

The success of your performance management initiatives often hinges on your users. In addition to being able to operate your performance system effectively, users also need to adhere to your critical business processes—or you risk wasting valuable resources in an effort to accommodate their mistakes. Furthermore, incorrect use of the system can misdirect users and derail your objectives. Ultimately, the more end users understand the system, the more you can align performance management to your business goals, and the greater your chance for success.

With SumTotal end user training packages, you not only help users gain control of your performance management system, but you also save your organization time while externally validating your talent development processes. SumTotal combines our proven best practice methodology, implemented at hundreds of customer locations, with your unique policies, schedules, workflows, and forms. The result? Training materials that focus on—and achieve—your desired business results.

Comprehensive, customized tools facilitate training

The SumTotal Performance Management End User Training service includes a number of valuable components that help drive your initiatives toward success:

- **Training templates.**
Leverage these vital tools to simplify and shorten training cycles
- **Collaborative review session.**
Gather feedback, offer counsel, and adjust materials to fit with your policies and positioning
- **Subject matter expertise.**
Conduct up to three, 90-minute, virtual Web conference sessions between your employees and a SumTotal subject matter expert. Recorded versions of each session will be provided for playback as well
- **Customized documentation.**
Access targeted training materials and FAQs, based on feedback, to include with your performance management process documentation

Service package options meet wide variety of business needs

Performance Management

This package details your organization's Goal Management and Performance Appraisal processes and timelines, while providing guidance on how to use the system and better understand the differences among various roles.

360-Feedback

With this package, SumTotal outlines ways users can get the most out of 360-degree reviews. In addition, we provide details on soliciting anonymous feedback and interpreting reports that help users optimally focus their development needs.

Career and Succession Planning

This package teaches users how to take control of their careers by maintaining career inventories and targeting growth opportunities. We also cover strategies for managing succession plans and talent assessments in order to reduce costly turnover.

Compensation

In addition to showing managers and department heads how to quickly make zero-mistake compensation recommendations, this package also introduces typical compensation principles (e.g., proration factors, pay ranges, compa-ratios)

For more information, please contact us at totalknowledge@sumtotalsystems.com or toll free at 1-866-768-6825 ext. 5603.