MINDING *your* BUSINESS

Q UESTION: Our business has all the latest software programs, but I'm not sure how much they're really being used. We're so busy we have no time to train people — it's learn-as-you-go. What is the best way to get the most from our software investment?

Ellis

WHO: Ron Ellis, managing director, The MIS Department:

ANSWER: You've been making an important investment in technology, now invest in making it pay off. Here are several alternatives:

1. Staff member skills can be built quickly by enrolling in quality off-site one-day training classes. An added bonus is learning away from your "so busy we have no time" environment.

2. An experienced trainer/consultant might be able to come in and adapt training to your environment. You get a custom approach with the risk of distractions and less comprehensive coverage of your software.

3. Make "learn-as-you-go" easier and more fun. Offer staff members a great deal that helps them get PCs at home and reward those who take the time to help others or get training on their own time