

E-Learning:

A Possible Tool to Help in Succession Planning



by **April Anne Salonga**

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The current challenge in today's business is the retiring workforce based on a study presented by Ms. Shamsa Malik, Vice President for Sales of 360 Training in her short talk at the PSTD Unconvention.

She generously shared how they go about the whole process of transferring content to an e-learning platform. Here are some of the most important steps:

1. Evaluate the current workforce

They go through each department and identify current gaps in terms of the aging workforce versus the next level positions who will take over which takes about 6-8 weeks. They interview each person who will be leaving the post and make sure everything they know about the job is captured. It is also important to study the organizational structure and how many employees are there.

2. Understand the current training system

They go through all the documents that the training team has. They look at the power point presentations, lectures etc. then they try to automate almost all of it.

3. Consolidate all information

The consulting team of subject matter experts, use all data points as a basis for customizing the best solution for the organization. If there are some budgetary concerns, they can also adjust accordingly. They actually have ready-made tools for those who don't want to spend too much on customization.

4. Develop the Training tool

Once everything is set, they start to develop all the e-learning modules that the company needs and it this process takes a whole for some 6 months, others 18 months.

5. Update as necessary

It is ideal to update the e-learning tool at least once a year to ensure that the processes are still applicable.

She emphasized that e-learning can be a valuable tool in managing knowledge and expertise so that it can be easily transferred to the next in line. It can be cost-effective as well since you just need to create the online courses once and use it for as long as you want, unless of course there are some updates on the content that needs to be revised. But this can also be done easily through 360 training system.