

Avoid the Pitfalls of Vendor Training

The IT PMO Toolkit

Emerson Human Capital Consulting



My vendor training...	0 heck no	1 not really	2 maybe	3 mostly	4 heck yeah	points
includes images of the actual screens I will deploy to my audience.						
teaches system procedures in the context of my org's processes.						
covers when and why a user should complete a system procedure.						
contrasts the "old way" with the "new way" of doing each procedure.						
lists the inputs users need for a procedure.						
teaches the outputs of the system procedure.						
includes implications of completing or not completing a procedure.						
is role-specific – different training for different jobs.						
covers the full job process and hand-offs.						
will prepare users to perform well on Day One.						
will be useful for new users who join our team in the future.						
TOTAL						

How many points did you get?	Here's our take.
0 - 21	You are at risk for failed adoption and performance. You need to bridge the gap between systems training and new ways of working for your impacted end users.
22 - 32	You have something good to work with, but there's more to do. Look at your answers and figure out how to customize your vendor training to fill those gaps.
33 - 44	Pretty great! Your vendor training covers a lot of what you need to get users ready to perform. Go back over your answers to see if you have any weak spots and make a plan to cover them.