

Kronos Workforce Ready Training Services

Companies spend sizeable amounts of time, effort and budget designing or upgrading technology solutions. But good design alone is not enough to insure productive and efficient operations. Providing end users with the necessary skills and knowledge to effectively use a new system makes the difference between simply using a system and maximizing its full potential.

At RCM Technologies we offer Kronos Workforce Ready end user training services to fit your unique requirements. With our pre-configured materials and highly skilled training consultants, RCM provides the right skills at the right time to the right audience.

Our training solutions offer flexible content, extensive hands-on practice, attention to individual participants and the use of adult learning techniques to enable the highest level of knowledge transfer.

Our training services prepare your users to be proficient in using your business applications by providing:

- Flexible delivery options to maximize your schedule and training budget
- Hands-on training exercises that simulate your company's work environment
- Thoroughly trained experienced instructors

Assessment

We start with an assessment of your training needs to ensure that your training will hit the mark. To best prepare for your training, we will be asking the following questions:

- Who needs to be trained?
Typically there are multiple audiences, such as end users and managers.
- What specific topics should be included for each audience?
One size does not fit all – training is provided only on the topics identified for the specific audience.
- When is the training required?
Training should occur “just in time” – prior to the participants starting to use the system.
- Is the training to be conducted onsite or virtually?
We can do onsite or virtual training depending upon your needs.
- Where will the onsite training be held?
The training room needs to have room for everyone to sit comfortably and have a computer with system access. The instructor should be able to project from their laptop onto a screen in front of the room.

Documentation

In addition to providing training services, RCM can develop customized end-user documentation – from process flows to desktop procedure manuals to job aids. Our experienced consultants incorporate your unique process and system requirements into the content of the documentation.

Courses Available

All courses begin with a lesson on navigation to level set the participants. From there, they move on to the content identified by the training assessment. This makes sure your staff is trained on the topics that are vital to your organization and required to execute their day-to-day duties.

HR Workshop: We review the full employment cycle, from entering new hire data to terminating employment. We also train how to maintain employee data such as demographics, benefits, and tax information.

Payroll Workshop: We teach payroll staff how to prepare the payroll data from time imports through the pay cycle processing steps to validation and balancing of pay calculation results and corrections.

TLM Workshop: Supervisors and managers learn how to work through the various functions of time and labor, from correcting time punches to reviewing and approving time off requests, preparing them to properly support the time activities of their employees.

Manager Self-service Workshops: Managers are taught how to effectively use Workforce Ready to manage employee updates such as transfers, increases, and promotions.