Newired Training Survey Results

INTRODUCTION

The World we are living in evolved rapidly in the last 20 years, where technology and data accessibility grows faster and faster every day.

The web, also with search engines such as Google and social platforms such as Facebook and Twitter, have completely twisted the concepts behind the statement "looking for information". It completely changed the search method, while in the past, people had to actively look for information in books, libraries and papers, such activities also required special knowledge and skills. Nowadays the average time required for retrieving information is measured in milliseconds, and the skill required is basic web browsing.

While in everyday life, the human adaptivity is relatively fast, the related working environment always requires faster and faster responses to grow and beat the competition.

These reasons make automation and IT support strategic core components, which are able to support humans, who must then make the right decisions with the available data.
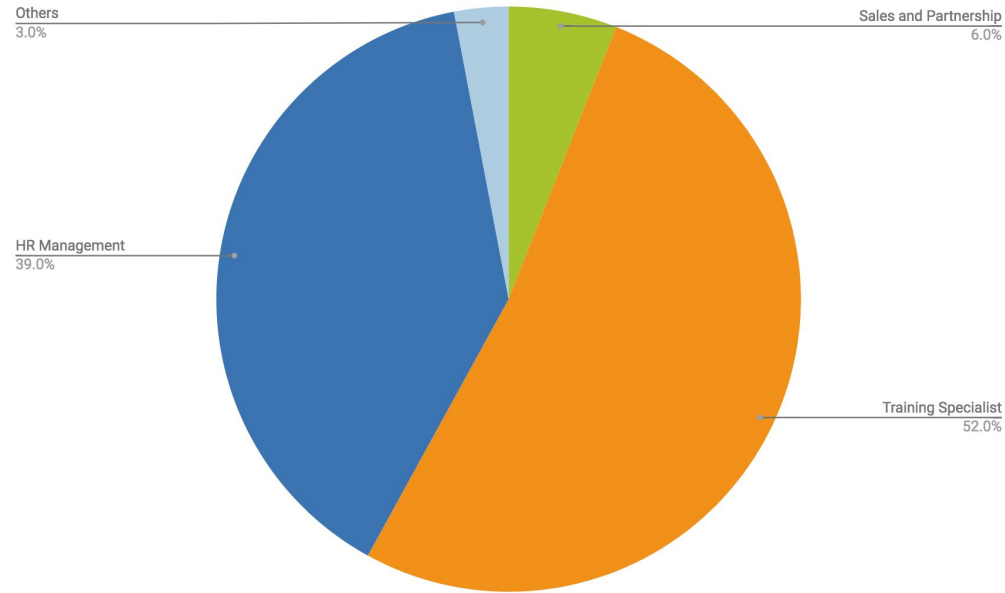
The need of adaptability, reactivity and flexibility skills are overcoming the need of high, repeatable and retentive skills. The training and the capability of HR to quickly onboard the right people, who are able to accomplish complex tasks since the day zero must be helped with new technologies. These, concurrently

with automations, are not replacing the humans expertise, but quite the contrary: they are actively helping us, everyday, to make faster decisions and improving our flexibility.

Newired led this current survey with a base of more than 200 Training and HR specialists worldwide, with the goal to understand how these highly specialized people are leading the training and end user onboarding in their companies, especially in case of the introduction of new IT platforms and when they change.

The results we gathered are definitely interesting: the training and onboarding are evolving as well as support technologies.

Additionally, the Specialists we interviewed are very open to understand, try and invest their effort to improve their results, and this is an incredibly positive signal because we strongly believe that the correct initial onboarding and training are the key of the success of every modern company.

NEWIRED

01 . Participant Company Roles

Others
3.0%

Sales and Partnership
6.0%

HR Management
39.0%

Training Specialist
52.0%

Survey participants are 52% Training Specialist and 39% in HR Management.

NEWIRED

02 . How Many employees in your Company

- 0-50 15.8%
- 51 - 100 11.9%
- 101 - 500 15.8%
- >500 56.5%
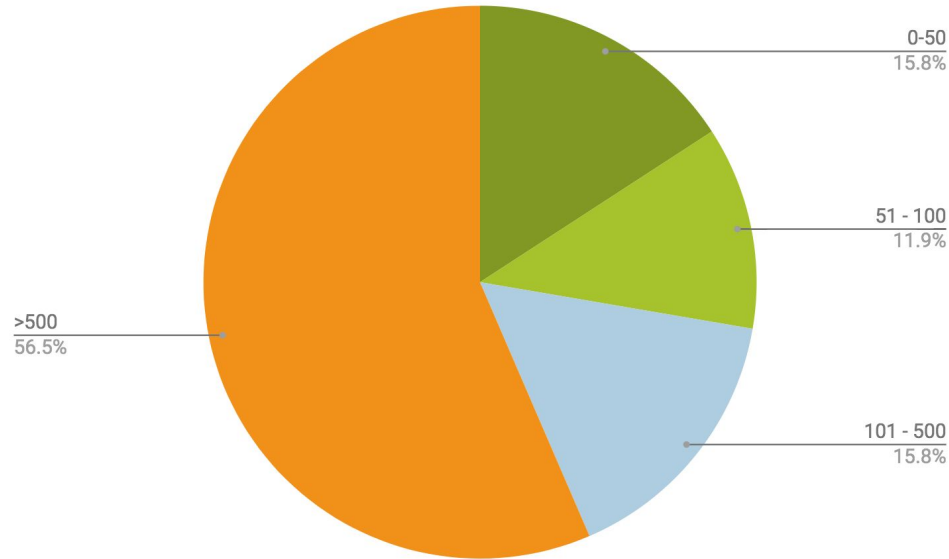
65% of the interviewed Companies are medium or large Enterprises.

NEWIRED

03 . Do you know how many IT tools and platforms your company introduces every year?


> 10
17.0%

5 -10
5.0%

0-5
78.0%
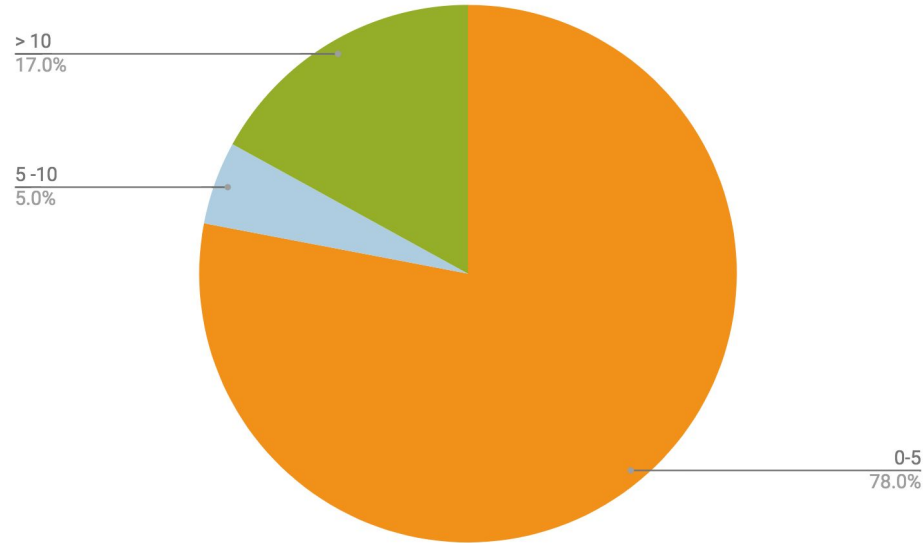
Most of the Companies we interviewed have quite low IT tools volatility. 78% of these companies introduce less than 5 tools every year.

NEWIRED

04 . Do you know how many IT tools and platforms your Company updates every year?
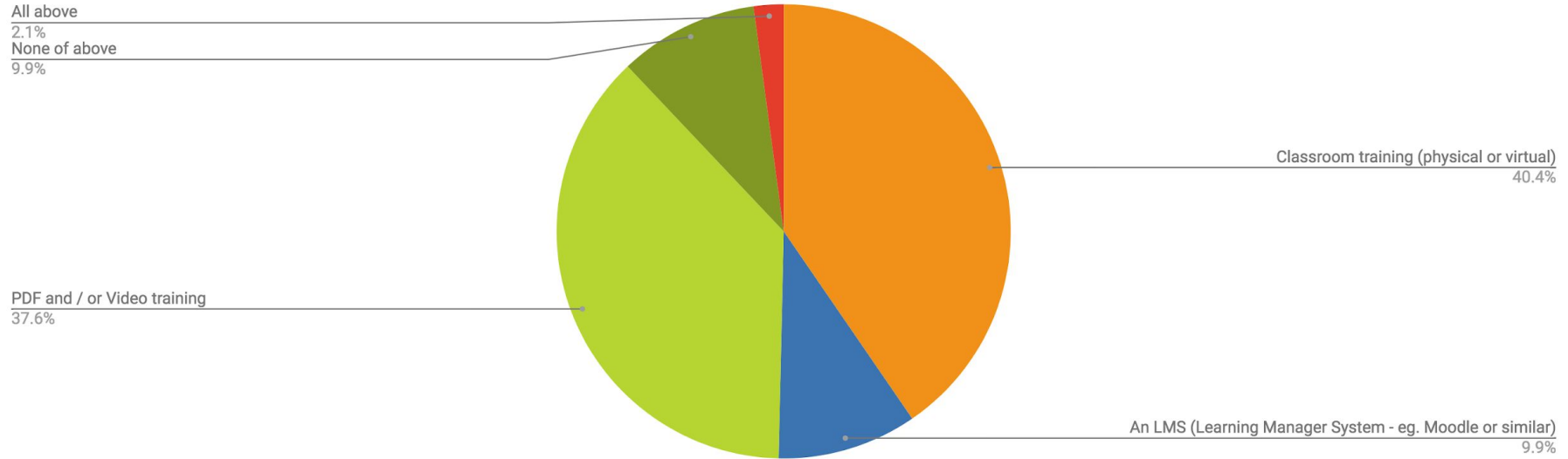

> 10
17.0%

0 - 5
18.0%

5 - 10
65.0%
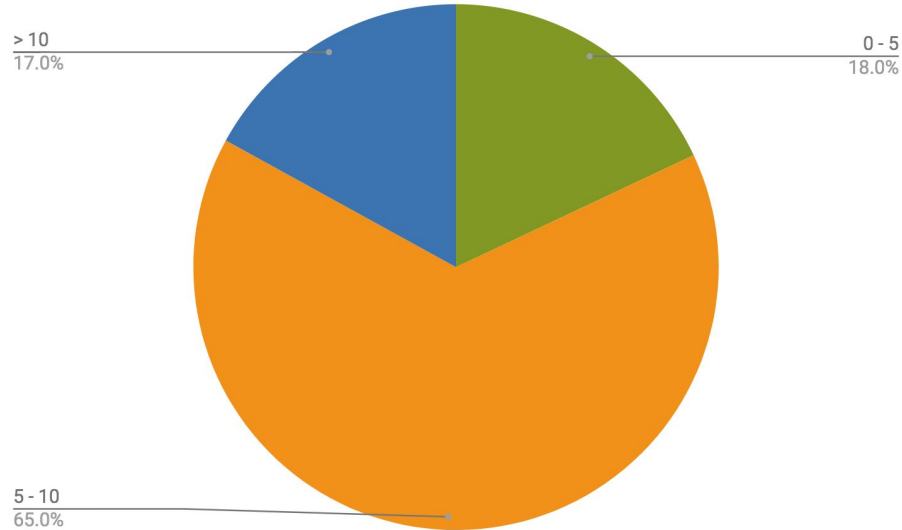
Most of IT tools (65%) are updated frequently (at least once per year): this has a huge impact on the company's employees, while every change has to be understood and "digested" by end users. In most of the cases these updates require new training or new documentation. Such activities increase companies costs and reduces productivity.

NEWIRED

05 . What methods does your Company use to onboard employees on a new IT platform?
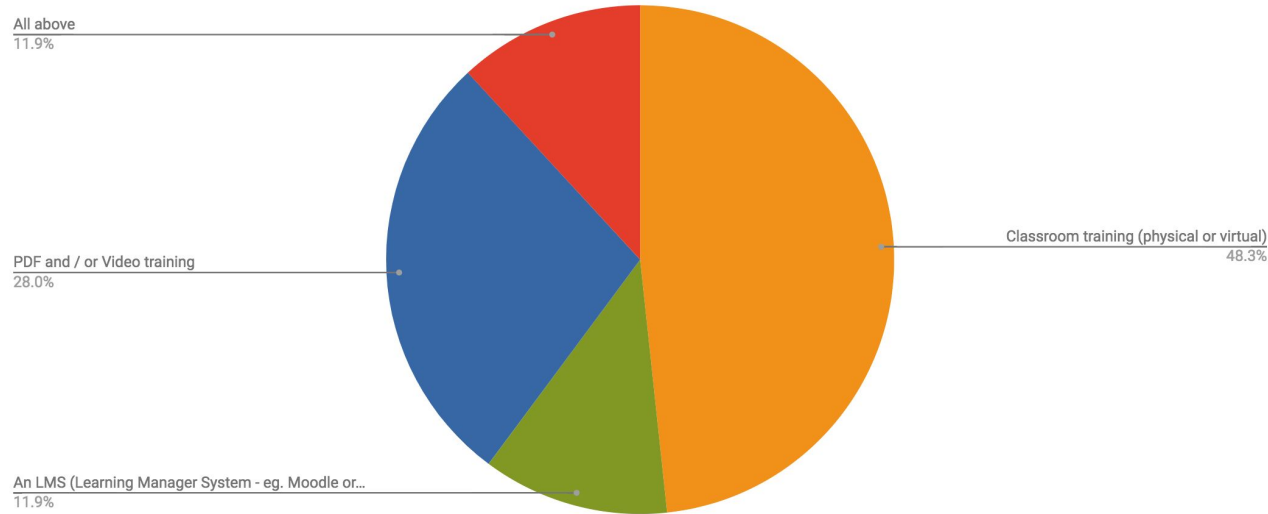

The most popular training approach (48.3%) is classroom training. It is considered the most effective way to keep the employees focus and to increase retention. In second place, video production and documentation (generally PDF) are considered an effective way to provide end users with the right tools to learn. LMS and web training are less used (11.9%).

NEWIRED

06 . What method does your Company use to re-train the employees in case of software updates or changes on an existing IT platform?

All above
2.1%
None of above
9.9%

Classroom training (physical or virtual)
40.4%

PDF and / or Video training
37.6%

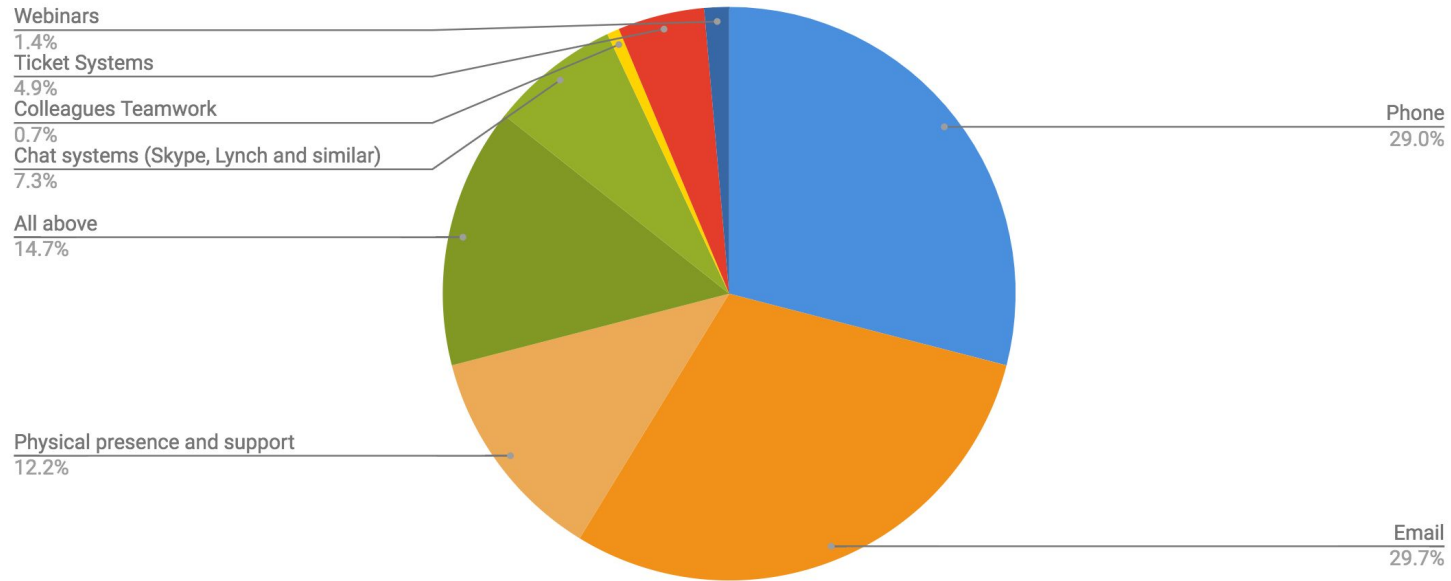An LMS (Learning Manager System - eg. Moodle or similar)
9.9%

While re-training, video and PDF see an increment of more than 9% to communicate what has been changed, Classroom Training remains considered the best approach, with 40.4% of preferences.

NEWIRED

07 . Can you describe what is the impact on the Support team during a rollout, or in case of software updates or changes?

No impact
33.0%

Moderate impact
5.0%
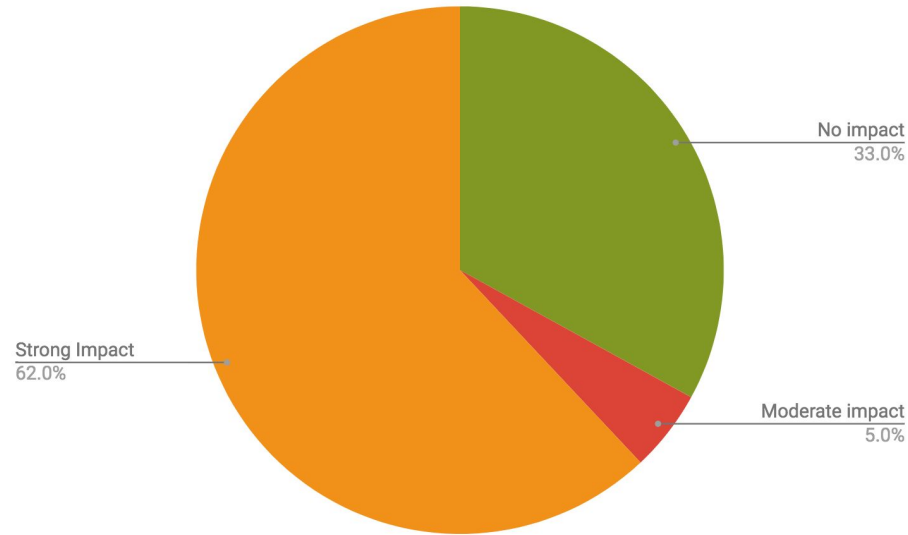
Strong Impact
62.0%

The impact on the Support team during a new IT rollout or when facing a change is enormous: 62% of those interviewed replied "Strong impact", meaning that 6 people out of 10 have issues immediately during the first use of a new IT tool. "No impact" (33%) also includes the "I do not know", meaning no feedback from the Support team to the Training and HR departments.

NEWRED

08 . How is the Support team engaged?

Webinars
1.4%
Ticket Systems
4.9%
Colleagues Teamwork
0.7%
Chat systems (Skype, Lynch and similar)
7.3%
All above
14.7%

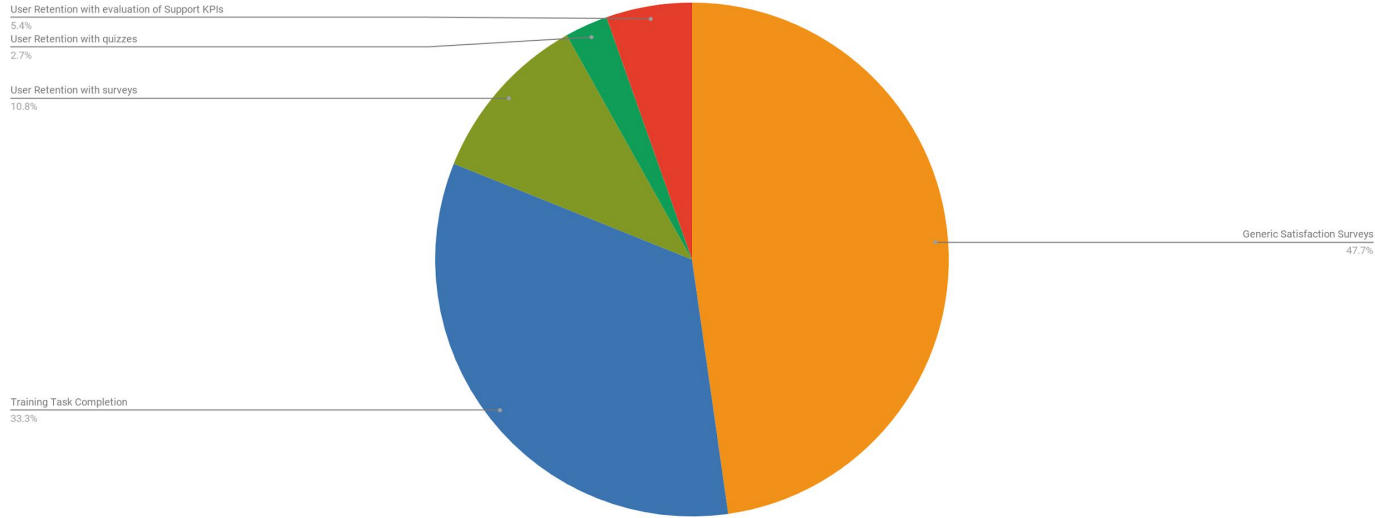Physical presence and support
12.2%

Phone
29.0%

Email
29.7%

The Support teams are engaged by email at 29.7% and phone at 29%. The physical presence (12.2%) is pretty high, while chat systems (0.7%) and colleagues teamwork (4.9%) is surprisingly low.

NEWIRED

# 09 . How critical is training reporting for a training activity?
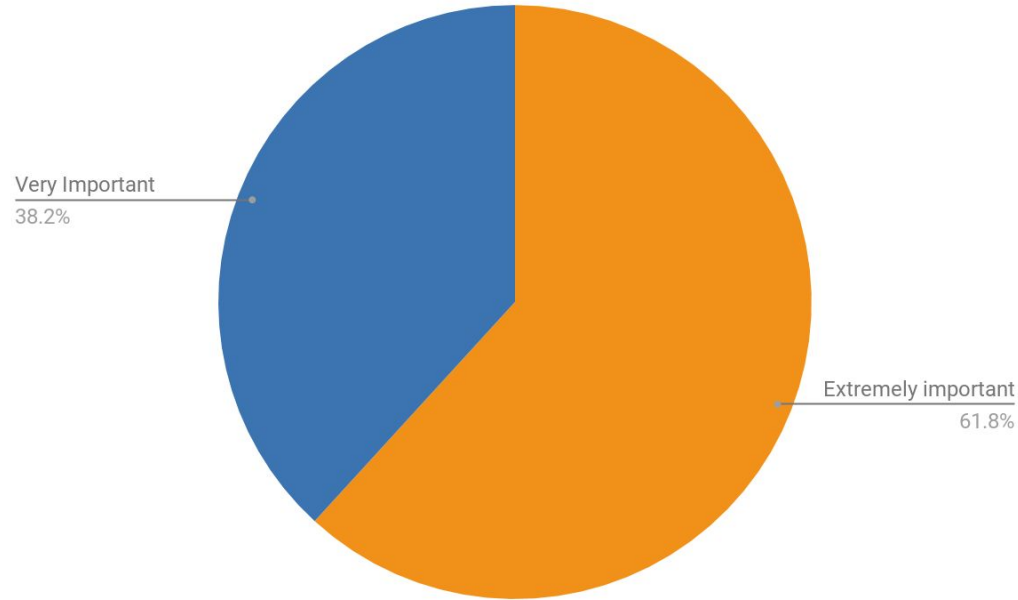
This question had four different responses as "not important", "quite important", "very important" and "extremely important". For all the interviewed specialists, the training report is from "very" to "extremely" important, because of the need to measure the effectiveness of the training.

NEWIRED

10 . What are the most critical elements, if any, in a training report?

User Retention with evaluation of Support KPIs
5.4%

User Retention with quizzes
2.7%

User Retention with surveys
10.8%

Generic Satisfaction Surveys
47.7%

Training Task Completion
33.3%

Only 5.4% ("User Retention with evaluation of Support KPIs") of the answers measure the results of the training. This indicator may be one of the most critical aspect to take in consideration: after a training session we hope that the Support team shall be involved less than before and to cross the references from the support team themes and the training theme may reserve some very interesting results to be considered.

NEWIRED

11 . Do you usually gather the trainees feedback and satisfaction after a session?

Most of the cases
33.0%

Yes
41.0%

Sometimes
17.0%

No
9.0%
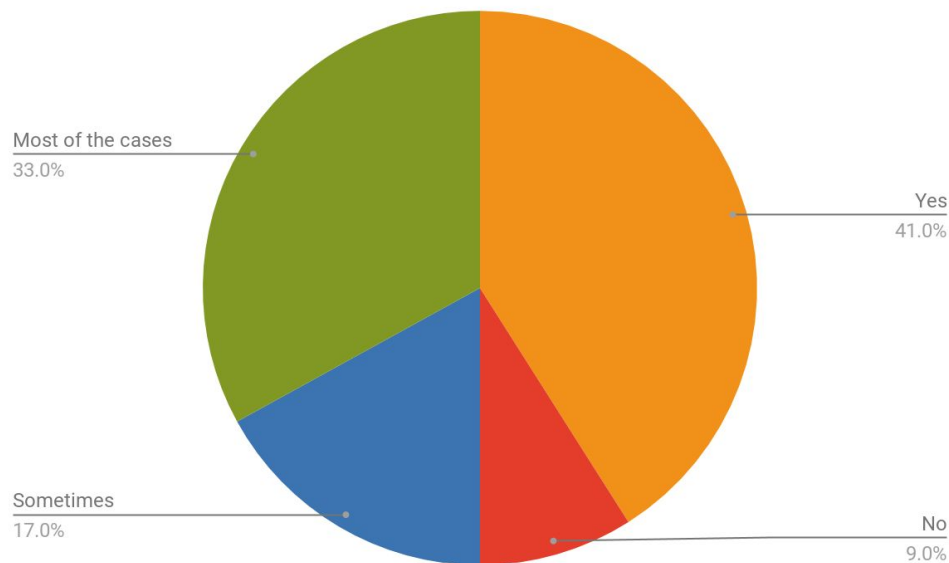
The practice of gathering feedback after a training is not always in place.

NEWIRED

12 . How important do you think "gamification" is for concepts in the modern training?
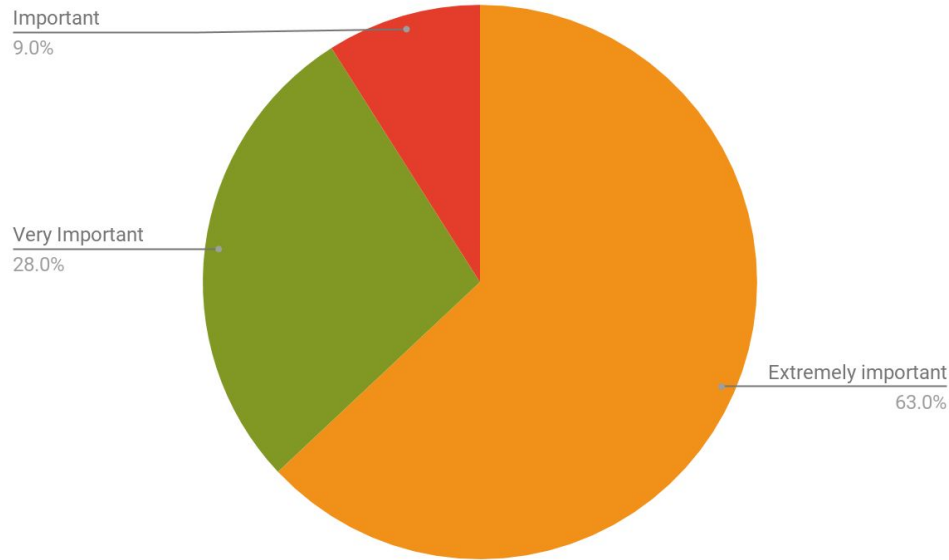
The modern concept of "gamification training" is felt as "extremely important" from 63% and "very important" from 28% of those interviewed. The specialists aim to adopt the "gamification" approach to relieve the training sessions, making them more interactive and attractive for the trainees.

NEWIRED

13. Can you please describe what you you have in mind about the concept of "gamification"?

Some of the most interesting statements are:

- "It is an efficient knowledge sharing methodology outside of the common work-related environment, anyway it can not completely substitute the traditional methods and it is not applicable to all contents".

- "Gamification is to bring real time "games" or challenges to a training subject in order to make the training as real or perceptual as possible".

NEWIRED

Contextual Step-By-Step assistant: Newired Journeys

Contextual step-by-step assistance is the cutting edge technology of the integrated in-app support for end users. Thanks to the Contextual approach, which enables end users to keep their focus on what they're doing instead of looking for information, the training and onboarding becomes a true **learning-by-doing approach**, allowing the task or transaction to be completed while reinforcing retention.

This technology is new and it is becoming to be known with the acronym D.A.P., the Digital Adoption Platform.

The DAP concept was born with the aim to provide an effective technology to support the Digital Transformation, helping companies to onboard the employees on ICT platforms.
Naturally and very quickly the DAP evolved in effective platforms to deliver training and helping the ICT tool changes, with the capabilities to be used across different departments.

The DAP is able to contextually guide an end user, even a newbie, across the most complex processes, with the capability to report the KPIs which can be used then to improve the tools and the processes, measure the training and the support teams success and provide the most efficient indicators for the end users' performance.

Newired Journeys is the only available on-premise DAP tool, which can be integrated on any web-based application or websites as a "just-in-time" guidance layer that looks like part of the application.
It provides the authoring tool that the Training specialist, HR, or the ICT tool domain owners can use to create interactive and contextual guides with no need for coding and technical skills.

NEWIRED

14 . Do you think that a contextual step-by-step assistant, integrated into the platform, can improve retention?
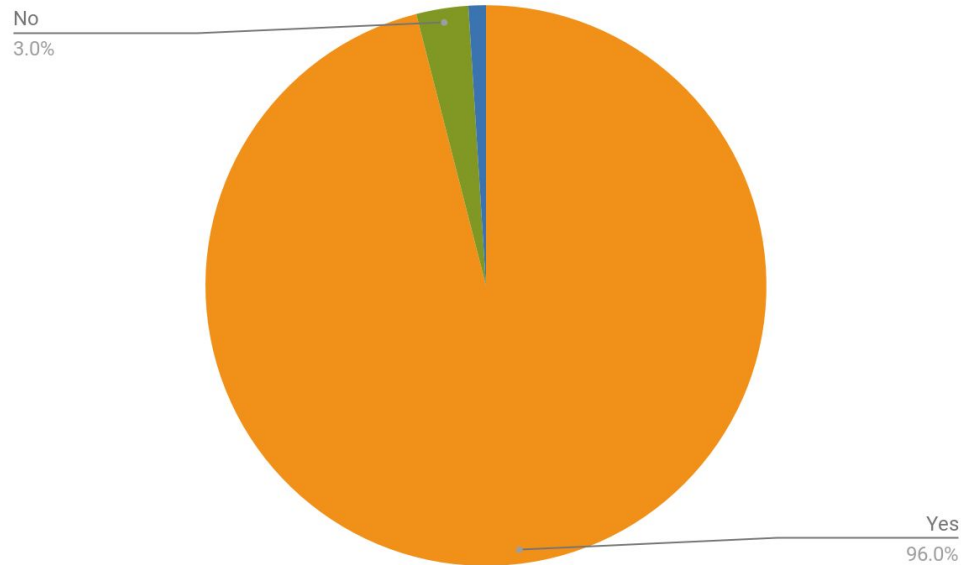

96% of the specialists interviewed in our Survey replied "YES". The learning-by-doing context is very appreciated, thanks to the just-in-time approach and the measurability of the results.

NEWIRED

# 15 . Have you already experimented with any contextual step-by-step assistant, integrated into the platform?

Yes
32.0%

No
68.0%
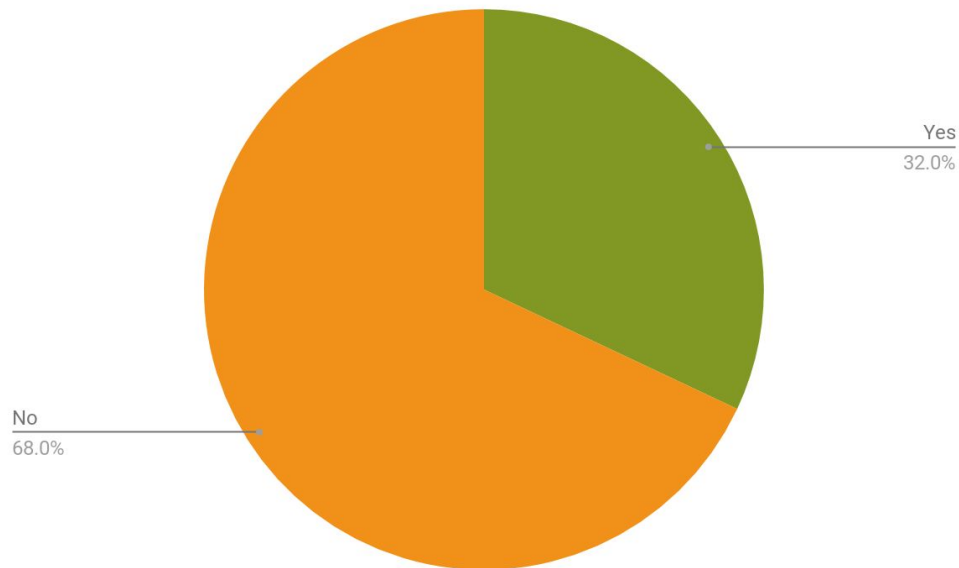
Only 32% of those interviewed have experimented with a contextual step-by-step assistant, with a relevant 68% who said "no".

NEWIRED

16 . Did you measure the benefits?

Yes
3.0%

No
97.0%
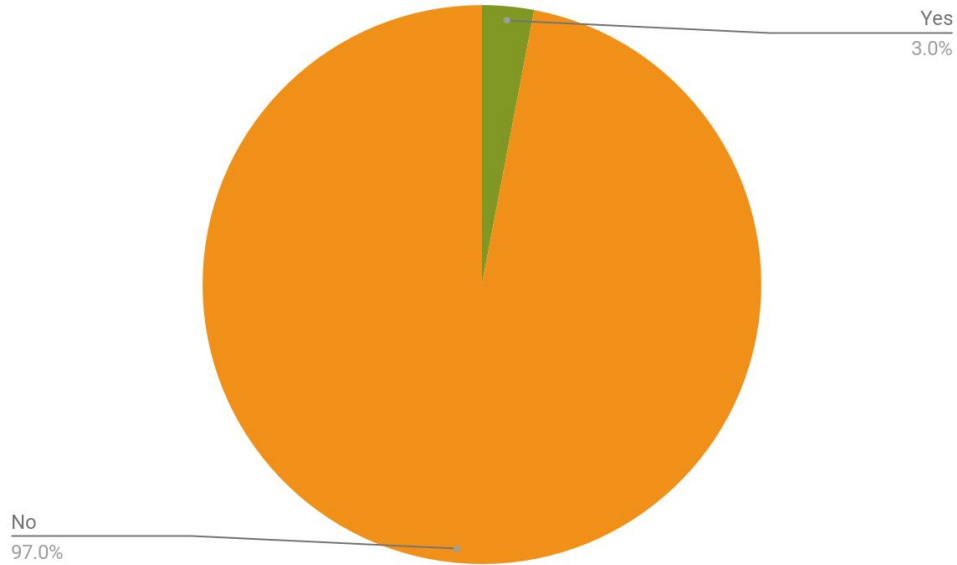
Out of 32% who already tried a contextual step-by-step assistant, 97% didn't measure the benefits because reporting is not part of their tool or because no Training specialist and/or HR were involved in the creation of the contextual contents, normally implemented by ICT departments.

NEWIRED

17 . Which kind of solutions have you experimented with?


A tool (commercial
18.0%
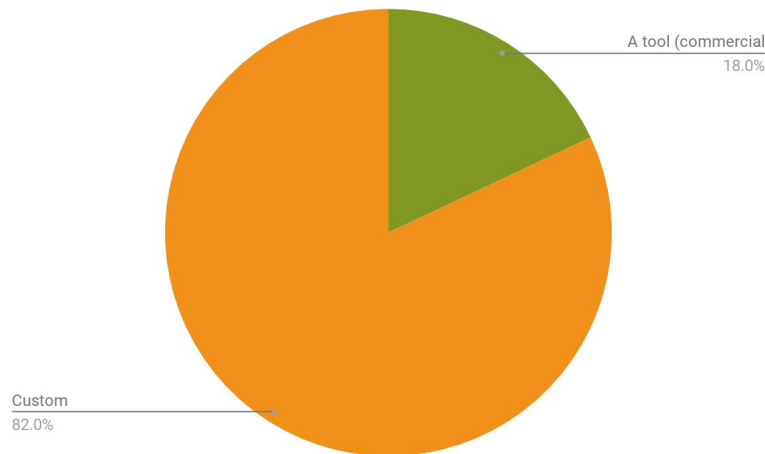
Custom
82.0%

Custom Development comprised 82% versus 18% of the commercial tools. We can identify several different reasons:
- Case of complete control of the target application: when the ICT tool is developed in-house (or by system integrators), it is simpler to also add a contextual helping, even the costs are often higher.
- No knowledge of commercial tools: the DAP concept is quite new in the market
- Early DAPs had a high TCO and a low ROI

NEWIRED

The main benefit using a DAP instead of custom development is about the volatility of the application: as soon as the application evolves, guides must change accordingly, which is a very easy operation with a DAP, while custom development becomes quickly unsustainable. Additionally, a modern DAP can be applied also to third party applications (commercial and free), where it is not possible to develop add-ons.
A DAP is valuable alliant also for the modernization of legacy applications: sometimes it is not possible to upgrade or change an ICT tool because it is widely used in the company or it becomes unsupported by the vendor: a DAP can help maintaining it fresh and alive.

NEWIRED

18 . Would you like to try a contextual step-by-step assistant, integrated into the platform, with no coding requirements and no integrations?

Maybe
32.0%

Yes
68.0%
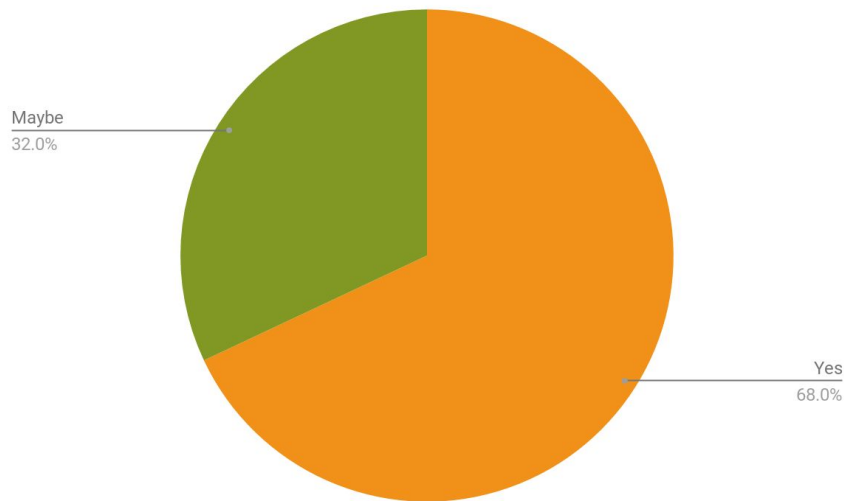
All interviewed replied "yes" (68%) and "maybe" (32%) about the possibility to try a contextual step-by-step assistant. Key drivers are:
- 100% code free
- The possibility for the Training specialist or HR to have the full control of the tool
- The capability to have reporting and measure KPIs for the Support team and the end user

NEWIRED