



INFOR U

# End User Training

Make user success your top priority



Infor approaches our end user training program with a strategic performance and outcome-based model. We understand the importance of aligning our training offering with your unique business objectives, processes, roles, job-related tasks, and system functionality.

By applying a proven 5-step methodology to end user training, we help ensure that your training solution focuses on critical business objectives.

**1. Training needs analysis**—Analyzing training needs is an important step in positioning your end users for success. We'll help you identify the scope and approach of your end user training including:

- Training needs per role
- Curriculum design
- Content development plan
- Delivery methods
- Sustainment strategy
- Estimated resources and costs

**2. Design**—In our design workshop, we'll collaborate with you to create the standards, prototypes, and quality control cycles that serve as the foundation for your comprehensive training solution.

**3. Development**—Together, we'll also help you create a subset of all training assets during the design workshop. These assets will serve as examples that your resources can then use to build the rest of your content. The deliverables from the development stage depend on the outcome of your end user training strategy.

Deliverables normally cover material development for multiple modalities, such as:

- Conceptual presentations
- Classroom training guide
- eLearning demo and practice simulations
- Knowledge assessments
- Job aids

Infor can support your training material development, regardless of which tool you choose; but we highly recommend you use the Infor User Adoption Platform (UAP) end user productivity tool. This can help reduce implementation time and effort, standardize content creation, and decrease total cost of ownership.

One input produces multiple outputs, making this a cost-effective and time-saving solution that helps ensure that all learning styles are addressed in an accessible and convenient way. Rather than focusing on a single learning event, Infor UAP helps your organization get the most out of your technology investment by providing on-the-job “moments of understanding” throughout the software lifecycle.

**4. Delivery**—Even those who have the best knowledge don't necessarily have the needed skillset to deliver effective classroom training. To address this gap, we offer a soft skills training workshop, where future trainers can learn best-practice instructional delivery skills, adult learning styles, and more. Alternatively, if your organization doesn't have the resources to lead training, Infor can provide a customized learning experience for your end users. Your subject matter experts co-present with our consultants to answer workflow-specific questions, but don't bear the time-consuming tasks involved with leading training.

**5. Sustainability**—Repeated training close to and after go-live can greatly increase learning retention. It also provides reliable and efficient training to help reduce skills erosion following implementation. We commit to helping you build successful programs that allow you to:

- Measure user confidence and adoption as users progress through the processes of learning new skills.
- Assess user proficiency.
- Validate user understanding of courses through quizzes, tests, and surveys

## Summary

Trust is a cornerstone of any successful business relationship, and Infor takes this value seriously. As your trusted business partner, we commit to working with you to assess and address your ongoing learning requirements and deliver an enhanced training program that meets your long-term business needs. Infor remains devoted to your success in the long run and is positioned to support you at every step in your journey with us.

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