., provider of the world's first interactive online guidance solution, helps training managers and strategists to accelerate employee time to competence and improve training effectiveness, ensuring a lasting impact on employee productivity while reducing training costs. Think of it like *'training* your software to work with you employees.'

WalkMe provides training managers with *WalkMe™*, an indispensable tool to enable new and existing employees, as they work, to easily and successfully complete their desired tasks. By using a series of interactive tip balloons overlaid on the software they are using, employee tasks are broken down into short, step-by-step guided instructions. As a result, both during the initial training process and beyond, trainers can empower their employees so that they no longer need to focus on the technical aspects of operating the software, freeing them to become more productive and avoid mistakes.

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About the Author

Jason Silberman is Senior Marketing and Research Director, and a Training Specialist at WalkMe. Jason is also the lead author and editor of a learning & development blog – Training Station - which focuses on challenges, strategies, and technological developments related to employee learning, engagement and performance. He has been published in industry leading magazines including Wired, CMS Wire, Training Zone, Cloud Times, Corporate Learning Network and more. Follow him at @tstationblog.

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