

# Achieving Learning Consistency in Your Organization through eLearning

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How do you know if your employees are all receiving your safety training? How do you know if your employees are aware of the new laws regulating their health benefits? How do you know if your employees are receiving their performance evaluations?

These questions are just a few of the many questions that employers ask and are never quite sure of the validity of the answers they receive.

With new technology, laws, regulations, and job requirements, organizations must be more efficient and effective in delivering and managing learning experiences for their changing workforce. These learning experiences should be easy to access and track and most of all should be consistent.

A Learning Management System (LMS) can manage all aspects of employment while functioning as the vehicle for training, evaluating, and tracking results. An LMS has nine key applications for managing learning and employment from entrance to exit. Following are examples of the applications available in a LMS:

## Application One: Consistent Hiring Practices

Organizations can train managers, supervisors, and other employees involved in the hiring through an online course in Behavioral Interviewing. The training would focus on developing a standard set of questions, helping employees know the right and wrong questions to ask, and understanding how to pose questions in a manner that is behavior-based. This type of training can help employees test how candidates may operate once they are faced with specific situations in the organization. This training can be provided online and employers can track data to monitor the success of the interviewing practices.

## Application Two: Consistent Employee Orientation

Through eLearning, new employees are oriented to the organization's healthcare benefits, payroll processes, etc. online before the employees begin their work assignment.

## Application Three: Consistent Job Requirement Training

Once onboard, employees can complete specific job requirement training and evaluations online using their individual login. They can register for available pre-requisite and required courses and complete the required and elected sessions and evaluations all online.

## Application Four: Consistent Safety and Other Regulatory Training

Employers can administer their regulatory and safety training online via an LMS. Implementing this training online will help organizations ensure they consistently comply with regulatory requirements. Employees complete training and testing online. This process ensures they understand the importance of following the outlined processes and procedures for themselves, the organization, and the customer.

## Application Five: Consistent Reporting and Data Collection

An LMS provides a consistent manner for every department and employee to collect information that is required as part of the employee orientation, as well as the individual job-specific responsibilities development. Consistency in data collection allows consistent reporting and effective analysis of data over time.

## Application Six: Consistent Career Paths, Succession Planning, and Development Plans

An LMS allows managers in an organization to assign employees to specific career paths. Managers can develop succession plans to ensure positions are filled in the future. They can also identify and administer training needs for the growth and development of their employees.

## Application Seven: Consistent Performance Management and Coaching

An LMS allows managers that conduct performance reviews on a monthly, quarterly, and yearly basis to maintain data in a central repository. Alerts pop up reminding managers of upcoming reviews and results can be stored in a central location online.



## Application Eight: Consistent Refresher Training and Workplace Enhancements

Through an LMS, employers can administer online updates to job requirements, new or upgraded equipment guidelines, operating procedures, and specific job processes ensuring that all employees receive the same training and evaluations.

## Application Nine: Consistent Retirement Planning

Employers can use an LMS to help employees plan for their retirement. The Pension Protection Act of 2006 allows “<sup>1</sup>plan sponsors to provide investment advice to their 401(k) participants while shielding themselves from liability for losses inside participant accounts as a result of the advice given.” Training can be administered online based on proven computer models to educate employees on their own 401(k) plans.

How do you ensure consistency in your organization? A Learning Management System is a great place to start.

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<sup>1</sup>Alexander, Neil H and Hawili, Rachel M. "The Private Sector: New Law Makes it Easier for Workers to Get Advice on 401(k)s." [Pittsburgh Post-Gazette.com](http://www.pittsburghpost-gazette.com). 02 01 2007. 3 Jul 2007 <<http://www.globalaging.org/pension/us/private/2006/401klaw.htm>>.