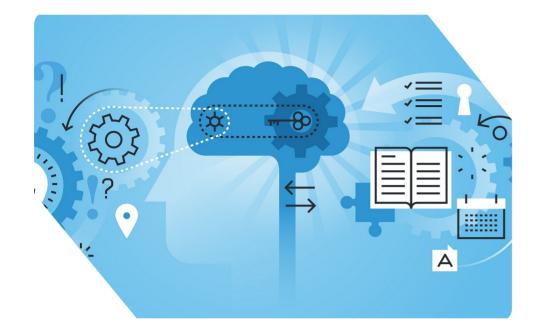# KNOWLEDGE *SOURCE*

Powering Knowledge, Skills, and Compliance

If training a highly knowledgeable workforce isn't a top-of-mind issue for you and your business, it should be. Change how staff members build and retain skills and knowledge. Enable your company to thrive by empowering your workforce with a proactive and ongoing training solution.

New and existing employees rarely retain most of the information presented to them during training and orientation events. KNOWLEDGE *SOURCE* is an easy to use training platform that solves this problem.

KNOWLEDGE *SOURCE*
is a web-based platform that:

• Is available on any standard browser
• Requires no installation
• Is easily used
• Is ideal for remote training

KNOWLEDGE *SOURCE*
training can include instruction in multiple categories of information:

• Job skills and performance techniques
• Laws and regulations
• Policies and procedures
• Systems and application usage

Information taught in training may occur infrequently and lead to knowledge retention issues for subjects such as:

• Client/consumer policies
• Regulations
• IT & physical security policies
• HR policies and requirements

KNOWLEDGE *SOURCE*
includes user knowledge specific training. KNOWLEDGE *SOURCE* training capabilities include:

• Continuous reinforcement training
• Training materials — video, slideshow, & audio
• Training courses
• Testing — classroom & certification
• Policy acknowledgment
• Spaced and repetitive learning

KNOWLEDGE *SOURCE*

was created to overcome a variety of situations in a demanding business and regulatory environment. Here are a few examples:

JOHN

John is a Vice President in a financial institution. His bank has seen a steady rise in the amount and complexity of regulatory requirements. The bank provides two weeks of training to new staff members. This training covers systems usage, job skills and techniques, general policy and procedure, and both job-specific and bank-wide required regulatory knowledge. John's bank conducts annual required training for many employees. He was uneasy because budgetary constraints had reduced training resources and the regulatory environment seemed to be getting worse. Internal auditing and observation showed too many errors occurring. Part of John's unease was with new employees being exposed to a lot of information in the two week training period, knowledge retention was an issue. Further adding to his concern was how much feedback new employees were receiving to reinforce what was taught in training and to correct mistakes. John didn't think the yearly refresher training was enough to mitigate the errors, mistakes, and poor service that occurred after initial training and in-between annual training events. After moving their training to KNOWLEDGESOURCE, John was able to document huge improvements in retained

SARAH

Sarah works at a business process outsourcing call center in the insurance claims resolution department. Primarily her job is to speak with insurance companies about healthcare claims that have not been paid or resolved. Her company's clients are healthcare providers and billing companies. Every client has a variety of processes and procedures that must be followed and the clients have very high expectations for accuracy and quality of work. The job requires knowledge of multiple client information systems, insurance payer practices, and includes calls to or from patients. Sarah's training did not include client specific systems or policy and procedure training. Client policies and procedures change frequently. Mistakes occur too frequently in her group, resulting in client complaints and dissatisfaction. After her company implemented KNOWLEDGESOURCE, the training lessons feature helped Sarah stay abreast of changing requirements and to improve her job skills. Her company has seen a big reduction in complaints and an increase in client satisfaction.

KNOWLEDGE *SOURCE* helps by:

• Enhancing skill mastery and decreasing time to proficiency
• Uncovering training opportunities
• Alerting you to potential compliance errors
• Demonstrating to clients, prospects, and regulators your company's proactive role in educating staff and preventing compliance non-conformities
• Detailed documentation and training records
• Training performance and improvement analysis

Today, more than ever,

executives face unparalleled challenges. Risks from litigation, regulations, and data security threats seem to be ever increasing. Clients, employees, and undone projects compete for the attention of busy executives. Our training and testing solution allows you to easily strengthen and maintain the knowledge and skills of your staff, promote accountability, and enhance your compliance management system.

Call us for a test drive of your next training program.

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