

Your Handbook to Distributed Workforce Training



Rallyware
Training

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The Ultimate Goal

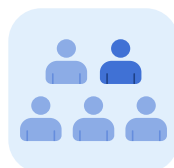


To provide all members of the distributed workforce with exceptional training and opportunities for development that allow them to enhance their knowledge, advance their skillsets and enrich the organization as a whole.

Who this handbook is for



Performance vanguards - those whose primary responsibility is driving productivity, performance and other workforce KPIs



Human resource leaders - those responsible for cultivating and maintaining a strong company culture



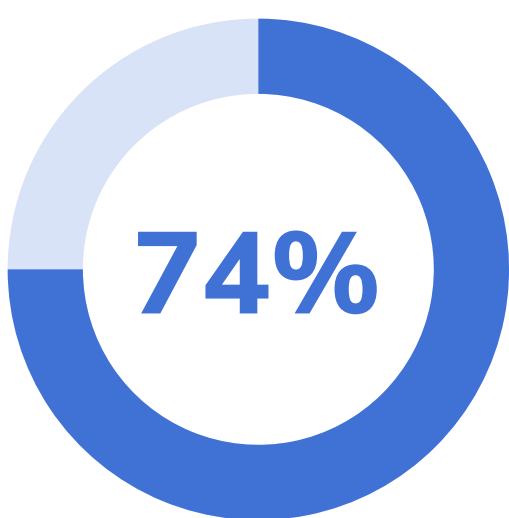
Directors of Learning & Development - those in charge of coaching and development, and developing new members of the workforce through ongoing training and mentoring



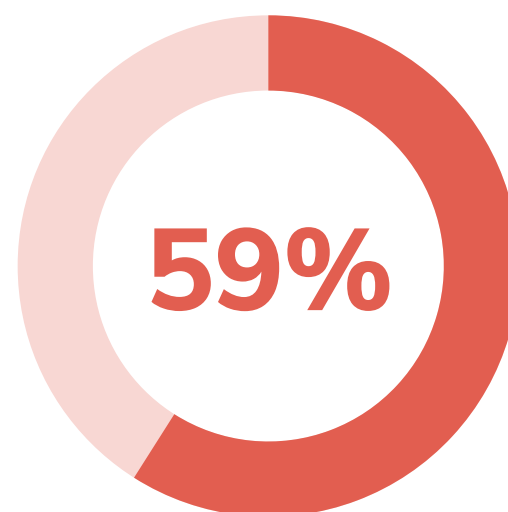
Field Development leaders - those responsible for the onboarding, training and development of a remote workforce

Why Investing in Training for Distributed Workforce Members is Key:

- 76% of millennials think that professional development opportunities are one of the most crucial aspects of a company's culture
- Nearly 59% of employees say they had no workplace training and that most of their skills were self-taught
- In order to remain employable, 74% of workers are willing to learn new skills or be re-trained ¹
- One out of every three employees report that uninspiring content is an impediment to their learning
- In a sample of 4,300 workers, 74% of those surveyed believed that they were not achieving their full potential at work due to a lack of opportunities for development
- Only 12% of employees apply new skills that they acquired through Learning and Development (L&D) programs to their jobs ²



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Where there is challenge there is also opportunity - and these statistics underscore the fact that the opportunity to enhance the employee training experience is there. Besides providing training for new employees, it is also necessary for organizations to invest in continual training and development, because learning is an ongoing process. Learning for the sake of learning is meaningless, yet learning enablement is key for driving performance. Learners need support to successfully apply their new knowledge - how can these be transferred into the workplace?

Additionally, for modern L&D leaders, calculating training ROI is key, as investing in learning needs to deliver a very clear and measurable ROI that is aligned with the company's KPIs. Did the training program achieve the intended results, such as increase in quality of service or sales revenue?

Rallyware's Performance Enablement Platform helps organizations create a more engaged, productive and energized workforce, delivering a personalized training and learning experience for all members of the workforce. Are you ready to create a lively culture of continuous growth and improvement within your organization? Read on to learn all you need to know about creating the most efficient training for distributed workforce members.



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Fundamental Tools and Resources



Online learning tools for the efficient delivery of business and learning activities.



Incentives & Recognition tools for the efficient delivery of business and learning activities.



Enablement tools to activate everything that was learned in their daily work routines, to incrementally drive productivity and performance.



Communication and collaboration tools for working, networking and bonding with colleagues. With a remote and distributed workforce, ensuring seamless communication between team members is critical.



Digital library to house all important resources and training materials, so that individuals can easily access and refer back to this information when needed.

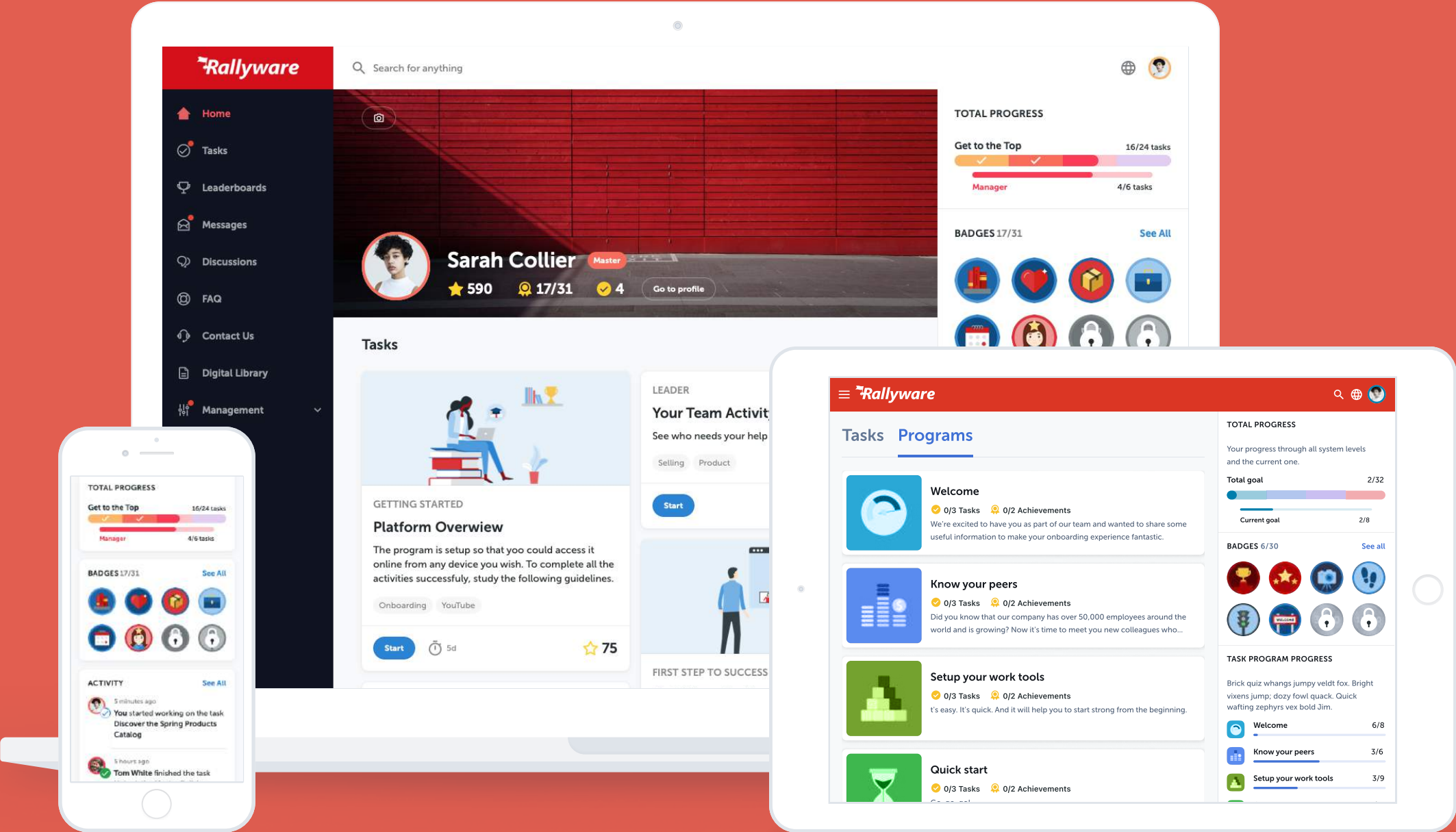


Analytics tools for tracking and measurement. How successful are your onboarding and training initiatives?
How are your members of the workforce performing?



Survey tools to gather feedback from the members of your workforce - how have they found the remote onboarding experience to be? What could be improved?

The consolidation of various digital experiences into one platform that provides employees with all key assets - from the appropriate next steps to take, to where to find necessary documents and learning opportunities, is crucial. Having such tools and solutions in place will set your organization up for success, and allow you to take advantage of and scale our recommended best practices, as described below.



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Best Practices for Distributed Workforce Training Success



Best Practices for Distributed Workforce Training Success

1. When planning content delivery, think strategically

When it comes to training, timing is critical - to help drive continuous engagement, introduce tasks and training content when it is most relevant to individuals.

Example:

After spending one year with his company, Peter reaches the status of 'leader'. Only then, his leadership training is 'unlocked' and he is provided with the appropriate training to transition into this position.

“The beauty of Rallyware is that you can unlock content at the right time, so users are only seeing content when it is appropriate for them, and they are not overwhelmed by content all at once.



Christina Olsen

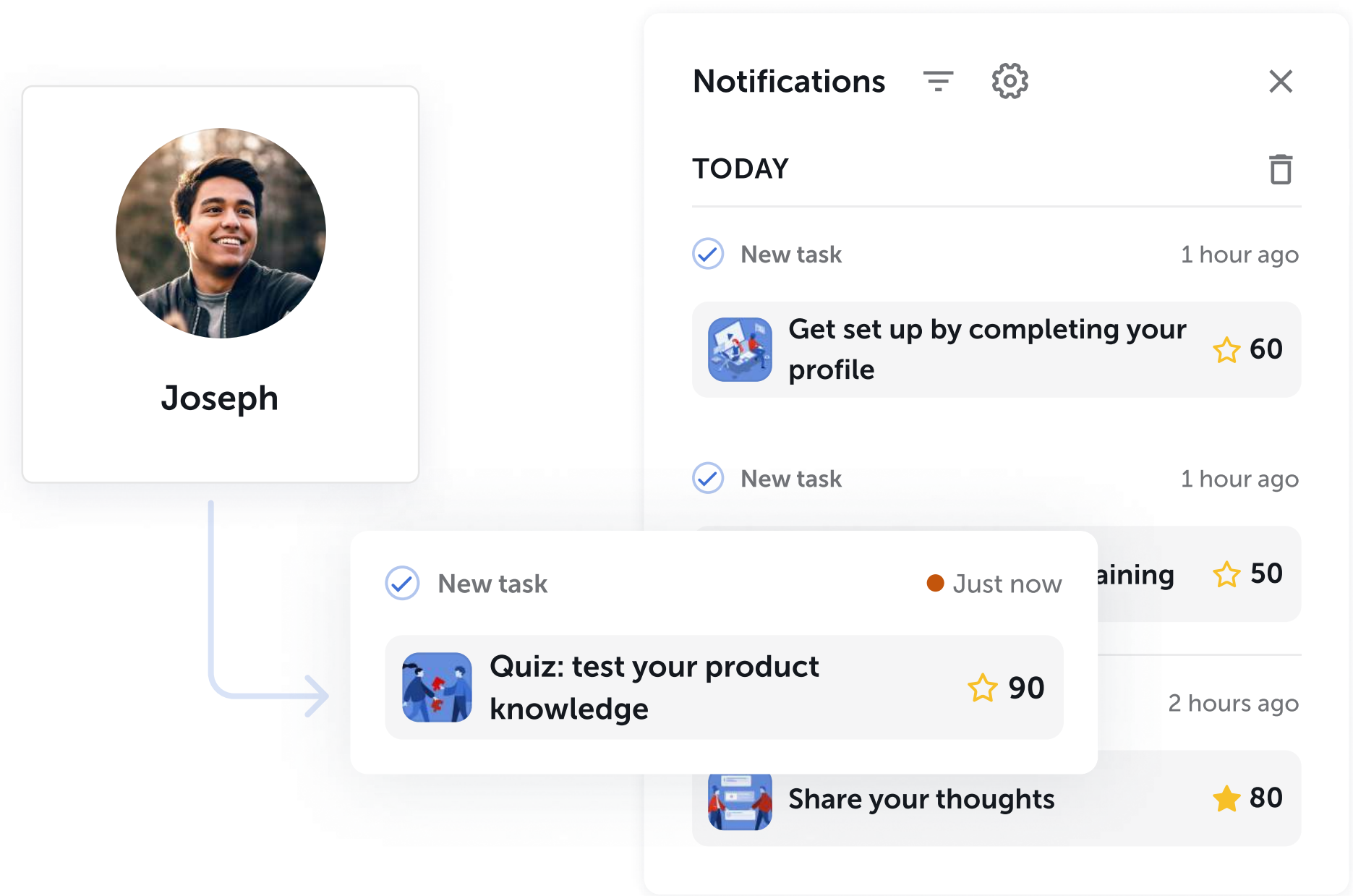
Customer Success Manager, Rallyware

2. Look beyond learning - focus on enablement

Allow individuals to advance their skills and apply their learnings, while in the flow of their day-to-day work. Now that they have the knowledge, ensure that they act on and apply the training content that they consumed.

Example:

After learning about a new product, Joseph is tasked to record a short video of himself delivering a sales pitch, using the techniques learned previously to demonstrate proficiency about both the product and selling techniques. Joseph and his colleagues then view one another's videos - offering comments and feedback on strengths and areas for improvement.



3. Diversify your content

Supporting training with multimedia assets will help to improve the overall training experience. For maximum interest and engagement, ensure that you are varying your content - offering diverse formats such as text, videos, infographics, and quizzes.

Additionally, offer content in digestible sizes (such as short videos spread out over time) so as not to inundate users - this may also affect completion rate of tasks. After all, variety is the spice of life!

4. Update content and training materials on a regular basis

Plan in advance and prepare a thoughtful training schedule, maintaining a regularly updated library of content. Give users a reason to return to the platform. By using analytics, always track that your workforce has available learning content - if they have completed all training and no longer find the learning and training platform relevant to them, they may discontinue use of the platform. Fresh content may include company updates regarding products, new marketing initiatives, selling strategies or software tools to be mastered.

“Dedicate some time and attention to putting together a plan in advance on when new content will be published within the next few months.”



Victoria Nagornaya

Customer Success Manager, Rallyware



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5. Engage & delight learners

For maximum engagement, reward your employees' training efforts by incorporating an interactive and gamified experience. Inspire continuous improvement with badges, points and rankings, and encourage some healthy competition between colleagues! (View our Incentives & Recognition handbook for more details on implementing Smart Incentives and Recognition programs in your organization).

5. Track the progress and success of training initiatives

By taking the time to collect data and key insights, analyze and then use them to better the learning and training experience, this will result in ultimate business success.

How quickly are users consuming content? What is the completion rate of tasks? Having an analytics plan in place to evaluate and track the progress of training initiatives will allow business leaders to answer these and other key questions, and adjust their processes accordingly.

Additionally, assess an individuals' skills at the beginning and end of the training period, to compare the extent to which the training made a difference. How has the training helped them improve their skills and how has it impacted personal performance?



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Example:

For Adam's business, increasing efficiency is one of his primary goals. Training for new members of the workforce will include activities that educate them about tools and strategies for time management, as well as teamwork training. Upon completion of tasks such as scenarios of solving various challenges while working together as a team, Adam would look at how the performance level of these individuals have altered. How successful were his training initiatives? Based on these analysis results, Norman can adjust the process accordingly.

“Introduce surveys that allow users to rate the quality of the content, in order to understand what's missing. What other topics would they like to see covered? Creating discussions based on training provides leaders with insights into feedback on the overall user experience.



Victoria Nagornaya

Customer Success Manager, Rallyware



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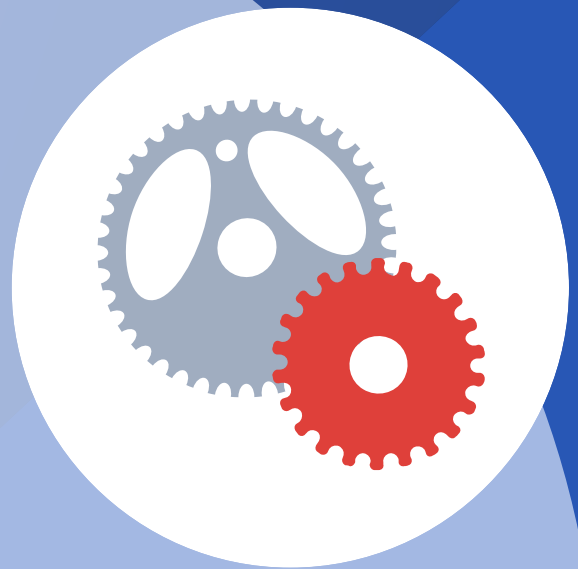
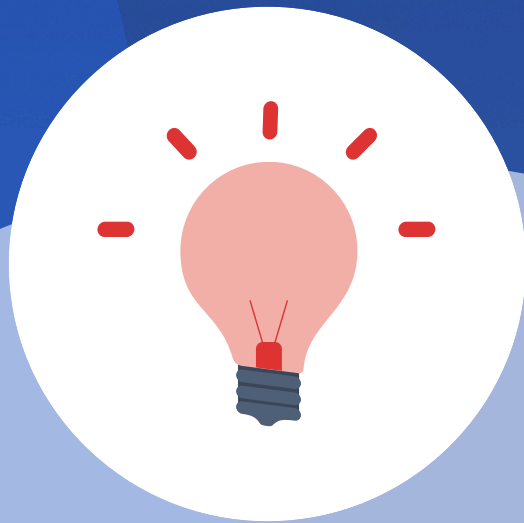
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Your Ultimate Training Checklist



Your Ultimate Training Checklist

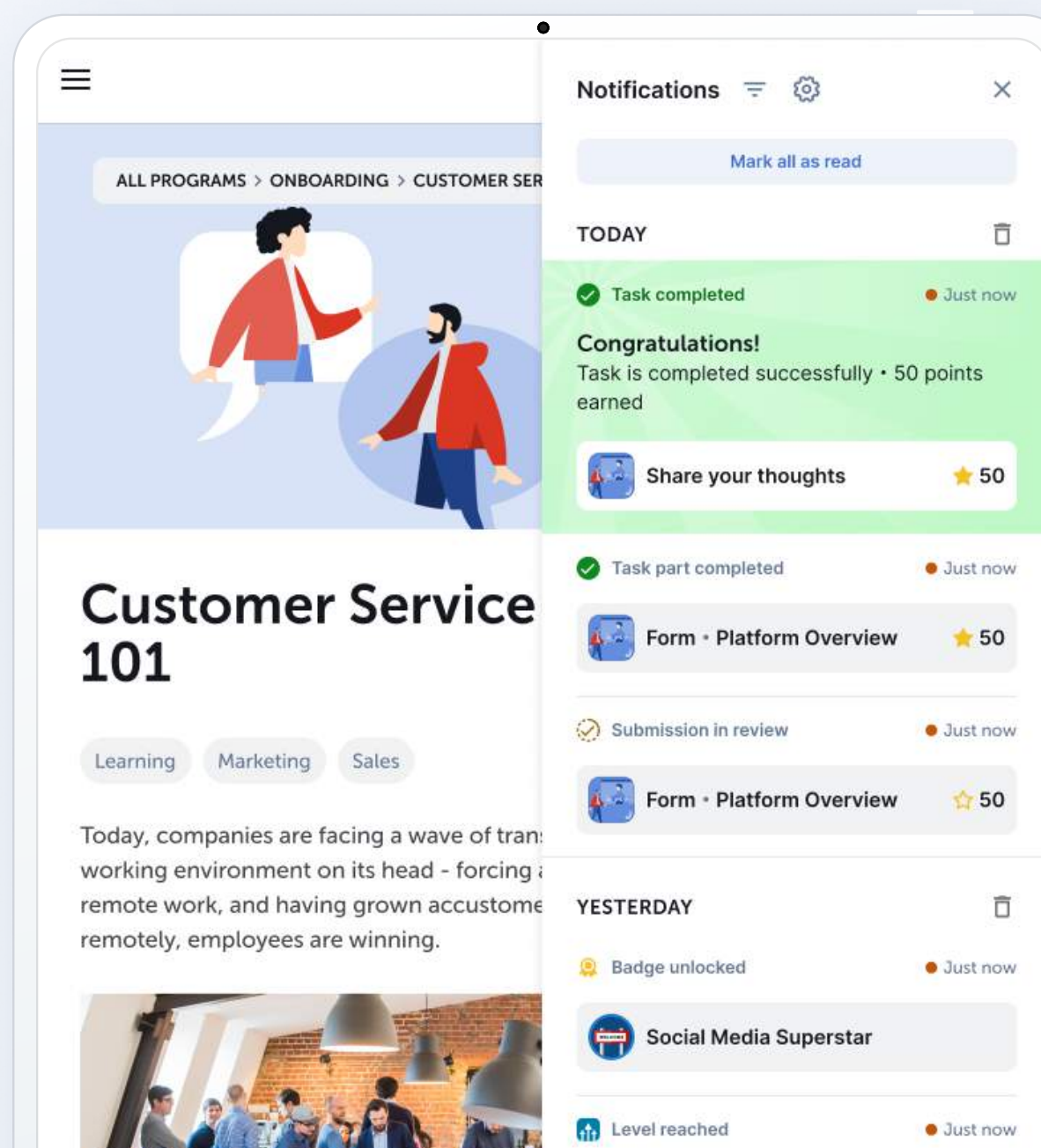
- ✓ Identify the business need and the challenges that you wish to address with the training, whether this may be soft skills training to boost customer service expertise, or orientation for new hires
- ✓ Start small - if you do not have a formal L&D program, review your current training materials and assess what you do have and what you might need
- ✓ Define the tasks that the learners need to perform in order to allow the company to reach the business goals, such as in-depth learning about the company's products or services
- ✓ Establish the intended outcomes for the training, ensuring they are aligned with the organization's overall KPIs. What will be the outcomes, for both the learners and the business?
- ✓ Perform a regular skills assessments of members of the workforce, both before and after training in a non-disturbing way
- ✓ Design a training program that is highly engaging and interactive - taking time to develop rich media content to offer a diverse selection of training materials and activities, such as slideshows, documents and videos
- ✓ Create enablement experiences - provide activities tied to specific jobs for members of the workforce to demonstrate, apply their newly obtained knowledge and to reinforce the learning outcomes

- ✓ Plan future training and learning content in advance, and develop a plan for when this content will be updated
- ✓ Make all training topics easy to find, to ensure maximum clarity. If an individual wants to redo or revisit a certain piece of content. Provide easy access to this key information
- ✓ Encourage feedback and suggestions, in order to improve training content and processes over time
- ✓ Motivate and remind learners to start and complete training and learning tasks via smart push notifications delivered to mobile devices
- ✓ Offer a space for learners to visualize their progress, so they are aware of how much of the training they have completed and what awaits them at the end (whether that may be a certificate or a promotion)
- ✓ Collect the right data and analyze your training practices quarterly to see where you can improve. Was the training worth the effort? Adjust the program, based on the analysis results and feedback received from learners

Conclusion & Final Thoughts



There you have it - **Rallyware's best practices and tips to successful training of members of distributed workforces** - whether it is offered during an individual's initial days with a company, or peppered throughout their journey. Delivering the right learning and training content to the right individual, and at the right time will ensure that members of your distributed workforce remain active and engaged.



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List of Resources

- 1 39 Statistics that Prove the Value of Employee Training. (n.d.). Lorman.
<https://www.lorman.com/blog/post/39-statistics-that-prove-the-value-of-employee-training>
- 2 10 Statistics on Corporate Training and What They Mean for Your Company's Future. (n.d.). SHIFT eLearning.
<https://www.shiftelearning.com/blog/statistics-on-corporate-training-and-what-they-mean-for-your-companys-future>

About Rallyware

Rallyware reinvents distributed workforce onboarding, training, and engagement by connecting learning activities with operational and performance data of each individual. Such personalized learning results in an average of 24X ROI, driving desired workforce behaviors at scale.

Rallyware has been adopted in more than 57 countries, supporting over 20 languages for millions of users.

The company's mission is to provide every member of any distributed group with meaningful opportunities to feel connected, engaged, and valued within the overarching community to unlock their full potential.

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