

Worldgate Training Model

Worldgate employs a Four Phase process to effectively train organizational users to ensure successful organizational change, whether regarding a new web application, IT systems, a different IT procedure, or more generalized educational updates. Worldgate's methods are based in accepted Change Management approaches and the widely accepted ADDIE model. Worldgate's training model has proven extremely successful because of its repeated, cyclical processes. Worldgate's trainers are consistently updating their knowledge base in order for training to remain up to date and effective. Each of Worldgate's four training phases can all be revisited and repeated.

Worldgate's Four Training Phases:

Phase 1 – Analyze

During the primary stage, an aggregate sample of the training audience must be identified and segmented into groups. Training goals must be 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

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. Curriculum is defined based on system use or a person's role or job within the organization. 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 (one-on-one or classes), virtual learning, eLearning or demonstrations – will be managed and presented through two main stages. The 1st stage is intended to give the audience a firm understanding of the content of the new system or application. The 2nd stage of the presentation is the technical usage of the system. Training has a higher success rate the closer the gap between training is to the initial system launches. Coordination between the system development team and the training/production support team is essential.

Phase 4 – Evaluate & Support

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