



Computer Consulting And Software Training

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TRAINING FACTS

THE AVERAGE COMPANY HAS INVESTED \$2,250 PER EMPLOYEE ON COMPUTER HARDWARE, BUT LESS THAN \$50 PER EMPLOYEE ON COMPUTER TRAINING!

Companies that have invested as little as \$250 per employee have seen significant improvements in employee productivity and morale!

Greater proficiency on the computer means greater productivity for the company!

In a keynote speech titled "the future of computer training delivered at the 1994 ITTA conference strategies for success, Elliot MAISE, one of the founders of the computer training industry in the united states made the following observations about training:

ON AVERAGE ONLY 6% OF A COMPANY'S EMPLOYEES RECEIVE FORMAL TRAINING OF ANY KIND!

How are the other 94% able to be productive with the \$2250 machine that sits in front of them every day? About 30% of the average company's Employees come to work fully trained on the software needed for the job. They have used the software in a previous job and transferred that knowledge to the new job. Over 50% of employees must gain knowledge about the software they need for their jobs from manuals, books, or the employee sitting next to them. All of these methods have hidden costs and take a toll on employee productivity.

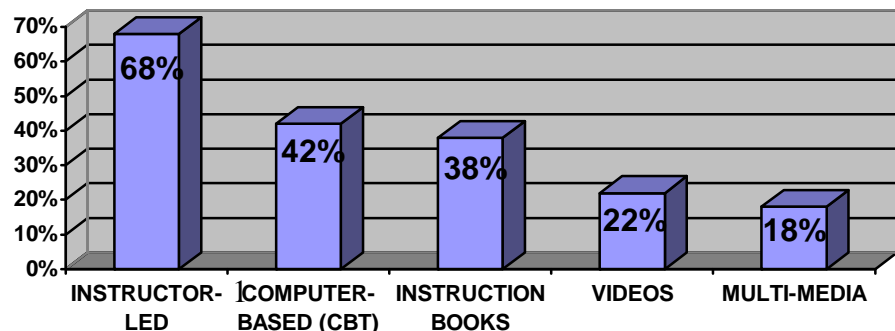
IN AN AVERAGE COMPANY, 7% TO 14% OF ALL EMPLOYEES DO NOT KNOW HOW TO USE THE SOFTWARE THEIR JOBS REQUIRE!

They learn only enough to the day's work done but gain little knowledge that leads to long term productivity. More and more companies are coming to realize that employees need to have an organized and on-going means of learning the software needed to successfully complete their daily tasks and acquire additional skills to discover tools that will lead them to more creative approaches to the needs of the workplace.

CONTRARY TO WHAT MIGHT BE EXPECTED, COMPUTER SOFTWARE IS NOT GETTING EASIER AND MORE INTUITIVE TO USE!!

With the push to make programs do more for less money, once simple programs now contain options that only very expensive programs were able to provide. Thus, the average employee is presented with variety of options that are not fully understood and which can provide an obstacle rather than an efficient tool. This can be borne out by using the example of the upgrade from excel 4.0 to excel 5.0. This learning curve was steep for many, with some returning to the earlier version of the software and others struggling on with less productivity than before!

In a survey of employees, instructor led training continues to be the most widely used method of training and results in the highest productivity increases!



ASSUME THAT AN EMPLOYEE EARNS \$30,000 ANNUALLY AND THEY RECEIVE AN ADDITIONAL 20% IN HEALTH BENEFITS, TRAVEL EXPENSES, SICK LEAVE AND OTHER BENEFITS. ALSO ASSUME THE APPROXIMATE NUMBER OF WORKING DAYS IN ONE YEAR TO BE 235.

TOTAL COST OF AVERAGE EMPLOYEE:

Total Annual Employee Cost	\$36,000
Number Of Working Days Per Year	235
Daily Cost Per Employee	\$153

TOTAL COST OF ONE DAY OF COMPUTER TRAINING

Actual Cost Of Training (Varies)	\$220
Total Employee Cost For The Day	\$153
Total Investment	\$373

PROJECTED RETURN FROM TRAINING ONE EMPLOYEE

If An Employee, As A Result Of Training, Increases Their Productivity By Only 1 Percent, The Direct Cost Of Training Would Be Almost Completely Offset. (Percentage Figures Are Divided Into \$36,000)

<u>PRODUCTIVITY INCREASE</u>	<u>INVESTMENT</u>	<u>DIRECT RETURN</u>
2% OR \$720	\$373	\$347
10% OR \$3,600	\$373	\$3,227
25% OR \$9,000	\$373	\$8,627
50% OR \$18,000	\$373	\$17,627

A Recent Poll Of Computer Training Decision Makers Reported That 75% Of Persons Who Attended Training Experienced At Least A 30% Increase In Productivity!



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