

# Adapting to Diverse Audience Training Needs Quickly with UPK

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# Adapting to a Diverse Audience

## AGENDA

- About Henrico County
- What is UPK?
- Addressing Diverse Technical Skill Levels
- Quick Development and Deployment of Training
- Blended Learning Model for Large Workforce
- UPK Usage Tracking

# About Henrico County

- Currently Implementing Oracle HRMS e-Business Suite
- Joint Partnership - Henrico County General Government and Henrico County Schools
- Dedicated off-site Project Team includes IT, Finance, Schools, and General Government
- Oracle Financials Implementation Complete
- Future implementation includes LMS, iRecruitment and Public Sector Budgeting

# What is UPK?

- UPK provides a recorder, player, and publishing tool in one easy-to-use application.
- UPK Developer includes text and graphic editing tools.
- UPK delivers published tutorials with options to view and/or interact with training materials.
- UPK offers opportunity to easily capture knowledge transfer during implementation in step-by-step format.

# Addressing Diverse Technical Skill Levels and Workforce Needs

- Geographically Dispersed Workforce
- Range of Technical Skills
- 24/7 Availability of Computer Equipment
- Platforms include both PC and MAC
- 24/7 Direct Access accessibility from Home and Workplace
- Literacy, Language, and Other Identified Workforce Needs

# Quick Development and Deployment of Training

- Record and Publish in minutes
  - Short concise tutorials
  - Context sensitive
  - Responsibility specific
- Published Materials deployed in multiple formats
  - Job Aids, Instructor/Student Manuals
  - Player formats – See It, Do It, Try, It, Know It

# Blended Learning Model

<b>Pre-Training</b>	<b>Instructor-led Training - 2 levels</b>
<b>Manager Direct Access</b>	<b>Soft Skills + UPK + Instructor-led</b>
<b>Employee Direct Access</b>	<ol style="list-style-type: none"> <li>1. <b>Web-Based Training</b></li> <li>2. <b>Instructor-led</b></li> <li>3. <b>UPK Pre-Work +</b></li> </ol>
<b>Professional User Interface</b>	<b>UPK Pre-work + Instructor-led + UPK Post-Work</b>

# UPK Usage Tracking

- Reports on Employee Usage by Topic
- Provides Demographic Picture Across the Organization
- Assists Help Desk Team in Identifying Potential Support Areas
- Quantifies Potential Need for Targeted Instructor-led Training Intervention



# Questions and Contact Information

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