Why Traditional Training Fails in Complex System Deployments (and What to Do Instead)

Introduction

Despite the rise of remote working and learning that emphasized the need for modern digital training methods in the 2020s, most large enterprises still stick to traditional training methods. This was feasible during the earlier days of digital transformation when enterprise software was more basic and easier to use. However, nowadays, complex systems like SAP, Oracle, Workday, etc. that have a steep learning curve are more commonly used in workplaces. Using traditional training in complex systems such as these is a formula for failure.

To quote Dr John McGurk, learning and talent development adviser at the CIPD:

"Many of the learning approaches used by organizations are legacies of a learning environment where the classroom, courses, and 'sheep-dip' learning were the order of the day. However, in today's environment, the skills of continuous collaborative and connective learning are paramount."

What you need is a flexible, scalable, and modern training solution that utilizes learning methods proven to improve engagement and retention, to tackle the training requirements of this age. Assima deploys simulation-based training for systems that immerses the learner in the lessons and gives them the experience of live training without any of the risks.

Get a better look at how Assima transforms systems training and makes it simpler and better.

CLICK HERE

The Rising Complexity of Enterprise Software

The enterprise software landscape in workplaces has become much more complex than what it used to be even 5 years ago. It is much more than just opening an application and punching in some numbers nowadays. There are digital platforms with steep learning curves, hybrid cloud platforms, custom integrations, interconnected software, and much more. It has given rise to system adoption challenges that need a unique training approach to tackle and resolve them. Employee learning and skills development must go beyond one-dimensional methods and align with layered interfaces, dynamic workflows, and adaptable business processes to prevent system deployment training failure.

Utilizing traditional training in complex systems will result in users being overwhelmed by complex UIs and process changes in the live system. The need of the hour is to use a training solution that adapts to the hyper-dynamic digital ecosystem of large enterprises and helps users gain familiarity with applications using multi-faceted functionalities and multi-directional action paths. Since you cannot take complex enterprise software out of the picture, the best solution is to work with the flow and upgrade training to match this new challenge.

Limitations of Traditional Training Models

Traditional training challenges have grown too numerous and significant to overlook. Among the most frequent obstacles you may encounter are:

One-Directional Instruction Methods

Traditional training methods utilize outdated tools like slide decks, classroom instructions, screenshot-based recordings, textual user manuals, etc. that cannot fulfill the needs of the modern workforce. They do not engage the learners sufficiently to ensure maximum retention and recall, which is essential for learning complex systems.

One-Size-Fits-All Approach

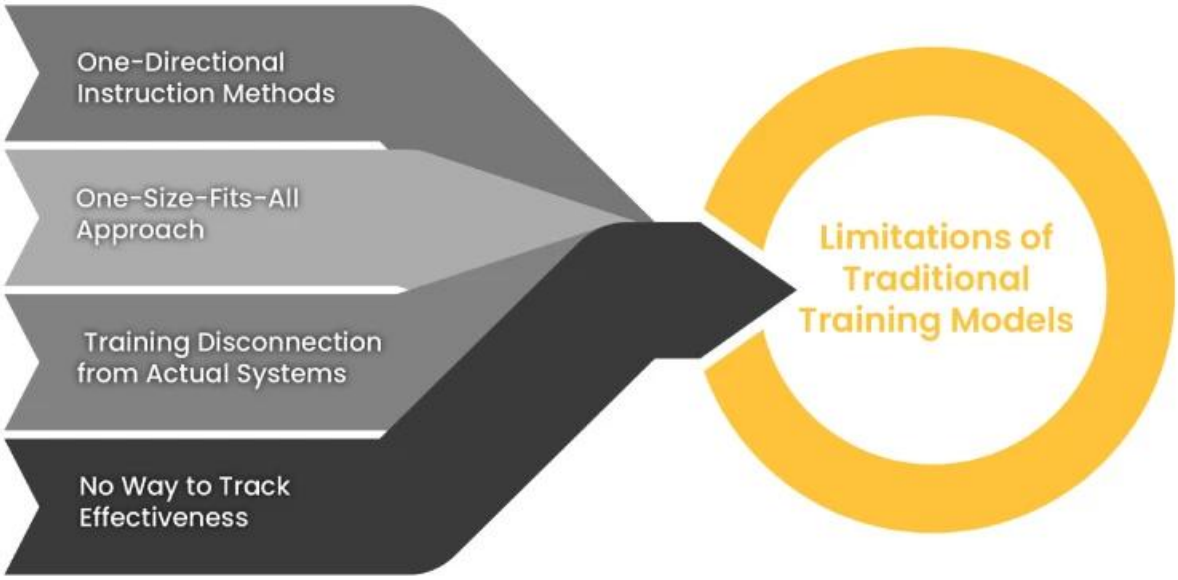
Traditional methods usually handle employee training with a one-size-fits-all approach. However, every employee has differences in working styles, learning preferences, responsibilities, and receptiveness. Using an umbrella approach will benefit a few learners, but most will either fall behind or must work harder to catch up.

Training Disconnection from Actual Systems

Another reason traditional learning methods fail for complex systems is that they rely too much on informational learning rather than experiential learning. They are completely disconnected from the actual platform employees must learn to use, which creates a chasm between knowledge and application, due to the content being heavily screenshot-based.

No Way to Track Effectiveness

Traditional methods of training are very difficult to track in terms of effectiveness and engagement. It relies too much on manual methods and biased opinions instead of being data-driven. This makes it impossible to improve these methods and align them with the requirements of the employees and the business.



Signs Your Training Strategy is Falling Short

Let’s say you are ready to crack down on your outdated methods and identify employee training gaps in system rollouts; but how do you get solid proof that they are in fact failing? Here are a few signs to look out for:

User Adoption Delays

Traditional training in complex systems often leads to delays in user adoption. Employees have to deal with recurring doubts, lack of familiarity with the system, fear of and resistance to shiny new technology, and the extra effort to fill the gaps training could not, leading to slow adoption.

Support Tickets and Productivity Loss

If software training for enterprise tools is inadequate, it leads to errors, security breaches, and a general loss of productivity. The number of support tickets and helpdesk calls increases as employees need more help from IT to perform even simple tasks and meet deadlines.

Employees Reverting to Old Tools

Traditional training does not prepare employees sufficiently to excel in new technologies, so they often start reverting to older tools that they are familiar with and are within their comfort zone. This puts a roadblock in the path of your digital transformation efforts and defeats its purpose.

Change Fatigue and Disengagement

When employees do not find value in traditional training methods, they become frustrated and disgruntled with the digital change being implemented. It leads to the frequently observed phenomenon of change fatigue as well as complete disengagement from the process.

The Need for Modern, Continuous Training Approaches

Complex enterprise software training needs modern training techniques to overcome the challenges of using current digital technology. This includes:

Learning in the Flow of Work Through Real-time Assistance

Pre-go live training is no longer enough; you need real-time support as employees work in live systems to ensure they can work confidently and without errors. In-app guidance that dynamically adapts to the employee’s role, responsibility, and current task is a must.

Role-based Simulations Tailored to User Needs

Simulations are a great way to provide hands-on, immersive training for complex systems. However, it cannot be one-size-fits-all; modern simulation-based training for systems must include role-based customizations to ensure every employee learns only what is necessary.

Continuous Learning Rather Than One-time Exposure

Humans are prone to forgetting information as time passes. Taking that into account, you should provide continuous learning opportunities and refresher courses for your employees. This ensures that they do not fall behind even as the industry advances, especially with software updates.

Learning that Incorporates Change Management

Often, enterprises focus on simply the information consumption part of learning and not the user acceptance part. Implementing change management strategies ensures that your employees enthusiastically accept and adopt new technology instead of being blindsided.

Case Studies: Examples from Global Rollouts

Assima has helped many enterprises migrate from traditional training methods to innovative ones. A great example is when npower, a leading UK energy company, needed efficient SAP deployment training but was still stuck in the era of no digital training capabilities and no functional learning management system. Assima not only helped them modernize their training systems but also incurred cost savings of £3 million, reduced training time from 33 to 18 days, and delivered training with 80% less staff. You can read about it in detail here.

Being an application-agnostic platform means Assima not only resolves traditional ERP rollout training issues but also streamlines training for internal applications. When a leading airline in the UK started migrating to a more efficient checking-in system, they knew they had to upgrade their traditional training method of using training flights followed by classroom instructions too. With Assima, they were able to save £630,000 in training costs, cut down training time by 30%, and create a more positive learning experience for their end-users. Learn more about it here.

Interested to know more about our success stories and how our clients benefitted from Assima?

HEAD TO THIS PAGE

How Assima Train Bridges the Training Gap

If you are wondering how Assima managed to provide such amazing results for the enterprises above, it is because of our advanced technology optimized to make training for complex systems easier. Here’s how you can simplify training with Assima Train for complex deployments:

Interactive Simulations

Assima Train employs a 4X patented cloning technology that allows you to author hyper-realistic, highly interactive simulations for training. This allows learners to take advantage of scenario-based training, just like live training, but without the risks of impacting live business data, thus encouraging safe practice with confidence.

Real-Time, In-App Support

Besides Train, Assima In-App Search helps provide in-app informational support to guide users working on the live system. The search results are contextual, dynamic, role-based, and task-defined, allowing users to undertake tasks with confidence and avoid costly errors that could hinder productivity and inflate support ticket volumes.

Localization and Scalability

Traditional training in complex systems often fails due to inconsistencies between teams, office locations, and roles. Assima allows localization of training by customization and translation of the base lesson, preventing bias or unequal quality, with central access to the entire library so anyone can access any module at any time.

Consistent and Centralized Updates

Complex applications often get frequent system updates that result in changes in the interface, workflow, or features. Assima's proprietary technology captures simulations as object-based clones that can be edited down to the finest detail. You can incorporate system changes into the lesson easily and deliver them consistently and quickly.

Best Practices for Training Success

Training solutions aren't always the culprit; often, outdated training practices can also cause issues when onboarding complex software. Here are a few proven strategies to stay ahead of complex systems training:

Embed Training into the Project Timeline Early

Training is often an afterthought, shoehorned in during the last moments of software implementation. By then, it is too late to familiarize users with the technology in time for them to work on the application like an expert from the get-go. If you want to shrink time-to-productivity, reduce errors post-go live, and prevent change resistance, start training early.

Segment Training by Roles and Responsibilities

Even though multiple employees would be using the same software in the company, each one will have different roles and responsibilities, will be from different teams or departments, and will be using different features and workflows. Unless training is tailored to these differentiations, people will either be wasting time learning unnecessary parts or learn less than what they need.

Use KPIs to Measure Adoption and Performance

Tracking learner progress, training success, user experience, and content reception is essential to understand which parts of the training plan are working and which need improvement. Without these upgrades, you won't be able to refine the training program and make it optimum for every learner in your business, leaving them with inadequate training and unpleasant experiences.

Reinforce Learning Post-Deployment with In-App Guidance

Pre-go live training is not sufficient to create skillful users; you must also provide post-deployment guidance and continuous learning opportunities. It helps keep necessary information fresh in the minds of the users, prevents mistakes and security breaches, and promotes critical thinking skills. By reinforcing post-implementation learning, users stay confident and adept.

Conclusion

Traditional training in complex systems no longer meets the demands of modern enterprise digital requirements. They worked in the passive technological ecosystem prevalent even a few years back, but the rapidly changing digital landscape of modern times has rendered them inadequate. The only way forward is to utilize simulation-based learning, role-driven customizations, and real-time support. Assima Train is a pioneer in this aspect, delivering consistent, scalable learning for complex rollouts. We are the answer to transforming your enterprise training needs to be scalable and future-proof.

Plan ahead for the complex enterprise system implementations for your business. Get in touch with Assima experts today!

CALL NOW