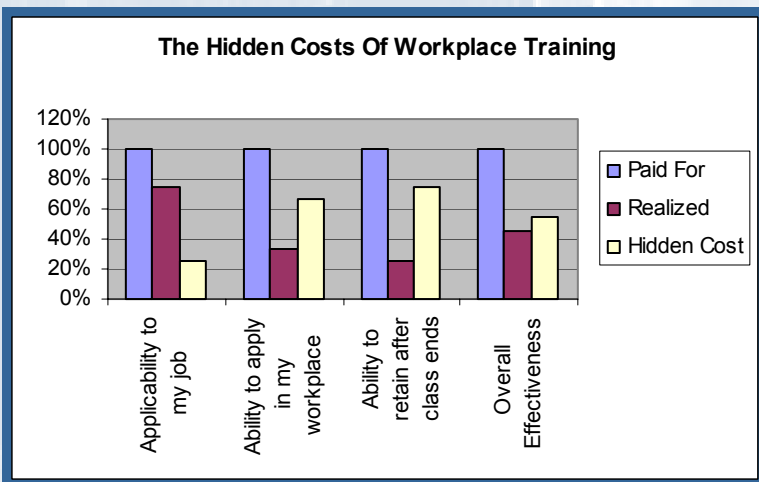


## Reducing Workplace Training Costs

*Processes On Demand is a Workplace Platform that integrates Processes, Tools, and Collaboration to improve results in Quality, Time, and Cost. It is the integration of both the existing work tools and business applications used by practitioners and the existing technology infrastructure and services platforms of their organizations into a defined work process. Processes on Demand will change the way we define work, collaborate with others, continuously improve workflow processes, and most importantly, improve results we get from collaborative work efforts.*

**Overview - Processes On Demand** reduces workplace training costs significantly. It does this by providing guidance, access to tools, information and mentors, and most importantly it does this through the Continuous Improvement process steps of each defined process that serve to identify and correct workplace performance problem areas - be they process inefficiencies, tool limitations, or practitioner skill set problems.

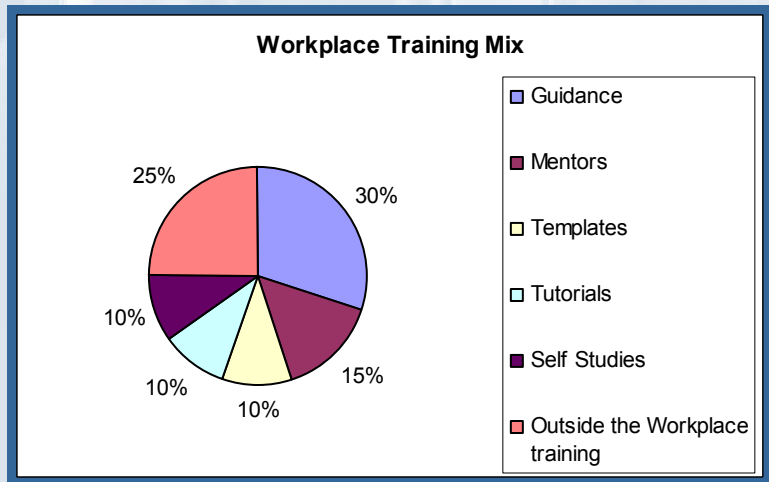
**The hidden cost of workplace training:** There are hidden costs to workplace training, especially fee-based training provided by third party vendors.



Most workplace training classes provided by third party vendors provide excellent content and knowledgeable instructors. Take project management training as an example. Workplace practitioners attend training for a number of days, study and learn a great number new topics, capabilities, and areas of knowledge. Some may even apply for and take testing in order to achieve a professional credential. However, after the class ends and after the professional credential has been attained, the initial enthusiasm from graduating the class very quickly wanes as the practitioner is back in office and realizes that it is not possible to effectively apply the material learned in the workplace. Soon, the inability to apply becomes an inability to retain.

### Reducing workplace training costs:

- Use the continuous improvement process to identify appropriate training
- Correlate training programs and actions to workplace performance objectives
- Optimize the mix of “On Demand” training available in the work process and classroom training conducted outside the work process
- Have selected process owners and mentors attend training and post appropriate training modules and materials in the process step in which they are needed by practitioners
- Match available training to process needs in order to minimize the gap between training that can be provided and training that can be used
- If used, ensure third party training vendors avoid training content that can not be applied in the workplace
- Establish a workplace training mix that seeks to provide the maximum amount of training possible within the workplace process through Guidance, Mentors, use of Templates, Tutorials, and Self Studies.



**Reducing Workplace Training Costs - Processes On Demand** is not only a workplace platform, but a training platform as well. It complements and extends all training. It will replace some training. And, it ensures that only training that is applicable to the work process gets acted upon.

Workplace professionals learn by doing. *Processes On Demand* enables you to provide on the job - in the workplace training when and where needed that improves workplace performance, practitioner skill sets, while at the same time reducing the costs of training provided by outside training vendors.