

# Training Model

Worldgate employs a four phase process to effectively train users to ensure successful organizational change — whether implementing a new enterprise application, system, procedure, or more generalized educational training.

Worldgate's methods are based in accepted change management approaches and the widely accepted ADDIE model. The training model has proven extremely successful because of its repeated, cyclical processes.

## PHASE 1

### ANALYZE

During the primary stage, an aggregate sample of the training audience must be identified and segmented into groups while training goals are analyzed and identified. Subsequently, trainers interview developers, meet with managers, test the system, and study the material — whatever is necessary to become an expert to define the desired training outcomes.

## PHASE 2

### DESIGN & DEVELOP

When designing a training medium, guides and materials are necessary for a user in order to learn the material and meet the training goals. The training solution and timeline will be established based on specific client requirements and constraints. Our trainers are experienced technical writers and are able to produce effective training guides to be delivered to the identified user groups.

## PHASE 3

### IMPLEMENT

All training events for employees – whether they are instructor-led, virtual learning, eLearning or demonstrations – will be managed and presented through two main stages. The first stage is intended to give the audience a firm understanding of the content of the new system or application. The second stage is the technical use of the system. Training implementation has a higher success rate the shorter the time is between training and initial system launch.

## PHASE 4

### EVALUATE & SUPPORT

Training does not end after initial delivery. New employees will join the organization, promotions and transfers will require shifting of roles and responsibilities, and some employees may require ongoing training reinforcement. Training materials are evaluated for effectiveness and modified to incorporate lessons learned from the initial delivery. Support and additional assistance is almost always required when training within a diverse organization.