



UKG Educational Services

Education That Empowers Change



Engage users. Drive adoption. Accelerate value.

Your UKG™ solution investment represents a major step toward more effective workforce management. After all, UKG has helped thousands of companies control labor costs, minimize compliance risk, and improve workforce productivity for bottom-line results. But your UKG solution can deliver measurable value only if the workforce actually uses it — consistently and effectively — and takes full advantage of its rich capabilities. That's where UKG Educational Services can help.

UKG Educational Services provides consultative support for developing a comprehensive adoption plan — one that delivers the right training to the right employees and maximizes solution success and return on investment (ROI) within your organization.

We offer a wide range of training and information options to meet your needs, including instructor-led training, UKG KnowledgePass™ (our eLearning portal), and user adoption services.

Get your project off to a strong start by empowering your team and end-users with appropriate training and information. UKG Educational Services provides individualized, role-based learning that prepares your project team for implementation so you get up and running quickly. Comprehensive end-user training increases user adoption and drives early success. Plus, ongoing education helps ensure that your UKG solution keeps delivering value over time — even as you add employees or upgrade to new versions of the software.

UKG KnowledgePass, our e-Learning subscription service, helps you work smarter every step of the way — from implementation to optimization. It provides 24x7 access to in-depth training content to help your employees maximize productivity and achieve their goals.



Key Benefits



Accelerate

user adoption and solution acceptance



Learn

from UKG-certified instructors who possess years of training and industry experience



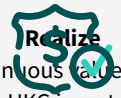
Map out training

with an education needs assessment and a tailored learning plan



Promote

a culture of continuous learning



Realize continuous value from your UKG investment

UKG KnowledgePass

The one-stop education resource that's always available

Give your managers, end-users, help desk staff, and administrators/IT staff anytime, anywhere access to education content and resources. UKG KnowledgePass, our e-Learning subscription service, provides 24x7 access to a variety of online training and reference materials so you can get your UKG project off to a strong start.



Point-and-click training wizards help end-users select the right training based on their roles and products. Wizards also help managers responsible for training and onboarding identify and assign proper learning paths based on the individual end-user's role and the organization's objectives and priorities. Enhanced reporting tools make it simple to track employees' training activities. Give your users quick and easy access to the UKG KnowledgePass learning and reference resources with the UKG KnowledgePass plug-in for UKG Workforce Central™, reducing their need to go to your help desk. And you can give your users access to UKG KnowledgePass content in your learning management system (LMS) so that they have a single location for all their job-related training, including their UKG training. This premium feature allows you to point all of your UKG users to a single location to sign on for training. Whether you use it for pre-training, post-training, or ongoing skills development, UKG KnowledgePass complements our instructor-led training with convenient online access to the education and support resources you need, when you need them.

Realize continuous value from your investment and empower employees to work smarter. Take advantage of UKG KnowledgePass resources to:

- Prepare your project team for implementation
- Train end-user audiences
- Onboard new hires
- Upgrade to new product releases
- Refresh employees' technical and application skills

UKG KnowledgePass Includes:



How-to simulations: Guided hands-on practice simulations of common tasks provide effective refresher training or skills reinforcement.



Self-paced tutorials: Training modules, ranging in duration from 15 minutes to four hours, serve as classroom prerequisites for initial training, new features training, or as refresher skills training.



Job aids: Handy, printable reference sheets with step-by-step instructions for performing common tasks supplement and support employee training to help ensure optimized system utilization.



Sandboxes: Practice what you learned during your managing, administration, and configuration classes in a live system, so you gain further confidence in your new skills. Test-drive new features.



Learning Live webinars: Monthly webinars, delivered by subject matter experts, let participants dive deeper into topics covered in training — from recommended best practices to use of key features to change management.



LMS content: Make UKG KnowledgePass content available to your LMS and point thousands of UKG users to a single location to sign on for training. This premium feature allows you to manage content, assign courses, and track user progress and performance in your own learning environment.



Reporting: Capabilities allow managers to monitor user activity in UKG KnowledgePass or export data to popular reporting formats for customization.

Instructor-Led Training

Focusing on quality, flexibility, and results

UKG Educational Services offers both public and private training courses delivered in person or online by our certified instructors. These experts know our solutions inside and out. And they have the proven skills and experience to transfer that knowledge to course participants. Prefer to handle end-user training in house? Check out our Train-the-Trainer program. Across all options, UKG is committed to delivering high-quality training via the method that is most effective and convenient for your organization.

Virtual classroom training

Courses are available through a virtual classroom, where employees receive live online training from a certified instructor — without investing in costly travel or interrupting busy schedules. The virtual classroom provides a structured online learning environment that lets participants interact with the instructor and fellow students for an engaging and impactful training experience.

Private offerings

With private training, UKG can tailor course content to incorporate your unique solution features or business processes. Private courses can be delivered at your site or in a virtual classroom. We provide access to our training database to support student learning via the internet along with the instructor and the training materials.

Train-the-trainer

Some customers choose to develop in-house training expertise. The UKG Train-the-Trainer program is designed to help you successfully prepare and deliver UKG software training to manager/supervisor end-users in your organization. The program includes editable supervisor content that your delegates can tailor to the needs of your organization so you can roll out high-quality end-user training easily and cost-effectively. Delivered as either a public or private offering using standard or customized training materials, the program enables you to:

- Increase productivity by minimizing the time employees spend away from the workplace
- Save money by eliminating course fees and training-related travel costs
- Optimize employees' application skills with ready access to an in-house UKG expert



Education Consulting

Developing a training program that works for your organization

User adoption

By focusing on employee awareness and engagement, you can increase the adoption of new technology, business processes, and policies — and take a significant step toward making your implementation successful and helping your organization achieve its desired business and ROI goals.

Too often with a new technology implementation, employees don't understand why a new solution is being rolled out. They may not appreciate why the change is necessary and will likely experience natural resistance when faced with changes to their daily tasks and routines. Without proper training, employees won't be able to get the most from the new technology, further increasing their resistance. And unless processes are in place for ongoing support, your implementation may be headed for failure before it's even begun. By addressing these issues upfront in the technology project plan, you can boost acceptance and adoption of your UKG solution and increase your return on investment. With a combination of employee communication, change management, skills assessment, and the right training for specific audiences, employees will soon be using the UKG system effectively, efficiently, and productively.

Customized courseware and performance support tools

Give your users the experience they expect — training that reflects their business processes and terminology. Customized learning materials offer a great way to focus learning, accelerate user acceptance, and maximize return from your UKG investment. We provide a number of ways to customize education content and tools to suit your specific needs and increase training effectiveness:

- Tailor standard curriculum to target specific audiences, or address only those system modules your organization uses
- Custom-brand training materials with your organization's logo, screenshots, terminology, and style guidelines
- Incorporate your unique business processes into learning materials to reinforce policies and procedures and drive adoption by employees
- Provide hands-on practice exercises that mirror your production database
- Target your users' different learning styles with customized education in a variety of formats: instructor-led training (classroom and online), web-based tutorials, job aids, and interactive learning tools



Experience the UKG advantage

No matter where you are in the lifecycle of your workforce management solution, UKG Educational Services is here to help. How? By providing continuous value with ongoing education and support throughout the entire solution lifecycle and by helping you work smarter in all phases of workforce management to achieve smart value fast. UKG Educational Services is prepared to meet customer expectations with an experience unlike any other.

Put UKG Educational Services to work for you:
UKG Kronos Community or
kronos.com/wfceducationalservices

About UKG

At UKG (Ultimate Kronos Group), our purpose is people™. Built from a merger that created one of the largest cloud companies in the world, UKG believes organizations succeed when they focus on their people. As a leading global provider of HCM, payroll, HR service delivery, and workforce management solutions, UKG delivers award-winning Pro, Dimensions, and Ready solutions to help tens of thousands of organizations across geographies and in every industry drive better business outcomes, improve HR effectiveness, streamline the payroll process, and help make work a better, more connected experience for everyone. UKG has more than 12,000 employees around the globe and is known for an inclusive workplace culture. The company has earned numerous awards for culture, products, and services, including consecutive years on Fortune's *100 Best Companies to Work For* list. To learn more, visit ukg.com.



Our purpose is people

Connect with us online @UKG.com

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