

# DuPont™ eLearning Suite

## TIPS FOR A SUCCESSFUL IMPLEMENTATION



**The key to any successful program is ensuring a well-thought out implementation plan.**

**Many of our clients have shared their individual implementation strategies with us and we would like to share them with you.**

- Supervisors and managers should be involved and “on board” from the beginning, so make sure they understand how online learning will benefit them. Make sure they know how they can access required training reports simply and quickly compared to traditional training. Show them how scheduling online training for their employees is easy compared with classroom training, and can reduce time away from regular duties.  
Supervisors and managers should also complete online training, so that they can recommend the training approach with confidence and promote buy-in with the employees. They will also have the ability to coach and mentor employees through their training experience.
- Ensure your safety committee and union are involved and supportive of your proposed change for accomplishing safety training.
- Plan your roll-out! Arrange thorough communication about your online learning program: what are the benefits for employees and for the business; what are the expectations, timelines and rewards going to be; if people have questions or concerns, ensure they know who to talk to. Be prepared to “sell” the change in training format!
- Arrange for senior management to support the training initiative through memos, newsletters, and presentations. Senior management can convey how the training will benefit the company through the competitive advantage of a trained and skilled workforce. Online training can accomplish training objectives faster and more effectively than traditional means of training. You could even create a brief custom course to “promote” the training.
- Offer incentives like draws, small prizes (i.e. ball caps) and gift certificates to employees who complete courses. One site offered gift certificates for the manager who had the highest percentage of staff complete their training and then offered a \$100 gift certificate for the unit with the most completed staff, for a pizza party. Some friendly competition can go a long way! Incorporate contests into the courses - one elearning customer asked trainees to find the funny pictures scattered throughout the course, which made it more enjoyable for the employees to go through the training.
- For safety courses, ensure they are part of your overall safety performance matrix. For example, if supervisors or departments are already evaluated on completion of safety training, ensure the online courses are part of that. For the initial launch of an online initiative, give online courses additional weight in the matrix. (Many companies have a matrix of measures around safety such as:
  - number of employees that attend safety meetings
  - number of employees that complete safety courses
  - participating on committees (such as JHSC) or sub-committees
  - conducting observations and/or audits Etc.)
- Know what success looks like! Publicize training results (not scores!), compared to training expectations. For example, post completion rates by department. Use a bulletin board to promote the online training opportunity.
- Use downtime to take digital photos and save them for use later when customizations are under way.
- Fix any problems immediately to prevent people from getting turned off of the training.

## DuPont Sustainable Solutions

### TRAINING SOLUTIONS

Represented in Canada by Electrolab Training Systems

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10. Customize the courses to your site. “Brand” the training by incorporating your logo. Photos of your building and your “real” employees add interest and relevance to the training. (One client tripled their usage simply by inserting a video clip of the approach to their building!) Make sure the content is powerful, engaging and relevant, to keep employees coming back for more. Share the load and use subject matter experts among your employee group or use light-duty employees to help do the customizations.
11. Present framed certificates to employees who complete the online training. Do this publicly if possible, even taking a photo of the employee’s supervisor or manager presenting the certificate to post on the bulletin board.
12. Arrange a comfortable location (one customer used a disbanded smoking room), and appropriate time off from regular responsibilities, for employees to complete the training. Make sure some simple instructions are available to get employees started and that they know who to contact if they do have questions. (A sample “Getting Started” job aid pdf is available from your Account Manager.)
13. Establish communication channels with your employees to continually “tweak” their interest in online courses and let them know about training expectations, such as expiring certificates. Make this communication engaging so employees want the training. Wherever possible, make the training “come to them” by including the website link and login instructions in your email communications - make it easy!
14. Ensure the online courses and Learning Management System (LMS) are part of your overall training solution for both delivery and tracking. Some classroom and hands on training will still be required, so ensure the entire training program is presented as a seamless, comprehensive training solution. An effective implementation of the DuPont eLearning Suite should simplify your training, not add administrative burdens: “One stop shopping” makes it simple for everyone! And the LMS allows you to track ALL training (including classroom, hands on, off-site, etc).
15. Expand your online training offering to key business partners, such as vendors, contractors and customers for a supply chain with a consistent and documented training background.
16. Require employees to have their online training done by their annual performance appraisal. Ensure employees and supervisors understand how the completion of training can further their career.
17. Offer a premium to your staff when they have First Aid training (or other critical topics) mastered. (One client offered 20 cents more per hour and had people busting down the door, trying to get the training done/get the raise.)
18. If employees are providing feedback on the training (either directly, or through the “comments” feature of the DuPont eLearning Suite) ensure you follow up on their suggestions. Actively solicit this feedback (possibly via incentives) to further engage employees in the training.
19. If your trade employees are regulated, arrange for your regulatory agency to endorse/certify/approve your customized course to increase the value of your training to employees.
20. For new employees, create a New Employee Welcome Program, consisting of the valuable training required at your location using the DuPont eLearning Suite.
21. We can help! Our consultants can work with you to understand your current training system and ensure that your online initiative is integrated and successful. We’ll ensure the DuPont eLearning Suite fits in to how YOU do business!

### Share your Tips!

**If you’ve had a successful initiative please tell us and we’ll add your tips to the list!**

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