

## TACTICS Training Development Services

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**Why is effective training important?**

Effective training boosts the productivity of new staff, enables the correct use of new systems, and increases the performance of your organisation.

If people lack the confidence or skill to successfully work within a given environment, their value isn't properly realised.

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**How TACTICS can help**

We can help you develop reference-based, instructor-led, e-Learning or blended learning solutions. We can create clear, easy-to-follow and accurate training materials.

Our consultants are highly skilled and experienced in:

- **Training needs analysis** to evaluate current skill sets, training needs and impact statements.
  - **Training strategy and plans** to prepare and coordinate training efforts.
  - **Developing training materials** to assist effective learning.
  - **Trainer training and super user training** to develop a pool of trainers and experts to optimise success.
  - **Training delivery** to facilitate learning and teach processes and steps.
  - **Post-training support** to help people with business-as-usual support during the initial period after training.
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**Why use TACTICS?**

For training to be effective, instructional design expertise must support subject matter expertise.

TACTICS are instructional design and training delivery specialists. We work with subject matter experts to develop and deliver robust, high-performing training solutions. We use proven methods to provide effective, engaging learning experiences.

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**Our approach**

TACTICS' extensive knowledge of instructional design models, strategies and standards allows us to develop a method that best suits your needs. Our written learning materials use structured writing techniques based on the psychology of how we read, process, remember and retrieve information. All TACTICS' training developers are certified in Information Mapping<sup>®</sup>, the world-renowned industry standard for technical writing and instructional design.

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## TACTICS Training Development Services, Continued

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### Benefits for your organisation

The benefits TACTICS' training development services can have for your organisation include:

- Minimisation of initial productivity loss when training new staff/ adopting new systems.
- Reduction in overall training time.
- Assurance that reference manuals and training materials user-oriented, competence-based, structured, consistent, and easy to maintain.
- Training is enjoyable, readily understood, retained and applied.

Efficiency gains reported by clients using structured writing techniques include:

- competence achieved at first training by 83% of trainees
- reading and training time reduced by 50%
- use of reference documents increased by 38%
- number of questions to supervisors reduced by 70%, and
- error rates reduced by 55%

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### Contact us

Contact us for more information about our methods and services.

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