LUMEN™
WORLDWIDE ENDEAVORS

TRAINING PROVIDERS
Criteria to consider

EXPERIENCE AND REPUTATION

As you consider providers, a track record of multiple customers with successful training programs is helpful.

Benchmarking with other compliance and risk leaders can help you.

PLATFORM AND FORMAT

Consider whether you will use your own LMS or one provided by the provider.

Opt for content that's easily accessible online, in a variety of mediums.

Also, be aware that some employees may need in person content.

BREADTH OF TOPICS

Variety and depth of coverage is important. The first year when everything is new is easy, but afterwards it's critical to have fresh and up-to-date materials.

Consider additional risk areas in the case of remediation needs.

CUSTOMIZATION

Using the vocabulary of the business and presenting familiar images, color schemes and branding will help your audience connect with content.

Consider whether customization is available and at what cost.

REPORTING CAPABILITIES

Consistent and rich reporting for board oversight is important to program success and defensibility.

Additionally, using internal reporting to help drive results can aid your program.

PRICING AND BILLING

Providers use many different pricing and billing structures. They may price per user, per course or for a library.

Understand all of the options presented and consider the needs of your unique population. Be aware of additional costs that may be incurred.

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STAFFING AND SUPPORT

Consider your own internal staffing and the needs you have for support from the provider. Initial implementations typically take time and resources which may required additional support.

LANGUAGES

Every organization has a different composition and you may required additional languages to meet the needs of your population. Determine early on the languages you require and whether those translations are included or need additional budget.

DELIVERY

The means of delivery to an employee population often determine overall acceptance and success. Design your campaigns and understand the capabilities of the provider to support a strong rollout.

ACCESSIBILITY FOR ALL

Always consider the accessibility of training for all people. Identify if there is closed captioning, visual descriptions and other accessibility features that can be deployed.

ADDITIONAL COLLATERAL

Many providers offer thought leadership pieces, infographics and other tools to help amplify your message. Look for ways to communicate clearly in all relevant channels using multiple methods.

FLEXIBILITY AND ADAPTABILITY

Thinking ahead, understand how your organization may change and how the provider will address changes so that when you are making M&A and other decisions, you have a firm grasp on how the provider can change with the organization.