

Your Approach to Training Can Be the Difference:

5 Effective Ways to Deliver Real PLM Results

Delivering real business results from an enterprise PLM software implementation is dependent upon users adopting the power of new PLM processes and systems. Taking the right approach to training on PLM concepts and roles by developing a sustainable training program can help you achieve a successful PLM implementation.

Kalypso formed Kalypso Learning specifically to address the sustainability of the innovation improvements we help our clients make. The custom adult education and eLearning capabilities of Kalypso Learning, combined with our exclusive focus on innovation, product development and PLM, allows us to help you deliver on the promise of PLM within your organization.

While the most common training method for PLM implementations continues to be traditional instructor-led classroom training delivered during the weeks just prior to “go-live,” at Kalypso Learning, we apply a little innovation to engaging people in the process of learning. We believe that something different must be done to address the “TiVo®” effect of learners completely tuning out.

We looked to our clients to determine best practices for implementing PLM training programs. **Here are the top 5 effective ways to deliver PLM results through training:**

- 1. Blended learning is more effective at delivering results.** The best approach is to combine delivery vehicles while recognizing that training is not a one-time event reserved for “go live.” Phased rollouts, continuous improvements, functional enhancements, system upgrades, and employee turnover all drive demand for learning solutions that can be delivered at multiple points in the PLM program. The effectiveness of blended learning can be measured with testing of users to evaluate retention, by tracking adoption measures within the program, and by monitoring the volume of “help” calls over time.
- 2. It is vitally important to train all of your staff on the “why” and “what,” as much as the “how.”** Simply relying on task-based training will produce at best average results – not really what a true innovator should accept. Taking the time to explain the strategic imperative for PLM is essential to enroll individuals in the change program. This information gives the people that must execute new processes some context for why things are changing and how they will be affected personally.
- 3. Instructor-led training has a place in almost every program, but it should not be considered the only option.** The popular train-the-trainer method only produces effective results if experienced trainers are used. More often, this is not the case and the results speak for themselves.
- 4. On-demand eLearning is an extremely effective alternative and a more enduring method of training.** Complex concepts can be brought to life and PLM systems can be replicated with scenario-based training, enabling learners to practice many times at their own pace. Importantly, this method delivers great training every time and ensures training is delivered consistently across the organization.

- 5. Facilitated workshops are the best way to get the most out of classroom training.** This approach is far more appropriate for adults, allowing learners the opportunity to discuss the gray areas with a knowledgeable person. This increases the value of the session for all, and linked with eLearning, dramatically improves adoption and usage of the PLM system. Virtual instructor-led training can also be used in this way, especially for geographically dispersed teams and for “check-up” training after an implementation. Creating “super users” that act as local coaches is another popular support component of an effective program.
- 6. Adopting a blended approach to training is a decision that should be made early in the program lifecycle so that plans and budgets can be set accordingly.** We recommend that the training strategy be defined during program planning.
- 7. At Kalypso, we have the experience and breadth of capability to guide you on your PLM journey.** With the learning expertise of Kalypso Learning, and our product development process and PLM technology domain experience, the Kalypso team can help you drive large-scale organizational change to deliver on the promise of PLM.

Client Case Study



Leading Global Provider of Cleaning and Hygiene Solutions Implements PLM Training Solution

Recognizing the need to create a sustainable training curriculum for key roles and users of an upgraded PLM solution, a leading global provider of commercial cleaning and hygiene solutions partnered with Kalypso Learning to ensure that users were adequately trained.

With users spread geographically across the globe, an on-line eLearning solution provided the most cost-effective training solution. The on-demand solution proved to be an extremely effective alternative to the former classroom experience and a more enduring method of training.

Our solutions ensure complex concepts are brought to life and the PLM systems are replicated with scenario-based training, enabling learners to practice many times at their own pace. Importantly, this method delivers great training every time for the client’s users and ensures training is delivered consistently across the organization.

About Kalypso

Kalypso is a consulting firm serving the world’s most innovative companies. The firm helps clients to deliver on the promise of innovation. Service offerings encompass all aspects of innovation including product strategy, development, introduction, commercialization, lifecycle management, and PLM systems selection and implementation. In addition to the firm’s deep industry, technology, operational, and training expertise, Kalypso provides a flexible, collaborative approach to deliver unparalleled client satisfaction.