

9 Ways The DOTS LMS Will Improve Your Organisation's Performance

Growth-Sustainability- Resilience

This whitepaper is based on over ten years working with organisations that have implemented learning and collaborative technology. We have consolidated the enormous amount of data we have on the results our clients have achieved with the DOTS Talent Solution into 9 key result areas.

The market for web based technology to manage learning and talent is expected to grow to USD 56 Billion by 2012. This growth is based on impressive precedents established by organisations that have realised substantial return on investment by implementing Learning Management Solutions.

In the current economic environment there has been a surge of interest in learning and collaborative technologies as organisations reduce travel and other expenses linked to training and development. The feedback we receive from clients is that once established the LMS has changed the learning and development paradigm in the organisation significantly. The cost reductions achieved by our clients include increased productivity, reduced travel, faster planning and decision making among others.

I. Simplify Access to Key Information

Most of the clients we work with have their learning and development information in a number of databases or Excel spreadsheets. In addition to these sources there is information retained in payroll systems and document folders and personal information management systems such as Outlook. In this type of environment information is difficult or even impossible to access and consolidate. This has enormous impacts on the organisation. With DOTS, our clients achieve these benefits consistently:

- Enhanced productivity
- Informed planning and decision making
- Improves the strategic posture of learning and development
- Eliminates manual processing and errors

II. Remove/ Reduce your compliance risks

This is where many of our clients started their e-learning journey. These clients often reacted to legislative requirements that directly impacted on the ways they managed their business. E-learning and talent solutions provide a fast and auditable process to deliver and assess persons in compliance related content. Persons who undertake compliance based learning can be tracked automatically for compliance expiry and re-training. The organisation has a real time 'snap-shot' of the compliance gaps in the organisation and can easily address these risks.

The use of DOTS enables the easy delivery of supporting courses and collaboration tools to ensure the learning is retained and applied on the job.

III. Enhance your tactical and strategic decision making

When you have access to the right information you can be far more effective in your tactical and strategic decision making. This key information is available in real time and across many key drivers of individual and organisational performance when you have a system like DOTS that automatically captures data. DOTS eliminates the need for searching for information when you need it. Learning and Development is able to position itself more effectively as a key strategic input when it is able to supply timely information that relates to risk, compliance, retention and attraction of key talent. You have the option to decentralise the reporting to enable line managers to have access to information about their specific team members.

IV. Plan successions easily

The workforce demographics are changing dramatically all over the globe. Succession planning is one of the primary resource planning risks facing organisations in an environment plagued with skills shortages. Human resource planning requires alignment with the organisational strategy and growth. To assist in succession planning a solution like DOTS identifies potential succession gaps as well as facilitating skills acquisition for persons identified to undertake learning paths and developmental plans. DOTS facilitates predictive planning and decision making.

V. Eliminate performance management gaps

It is no secret that many managers loathe delivering performance reviews. The quality of the experience for the employee may vary widely and the information captured in the review may be of poor quality. As a senior manager how do you know if the reviews have been completed? The Performance Management system in DOTS permits the entire performance management process to occur in a non-intrusive automated manner. The Performance Management system in DOTS is linked to the Position Management system that includes position descriptions, key result areas, competencies and key performance indicators. The Performance Management system can be set to occur on a set cycle or initiated in an ad-hoc manner as required. All of the entries to the Performance review are stored in DOTS and retained for perpetuity.

VI. Retain your organisation's knowledge base

Does your organisation have processes to retain the knowledge that is within each of your employees? It is one of the most overlooked assets and competitive advantages that can be leveraged. We have worked with clients who have effectively tapped into the collective knowledge of their employees with common tools such as Microsoft PowerPoint, Visio, Excel, audio and video files. These files are easily converted to SCORM (if desired) or simply imported into DOTS in their native form. Once you have the knowledge captured it can be used as online courses, blended workshops and published content in the DOTS Libraries.

VII. Capture best practices

Organisations are able to capture and distribute best practices very effectively. You may wish to enable best practices to be captured directly by the practitioners. These persons can capture their practices in a range of formats and then distribute to the entire organisation or to specific user populations. The best practice content may be as simple as PowerPoint or include audio and video files. Persons creating this content require no technical or special software skills. There will be a permanent record of who accessed the best practice content as well as discussion groups and libraries where further information may be viewed or downloaded.

VIII. Distribute information and training to your prospects and customers

Organisations are able to grant access to unique DOTS web portal environments to their clients, prospects and other stakeholders. Your prospects are able to learn more about your organisation, your products and services by accessing

information in a range of formats and styles. One of our practice areas delivers enhanced business development capacity in our client organisations.

IX. Retain and develop high performance employees

Most organisations acknowledge the need to retain high performing and high potential employees. DOTS provides a self-service platform for these employees to take stewardship of their careers. In DOTS they can explore career paths and gain clear understanding of what competencies and skills are needed to progress in the organisation. They can access learning and development opportunities as well as demonstrate their commitment to shared goals and objectives through contributing to Discussions, Libraries, Courses, Surveys and other tools. Coaches, mentors and managers can utilise the DOTS 360 module to create profiles to facilitate constructive feedback, self reflection, and award behavioural competencies.

About the author

Brian Clark is co-founder and director of DOTS Talent Solutions in Brisbane, Australia. Brian has helped over ninety organisations achieve strategic and tactical objectives with e-learning, knowledge and collaboration. DOTS Talent Solutions designs and develops a leading web based Learning Management System as well as providing consulting and other services.