

Learn iT!

Learn iT! Customizes Microsoft Office Tips and Tricks Classes for Busy Employees at Northern California Presbyterian Homes & Services

"We wanted the classes to allow enough time for specific questions to be answered. Learn iT! was very flexible in working out a training program that would fit our needs." - Linda Crawford, HR & Training Specialist, NCPHS, Inc.

Situation:

Northern California Presbyterian Homes & Services, Inc. (NCPHS) provides community services and options for retirement living to seniors in the greater San Francisco Bay Area and Mendocino County.

When NCPHS conducted a training needs assessment with its management staff, they determined training was needed. "The assessment showed we needed to improve our Microsoft Windows computer skills," says Human Resources and Training Specialist Linda Crawford. NCPHS was using Learn iT! to provide offsite trainings and contacted them about further training. The length of trainings was critical, as was the ability for the instructor to provide targeted, customized training.

Crawford says, "We want employees to not only learn, but also be able to ask questions specific to their job function in order to make better use of their computers. Learn iT! was very flexible in working out a training program that fit our needs."

Solution:

Learn iT!'s account manager suggested conducting a Windows Tips and Tricks class which would last an hour and allows ample time for a Q&A at the end of the training session. The next step was to gain management approval for this approach to training.

"We needed executive buy-in," says Crawford. "So, during a regularly scheduled meeting of executives from our seven different facilities in Northern California, we asked them for an hour of their time. We had the Learn iT! instructor give a short training on Microsoft Office applications. For the last half hour, the instructor answered individual questions from attendees."

The training trial run was a success as management saw the benefits the training provided. Tips and tricks sessions were scheduled and so far, about 60 administrative and executive staff members have attended.

Result:

Feedback on the training classes has been positive with comments from employees indicating they receive answers to their specific questions.

"Learn iT! has very knowledgeable instructors," says Crawford. "We've seen employee efficiency improve while their frustration has gone away."

Overview:

Customer: Northern California Presbyterian Homes and Services

Number of Employees: 675

Location: Northern California

Industry: Senior Care & Housing Service

Solution: Microsoft Office Tips & Tricks

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to make you the best at what you do"***