

Better Organization, Better Time Management & an Increase in Productivity

We wanted the basics: To be able to house video, PDFs, quizzes and surveys all in one spot. Something simple to implement and user-friendly so we wouldn't have to spend a ton of time training all our employees how to use it. Most importantly, we needed to be able to pull reports that would show the exact start and end times that learners spent in on-demand training.

Overall we were looking for better organization, better time management and therefore an increase in our productivity.

With Brainier, or what we call 'Humach University,' we were able to accomplish all of this - *and more!*

We didn't have the best process for training employees. We kept all our on-demand training videos on our intranet. There was no way to make the videos viewable only by certain groups. There was nothing preventing someone from skipping ahead in a video or to the next module. There was no record of who had viewed the videos, and certainly no record of how much time they spent with it. They could immediately click a button to access quizzes, which meant they could attempt the quiz, fail quickly to get the answers, then re-take it with ease.

Insert Brainier. All learning objects are in one place, only accessible by those expected. Employees can no longer view trainings unrelated to their role or take the incorrect training. We're able to ensure trainees are assigned appropriately. Learners are prevented from temptation to skip forward in videos. With curriculum settings, employees participate in the correct modules in the correct order.

We now have the flexibility in how many times trainees can repeat a quiz. Now we can use a quiz for its intended purpose - to truly understand where the learner could use more help before they engage with customers.

We finally have the visibility we needed - automated reports that show who completed what and the exact time stamps they began and completed each.

Assigning training used to be time-consuming. With hundreds of employees getting trained each week, we were creating and emailing a lot of Zoom links! Along with that were the manual assignment emails, the reminder emails, the 'where are you?' emails, and the follow up e-mails with the test and survey links. **So. Many. Emails.**

Now we have a 'set it and forget it' procedure. Where Supervisors used to have to chase people down with the right Zoom link, now they simply submit an assignment request following a template we created. What used to take 15 minutes per class of 20 employees to get assignments out, now takes 3 minutes. What's more is that we simply select the trainer for the class and Zoom is automatically connected. No more link confusion!

It's required that our entire employee population completes an on-demand training each year to remain in compliance. It's a serious topic, and important that we keep accurate and complete documentation for our auditors. All employees must sign off that they were trained. With Brainier, assignments are sent automatically and the curriculum requires a 'check' from the employee that they participated. We have legitimate proof that the training occurred with automated reporting.

We never knew how much we loved discussion boards until we had them. Where we really saw the benefit of forums was when we introduced what we call an "Activation Journal," exclusive to our leadership team who are participating in formal professional development training. After each leader completes a class, they share their thoughts. Better conversations are occurring and new procedures have been adopted.

Implementation was very successful. We prepared an SOP for our Admins, a launch guide for our Supervisors, and videos for our users to see how the platform would make their lives easier. We developed a course catalog including all of our own courses, as well as the Leadership and Productivity bundles we purchased from Brainier.

A final piece of advice - *get yourself a Thomas*. Thomas is our Training Coordinator & LMS Administrator. With him and brainier in place, we were able to remove our VILT co-hosts. Brainier took on most of the work of what a co-host needed to do: Assignments, time-tracking, reporting, etc. which allowed for Thomas to be able to manage any other technology issues during class, leaving us with the opportunity to move co-hosts to facilitate other training classes. More classes allow for smaller class sizes, better engagement and retention, and therefore better performance post-training.

We knew what we wanted when we came to Nancy Strom. She and Alfredo Arce delivered. What's more is that the technical support staff are incredible. Kristin Marquardt and Katie Hedenstrom were our heroes when we first launched Brainier.

While it's been just over a year together, we're looking forward to continuing this partnership long-term.