Do I really need training assistance?

A Shire system is easy to set up and use - but for best results you need to consider this…

When we learn only by our own experience the process is a slow, time consuming and generally frustrating. Remember way back when you tried to use one of those fancy mobile phones or other gizmos for the first time? OK, the user manuals may have been comprehensive and even user friendly – but, to get up and running quickly, it was much better to be helped out by a knowledgeable friend who could immediately show and explain to you the ins and outs of everything.

It's the same with a new computerised system in the workplace. Learning how to configure and use it by trial and error alone is very likely to be slow, protracted and stressful. The heroic 'learning only from experience' approach is inefficient and, arguably, a questionable use of you and your team's precious time and your organisation's resources. More seriously, any lack of understanding about what's required will result in a poorly configured system that doesn't satisfy your organisation's real needs. A less than effective system won't deliver your management's expected return on investment. Bear in mind that, whatever the sector of industry, poor effectiveness – not doing the right thing – is much more damaging to an organisation than poor efficiency.

Formal education and training helps speed up the learning process and avoid wasted time, unnecessary mistakes and stress. The competence you and your team gains helps to assure the outcomes you and your organisation want. When implementing or improving your system, you will be more knowledgeable and skilful, with greater awareness of opportunities for increasing your operational performance. Investments made in system education and training pay back handsomely with early and ongoing gains in operational effectiveness and efficiency.

Without the benefit of structured education and training assistance, there is no way that you can be sure that all the important learning (knowledge) you or your team needs to configure and use the system to best effect is being gained. Further, when the system is already implemented, if you only train new users by sitting them next to Nellie or Freddie, you risk perpetuating bad habits and poor working practices. By not calling upon specialist assistance, your organisation also forgoes the opportunity to learn about new and better ways of working. The sensible decision is to make use of Shire's education and training support services.

Shire tutors are high in technical competence, tutoring skills and concern for the well-being of course participants. Shire tutors guide, coach and facilitate the learning of each participant in an atmosphere of respect, mutual support and enjoyment. Tutors encourage participants to share their job-related experiences and concerns and integrate their new learning with previous knowledge.

At Shire we understand that adult learning is unique to each individual. We know that every person learns at their own pace and in their own way. Shire tutors are therefore sensitive and attentive to the capabilities and needs of participants, accommodating all learning styles. Shire tutors use a range of techniques to balance the type of learning necessary to achieve competence in system use with the learning needs and preferences of participants themselves. Tutored groups have a maximum of eight participants, but are often smaller to enable tutors to give individual attention to each person.

We are acutely aware that course participants are predominantly interested in learning how to use the system to get their own jobs done more easily. Tutors concentrate on these 'here and now' issues for each participant, whilst providing information about work practices and system functionality that could be useful to participants and their organisations in the future.

Although courses are presented in a classroom environment, the learning experience delivered to participants is one of 'learning by doing'. Therefore, no matter how hostile an individual may initially be to the idea of attending a classroom training course, very few participants don't enjoy themselves on a Shire course! Participants exchange ideas and resolutions to their maintenance problems among themselves and often form valuable professional relationships with members of other organisations, agreeing to keep in touch when they return to their respective workplaces.

Shire is your knowledgeable friend. Our team of dedicated tutors is ready to help you achieve your objectives and make your life easier. Courses are certificated to satisfy your quality system and CPD needs.