

EBOOK

Your guide to Learning Management Systems (LMS)

*The reasons for adopting an LMS
as the foundation for training*

Tugela
PEOPLE



Table of Contents

1

What is a Learning Management System (LMS)?

2

Learning & Development (L&D) industry trends

3

Why Consider an LMS ?

4

LMS VS Traditional learning

5

The essential attributes of an LMS

6

Your next steps



Introduction

A Learning Management System (LMS) is an essential platform for organisations to implement an agile, future-proofed e-Learning program. Companies need to be prepared to supply quality training content to employees at all levels of the business, in addition to their other stakeholders (including customers, suppliers and partners where relevant) as regulations continue to change and the trend of hybrid working becomes more pervasive.

A learning platform is a powerful tool for increasing the efficiency of learning. Unlike traditional training methods that offer the same content to learners regardless of their level, an LMS has powerful tools and capabilities to address both the needs of the individual learner, whilst supporting the overall learning culture of your organisation.





Having the right learning platform as part of a strategic organisational learning strategy is now vital for future success.

According to a recent Forrester report, "The time it takes to close a skills gap through traditional training has increased by more than 10 times in the past four years, jumping from three days to 36."



1

What is an LMS?

A Learning Management System (LMS) is a cloud-based training tool that can be used by any company regardless of size, geographic location, or industry. It can be used to educate, train, and empower every stakeholder of your organisation.

It provides a simple and efficient online training platform, focusing on the effective distribution of training and development resources.

Learners can easily access the training courses on any device at a suitable time, paving the way for a conducive, learner-friendly environment. A seamless LMS is easy to use, and the design and structure are intuitive and standardised, and many companies are now adopting an LMS as the foundation for their overall training programs.

Advantages include supported learning, online and blended learning solutions that facilitate and improve upon traditional educational methods. LMS can also save organisations time and money by allowing the easy administration of large amounts of information in a user-friendly, web-based environment.



2

Learning & Development (L&D) industry trends

COVID-19 sparked transformation, collaboration, agility, and innovation in the learning and development industry.

Research conducted by Brandon Hall through the end of 2020 paints a picture of shifting priorities and a renewed focus on making learning agile and adaptable to meet the future needs of the business.

Even before the current crisis, changing technologies and new ways of working were disrupting jobs and the skills employees need to do them.

Respondents on a recent McKinsey & Company survey expect to see skills gaps as market and technology trends alter organisations' talent needs.



3 Why Consider an LMS?

An LMS enables an organisation to create a learning culture through a remote training platform and meet the challenges presented by market and technology developments. Research undertaken and papers published on the subject, all highlight the requirement and importance of having an established online training platform.



ADOPTING AN LMS ENABLES AN ORGANISATION TO

DRASTICALLY IMPROVE THE LONG-TERM EFFICIENCY OF TRAINING AND DEVELOPMENT

removing the need for expenditure on training events, related expenses, and printed materials.

ACCELERATE THE TRAINING PROCESS WITHOUT SACRIFICING QUALITY

Because it's cloud-based, your targeted LMS audience can access training on-demand and at their own pace, without the need to juggle individual schedules, enabling learners to prioritise their time more effectively. Having instant access to training, users can move at their own speed and navigate through the training according to their individual needs.

CENTRALISE ALL TRAINING MATERIALS

this allows you to scale your training over time, manage your content more easily and oversee everything from user registration, course attendance, and statistics from a centralised dashboard. An LMS addresses the arduous task of organising, updating, developing, evaluating, assigning and distributing a huge variety of training content for different audiences/stakeholders across departments and/or geographies, with additional language requirements where appropriate.

Additionally, in the case of a blended learning strategy, it also enables you to have access to readily available content when required, making training more accessible.

GROW THE BUSINESS AND DRIVE ENGAGEMENT

by building a culture of continuous learning. An LMS can motivate people to build skills that benefit your organisation and engage learners by making it easy to find courses and identify future roles that might be of interest. An efficient and effective LMS provides key tools in addressing the five areas of talent management that are part of the Chief HR Officers (CHRO) playbook, i.e. finding and hiring the right people, learning and growing, managing and rewarding performance, tailoring the employee experience, and optimising workforce planning and strategy.



ENHANCE YOUR PEOPLE EXPERIENCE TO DRIVE RETENTION

An LMS enables organisations to customise their learning pathways and to align them to roles required both now and, in the future, helping to improve retention rates.

BUILD THE SKILLS PEOPLE NEED FOR FUTURE ROLES

An LMS can also enable career advancement with customised learning and credentialing, providing learners with the opportunity to earn transferable credentials and tangible rewards for contributing innovative ideas and digital assets. [A recent McKinsey Global Survey highlights the urgent need for reskilling across industries, with respondents saying that skill-building \(more than hiring, contracting, or redeploying employees\) is the best way to close those gaps.](#)

DRIVE INCREASED OPERATING MARGINS

Empowering your workforce with digital skills can help reduce hours spent on manual tasks, minimise errors and allow more time for innovation, team collaboration and serve to drive growth.



UNLOCK TOP-LINE GROWTH

by providing access to tools that promote efficiency, reducing the cost of service delivery and freeing up time to create revenue growth opportunities.

MONITOR YOUR ORGANISATION'S SKILL-BUILDING PROGRESS IN REAL-TIME AND GENERATE LEARNING ANALYTICS

This can be used to track training performance and ensure that learners are on track with their professional training goals and requirements. Data can also be used to identify the relative success of courses and broader learning and development trends. Activate learning plans that meet diverse needs by individual and/or group and monitor an individual's progress in real-time. Get insights to make better-informed decisions around workforce initiatives.



EXTEND YOUR TRAINING

to your clients, partners, resellers, vendors, franchisees, or a complex combination of these to enhance product and service knowledge, helping you to strengthen your business and brand.

CREATE A POTENTIAL NEW REVENUE STREAM

by extending the LMS outside of the organisation to other stakeholders, to whom training content may be relevant and valuable. Often companies can get more from their existing content by marketing it to a wider audience and charging course fees.



The Success of Implementing an LMS

The success of implementing an LMS can be measured in many ways. Having the right skills, available at the right place and at the right time is key. In addition to this, success can be measured in terms of financial results, company growth and efficiencies, customer satisfaction, employee retention and talent attraction. It can also be measured for its societal impact, with your organisation contributing to the future success of your people.

Adopting an organisational training culture, by investing in people and helping them continually develop their skills, should be more than training people in what the organisation decides is important. Part of the learning agenda should be based on what the individual chooses to learn about. The role of the company is to continually challenge and develop its people, starting at the top.



4

LMS **VS** Traditional learning

According to recent research undertaken by Fosway, as many as 97% of organisations surveyed are now using 'virtual classrooms' (an online environment for delivering training and for learning to take place) to support learning and development.



Key attributes that differentiate an LMS from traditionally learning include:

LEARNER INVOLVEMENT

An LMS goes beyond routine learning, with built-in quizzes, tests, and interactive tools and elements, ensuring learner involvement in the course. These interactive elements help learners comprehend the concepts well, thereby improving the rates of retention. Engaged learners are motivated, inspired, and willing to invest effort in learning. In other words, they are a dream to teach. Luckily, while there are almost as many barriers to learner engagement as there are benefits, they can be eliminated with a few smart learner engagement strategies.



GAMIFIED LEARNING

According to Gartner, gamification uses game mechanics and experience design to engage digitally and motivate a target audience to achieve their goals (be that your employees, customers, suppliers or channel).

An LMS that provides a gamified environment becomes more engaging and interactive, enabling learners to complete courses whilst having a fun and interesting learning experience.

COLLABORATIVE LEARNING WITH DIGITAL REPOSITORIES

Adopting an LMS can make learning more collaborative with the integration to tools, such as journals, blogs, wikis, chats, discussion forums, social media. The easy and intuitive navigation of social and collaborations tools makes the interface more appealing to learners.



An LMS creates a learner-centric environment, where the learner actively participates in the process of learning and is not just an inactive recipient of information.

MOBILE LEARNING

Being cloud-based, an LMS provides a compatible environment with the new-age learner. Learners can access training remotely from any device, any location and at any time.

AUDIO/VISUAL STIMULATIONS

Unlike traditional training methods, LMS brings with it the art of the possible when it comes to integrating audio and visual stimulations into the content, making it far more interactive and engaging.

EASY ANALYTICS

In addition to delivering a holistic learning experience, an LMS provides good reporting and tracking provisions, enabling better learner management. Each learners training path can be tracked, monitored, and reported on, highlighting the need for intervention when required.



5

The essential attributes of an LMS

In order to be successful, the learning experience provided by an LMS must be easy and fun to use and require no training beyond set-up, to engage with the system.





A LEARNER-CENTRIC EXPERIENCE

The LMS should enable you to tailor the learning experience to each user or user group (such as internal employees, channel partners, customers, external users), with the ability to assign users to specific groups. This ensures that each user and/or group only has visibility of the appropriate training and information pertinent to them.

Branding is another way to create a learner-centric experience. A great LMS will let you brand the interface based on user groups or departments. It also helps keep consistency across your company's online training presence.





AN INTUITIVE USER EXPERIENCE

The LMS must be easy to navigate, with a clean and modern interface that highlights the important information that users want and need to see, front and centre. When navigation is complicated, and users can't easily find what they need, this can negatively impact training. The interface should be customisable to suit your organisation's needs and the target audience for your training.

MOBILE CAPABILITIES

In line with cloud-based trends, the LMS should, at a minimum, be mobile-responsive, resizing appropriately based on screen size. Some LMS solutions offer mobile apps to make training on the go even more accessible. One of the biggest benefits of these mobile apps is the offline sync feature that can save information and coursework even when a user isn't connected to a network.



BUILT-IN REPORTING

One of the most essential features for system administrators should be reporting. LMS reports will help you prove training Return On Investment (ROI) to stakeholders and executives. Comprehensive reporting also provides specific measurement on training metrics and gauge effectiveness. Therefore, it is essential to ensure that the LMS you select has built-in mechanisms for tracking performance and ROI. Being able to set up and extract these reports without vendor reliance is also an important consideration.

NATIVE INTEGRATIONS

A great LMS should easily integrate with most major HRIS, CRM, Payroll, Active Directory, and other business systems to make data syncing between departments and job functions easier and provide automation across platforms.

This becomes increasingly important for companies who enforce specific training deadlines as a prerequisite for promotion or pay increases.

These integrations can come as out-of-the-box integrations or be custom built. The real difference between the two is whether they work with just a few mouse clicks or a custom connector.



SURVEYS

Survey tools can be used to administer pre-training assessments, post-training evaluations and gain training feedback, significantly improving training effectiveness. The LMS selected should have an integrated survey tool that administrators can use to easily and quickly create reports based on the collected data.

BLENDED LEARNING CAPABILITIES

Although the primary focus of an LMS is to provide online training, many organisations still require a blended (or Hybrid) approach that incorporates instructor-led and on-the-job training. For these organisations, a good LMS will have the tools and capabilities to track online registrations for face-to-face training sessions and to send email and SMS reminders at a minimum.

REGULAR UPDATES

In addition to delivering a holistic learning experience, an LMS provides good reporting and tracking provisions, enabling better learner management. Each learners training path can be tracked, monitored, and reported on, highlighting the need for intervention when required.





6

Tugela People

Providing a complete solution for your learning needs

By partnering with Tugela People you're assured of the best and most cost-effective LMS, with the confidence that your online learning is professionally implemented and managed.

[Contact us now to find out more](#)

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TRAIN YOUR PEOPLE. MEASURE RESULTS. DRIVE GROWTH.

Tugela People offers TalentLMS - the eLearning platform built for success. The all-in-one, feature-rich remote learning solution, ideal for small to medium organisations wanting to train between 25 to 2000 learners. Easy to learn. Easy to use. Easy to like. Highly rated.

TalentLMS has an adaptable pricing model and offers a free ongoing trial, so you can try it out with no risk. The best part is that if you decide to adopt the solution, any work you've done on the system will still be available. Additionally, as part of the free trial, you can also have 14-days complimentary access to TalentLibrary (a collection of ready-made courses with a focus on soft skills, created by TalentLMS)

[Click here to find out more](#)



E-LEARNING CONSULTANCY SERVICES

Having a Learning Management System (LMS) is just the start. An LMS provides you with a platform from which to deliver and manage your companies training programs. However, to ensure that the learning delivery is successful, you need to engage your learners through appealing and appropriate content.

Tugela People provide a complete and extensive e-Learning service to assist you in producing bespoke e-Learning material, including the custom branding of existing course materials, that delivers on your desired outcomes and helps to achieve your company goals. Tugela People provide a complete and extensive e-Learning service.

[Click here to find out more](#)

