ASSESS
Informed Decisions Drive Results
Why PTC University Learning Services?

Because sending users to a training class alone won't solve your business problem. Often, customers facing a challenge know they need to take targeted action but struggle to identify the scope of their needs, the right measures and appropriate execution.

Here's how PTC University will help:

• **Analyzing the current situation** – Taking a holistic look at the entire situation is needed – this is often easier for an outside party. Most organizations don't know where to get started and don't have the right tools or methodology for assessing the situation in house.

• **Issues with stakeholders** – Alignment in the organization is needed as to what the objectives of an education initiative are and who to involve. However, stakeholder buy-in is the key to success. If there are gaps, up front, these will cause further downstream issues.

• **The complexity of the initiative** – The larger the organization and the more locations, departments and stakeholders are involved, the more complex it gets and requires dedicated project management.

• **End user adoption and training** – Any education initiative also means change which is something human nature struggles with. Therefore, special focus needs to be put into communicating the changes to end users and ensure they will actually adopt the new or updated technology or changed ways of working with their existing software.

• **Analysis and optimization** – A punctual training initiative will only increase competitiveness for a short time. The market changes at a fast pace and companies need to continuously upskill their workforce. Therefore, each learning initiative should include results analysis along with a plan for continuous optimization. Again, this is something companies rarely are equipped for, but PTC University has dedicated services and tools to help.
Assess

Learning Assessment services are a great way for our customers to understand where they are at with their knowledge and usage of an existing or new solution. Organizations often don’t even realize there is a gap or problem and do not know where to start. PTC University’s Assessment Services can focus on technology, business processes, and of course people to find gaps and ultimately recommend a solution to resolve issues and close gaps quickly and efficiently.

PTC University provides proven methodology and tools to acquire the intelligence that is needed to define your learning needs, such as:

- Skills Assessments
- Health Checks
- User & Stakeholder Interviews
- Assessment Technology & Tools
Focus On What’s Really Needed

Assessments are an essential ingredient of each targeted, role-based learning initiative.

Only if you understand what is going wrong, where, why and who is involved, will you be able to take effective action.

As an employer you also want to ensure the learning path you assign to your staff members will support your business objectives. The thing you would least like to see happen as a team leader or employer, is to have your staff be away from their desk for a week of training and then coming back with great new skills – that don’t help address your problem.

We need to differentiate between (personal) learning goals of an individual, learning goals for a team and the goals of the business.

Assessments are the backbone of any successful learning initiative”

– PTC University, 2018

What to Assess?

- Individual user skills: feature and function skills and command of a specific tool
- Best practices; either generic or specific to an organization
- Process knowledge specific to an organization
Efficiency Counts

By setting up a targeted training initiative that uses an assessment to identify knowledge gaps, you can train the right people on the right topics at the right depth and at the right time. Then, completing the learning initiative with an assessment will prove its effectiveness.

What to Assess?

We believe in the power of assessments and we think our customers should be able to take the training that is exactly right for them. Not more and not less. Therefore, we have heavily invested in developing tools, technologies, and methodologies that help you identify skill level and training needs.

Assessments can consist of:

- Questionnaires, user interviews and surveys to key people or the entire organization, conducted by an internal SME or an external consultant
- Pre-configured assessments around a specific topic or software product
- Pre-configured technologies and tools to analyze specific parameters
Continuous Optimization

A learning initiative should not be a one-and-done exercise. Changing staff, changing business needs and changing market requirements – not to mention changing technology – are impacting how you perform – and how well.

To stay on top of everything that is changing – and changing fast – periodically taking an inside look through various forms of assessments should become a routine. Running regular assessments and optimization efforts as a proactive measure will pay off.

Please also read eBook # 4 in this series: OPTIMIZE

Talk to a Training Advisor

Our experienced Learning Consultants will be happy to discuss your needs and support you in realizing your business goals.

Contact us today to start the conversation!