

Tips for User Training and Project Implementation

- 1 Encourage attendees to keep an open mind about new ideas and approaches.
- 2 Include plenty of interaction.
- 3 Only have about 10 – 15 minutes of lecture at any one given time.
- 4 Encourage people to think that they are going to be responsible for the information in the future.
- 5 No “feature dumps.” Telling them about too many advanced features all at once makes new software seem overwhelming.
- 6 Provide collateral. PowerPoint slides are OK for delivering the class, but consider leaving behind cards or sheets with quick “how-tos.”
- 7 Wait until the last minute to do your screen snapshots, to avoid having to re-do them.
- 8 Keep a positive attitude when the transition becomes challenging.
- 9 Remember that most people learn best by doing, so focus on exercises instead of lecture.
- 10 Be aware of the level of computer knowledge of the users.
- 11 Establish daily ‘Open Door’ hours for users to get their questions answered.
- 12 Socialize implementation successes with others in the organization.
- 13 Be a consistent implementation advocate for your users.
- 14 Send users a daily or weekly question about the new system and draw for a reward among correct responders.
- 15 Encourage users to ask questions.
- 16 Remind your users to remain flexible in their role to adapt depending on the project’s needs.