

The benefits of training outweigh the costs

By Philippa Nicholson, Director of Nicholson Solutions Computer Skills Training

During current economic times business focus has been on survival through cost and resource efficiency, identifying best practice, and realigning business processes.

One key area which can be overlooked is efficiency in IT and computer skills. Philippa Nicholson, of Nicholson Solutions computer skills training, comments on why businesses should not overlook investment in computer skills training to realise increased productivity.

“Levels of investment in computer training can be hugely underestimated yet can have a significant direct impact on productivity, ultimately saving time and money.

Over recent months there has certainly been a significant reduction in training spend but as we begin to see green shoots and resurface from the recession, businesses are going to be reliant on increased productivity from significantly leaner and strained assets – people.”

Organisations who have focused their efforts in realigning their businesses to be ready for growth should perhaps consider whether their employees have all the skills required to keep apace with the consequent demands of this next growth period.

With continual addition of software functions and features, introduction of new software versions and the imminent release of Windows 7 this month, are you confident that your staff really know how to get the best out of your IT programmes? Most individuals only take advantage of a tiny percentage of what’s actually available and achievable from basic software packages such as word processing, spreadsheets and presentations, let alone project and customer relationship management systems.

Even with a small amount of dedicated and specific training the values and benefits can far outweigh the initial investment. Every business strives to ensure the best possible return on investment so don’t stop with your IT, if you provide your staff with key skills they and you can reap a number of benefits:

Increased Productivity

Individuals will be able to deliver greater results in less time by understanding the capability of the software packages as well as having the skills and confidence to use them. In

addition programmes such as Microsoft SharePoint and Project enable internal teams to plan, communicate and deliver more efficiently.

Cost Savings

Struggling workers tend to request the help of other colleagues, managers or even IT departments. This pulls other employees away from their roles and tasks which is not best use of their time, and ultimately productivity dives and costs start to soar.

Enhanced Customer Service

Both internal and external customers will benefit from improved, more efficient communications and the delivery of consistent standards across your organisation.

Staff Retention

By providing your staff with appropriate skills to do their job and meet expectations you ultimately reduce stress and anxiety, instead bolstering confidence and abilities, retaining skilled employees whom appreciate your investment.

For more information or advice about computer skills training or to discuss your training requirements you can contact Philippa Nicholson on 01224 330560 or email philippa@nicholsonssolutions.co.uk

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