The HR/Payroll Project will introduce changes to HR, Benefits, and Payroll business processes using PeopleSoft – the technology that now supports USC's financial operations. Employees need to be prepared for these changes, and training is a critical ingredient in the process.

To promote employee readiness, the project team will begin by communicating about various aspects of the training program – including the curriculum, types of training, and training schedule.

End-user training will be tailored to the learning needs of each audience. Employees will work through practical and relevant situations as they explore their role in the new system. Most importantly, training will provide employees with the confidence they need to do their jobs well on day one.

If you have ever attended a training session weeks before actually using the information you learn, you know what happens: the knowledge you gain in class can become a distant memory by the time you put your fingers to the computer. Just-in-time training is a far better approach. It provides training right before you use it on the job, so you get immediate hands-on practice and reinforcement.

To prepare for the new system, we will create training that makes employees feel as though it were developed for their job alone. Role based training ensures that the right training is provided for the right role, and that training is well aligned with the university's business processes.

In support of knowledge transfer to USC personnel, we will build a team of trainers to provide both instructional leadership and support after go-live. These individuals will participate in a program that not only prepares them to be effective learning facilitators, but also gets them up to speed with the new system in their area of expertise.

A variety of delivery methods will be used. The selected method for each role-based course will be based on audience need, size, complexity of the content, and course length.

• Classroom Setting: Instructor Led Training with hands-on exercises in a PeopleSoft Training environment will be used to reinforce the learning.

• Adobe Connect: Used to deliver role-based training to larger audiences. A recorded version is produced and made available for those who could not attend.

• On Demand eLearning: Job aids and online simulations will be ready for use at your desk when needed.

• Refresher Sessions: Training opportunities will continue to be offered after the new system is implemented.

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