

How is INTERVAL REINFORCEMENT transforming corporate learning?

Organizations are currently experiencing training challenges.

- ✗ Training is not being effectively applied in the workplace
- ✗ The results and ROI of training cannot be effectively established
- ✗ Employees don't retain enough of what they learn

WHAT IS INTERVAL REINFORCEMENT?

DEFINITION: Interval Reinforcement is the process of taking content and repeating the presentation of that content to employees over predefined intervals so it is effectively reinforced.



WHEN DOES INTERVAL REINFORCEMENT HAPPEN?



- 1 Before learning.**
In pre-training evaluations to uncover knowledge gaps and help define the training content. It can also begin the content transfer process and contribute to knowledge retention during the pre-training.
- 2 After learning.**
Whether a longer training session or quick presentation of a policy or procedure, Interval Reinforcement strengthens the information learned and help the employee transfer the knowledge into long-term memory.
- 3 Any time new knowledge is needed.**
When new information suddenly becomes an organizational priority, it's easy to quickly and dynamically present that information and test employee knowledge gaps with Interval Reinforcement.

THE BENEFITS OF INTERVAL REINFORCEMENT

✓ Higher knowledge retention, lower cost of training.

If employees continue to learn consistently after initial training, knowledge gaps will be filled in and memory recall significantly improved. Investment in training dollars will be maximized and the overall cost of training significantly reduced.



✓ Improved employee retention.

Highly engaged and motivated employees means greater job satisfaction and lower turnover for employers. Feeling confident in their knowledge and skills helps employees achieve more of their goals, and feel better about themselves and their companies.

✓ Higher employee productivity.

Interval Reinforcement greatly reduces and often eliminates the need for retraining. Employee utilization and productivity are maximized because they spend their time doing what employers pay them to do.

✓ Improved knowledge application.

Whether training relates to new product features and pricing, or safety procedures that must be adhered to, high knowledge levels will increase employee performance, and reduce loss in a multitude of ways for the employer.



WHAT ARE THE ATTRIBUTES OF AN INTERVAL REINFORCEMENT PLATFORM?



FAST & EASY FOR EMPLOYEES

- ✓ Deliver 2-3 questions in a single session
- ✓ As little as 30 seconds to complete



UNIVERSALLY ACCESSIBLE

- ✓ Web-based
- ✓ Employees can access from any device



PERSONALIZED

- ✓ Create content tailored to the individual employee
- ✓ Measure knowledge levels and reinforce correct answers



CONFIGURABLE

- ✓ Easy to set up a user's personalized learning path
- ✓ Easy to update content based on business needs



ENGAGING & MOTIVATING

- ✓ Incorporate games, leaderboards and other reward systems
- ✓ Allow for social interaction



MEASURABLE

- ✓ Provide detailed reporting in order to track KPIs
- ✓ Detail knowledge gaps at various levels

WHERE CAN INTERVAL REINFORCEMENT BE APPLIED?



A RETAIL ORGANIZATION

- ✓ Ensure employees understand anti-theft policies
- ✓ Deliver customer service tips
- ✓ Identify which policies employees don't know or understand



A SALES ORGANIZATION

- ✓ Deliver product education in bite-sized chunks to sales representatives
- ✓ Deliver sales training in an easily digestible manner



A CUSTOMER SUPPORT ORGANIZATION

- ✓ Deliver daily information on good service practice and process
- ✓ Ensure new policies are quickly understood



A LEARNING ORGANIZATION

- ✓ Improving knowledge retention
- ✓ Quickly change the content of training
- ✓ Correlate learning reinforcement with performance improvements to establish ROI



A MANUFACTURING ORGANIZATION

- ✓ Keep health and safety knowledge top-of-mind
- ✓ Delivering tips each day to employees
- ✓ Employees receive on-going testing on their safety knowledge

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