

TRAINING + CHANGE MANAGEMENT

# End-User Enablement

Ready to transform your end-user training? Let us take the lead! We specialize in developing customized training materials tailored to your needs, training your trainers to effectively deliver this content, and providing expert consulting to shape a robust training strategy.



# We Build the Training for You

At Manhattan, we create tailored training solutions that align with your unique design and workflows. Utilizing industry-leading software, we develop simulation-based training modules that offer end users an immersive and realistic learning experience. Our end-user training is seamlessly integrated with your learning management system, ensuring a smooth rollout.

## Our Training Offers

### Three Modes of Engagement

- › **Demo:** Introduce concepts with guided demonstrations.
- › **Practice:** Enable hands-on experience for skill development.
- › **Test:** Assess knowledge retention and competence.

### Comprehensive Documentation Types

- › Step-by-Step Process Guides
- › Quick Reference Guides
- › Engaging PowerPoint Presentations

**Let us partner with you to build effective training that drives results!**





## **Train the Trainer**

Elevate your organization's training capabilities with our specialized Train the Trainer services, designed to maximize the effectiveness of your end-user training. Once the training materials have been developed, we provide hands-on training for your trainers, equipping them with the skills to deliver engaging and effective sessions to end users. Participants will gain practical skills in adult learning principles and dynamic presentation techniques. Our approach focuses on practical application, helping trainers confidently utilize the resources we've developed to foster a positive learning environment.

## What if your front-line employees could consistently perform without constant interference?

Manhattan training experts will prepare your team so you can keep your operation running smoothly at all times. Customize your end-user training and deploy system knowledge sustainably. The result? Improved efficiency and speed to proficiency, enabling your organization to provide the quality of service and user experience you expect.

Some of the benefits of Manhattan-developed End User Training include:

Up to  
**80%**  
less time spent  
on preparing  
documentation

Up to  
**40%**  
less time spent  
on correcting  
errors

Up to  
**30%**  
less time spent  
in training  
classes

Up to  
**90%**  
reduction in  
costs for training  
updates and  
changes

Up to  
**60%**  
fewer standard  
inquiries at the  
help desk

