

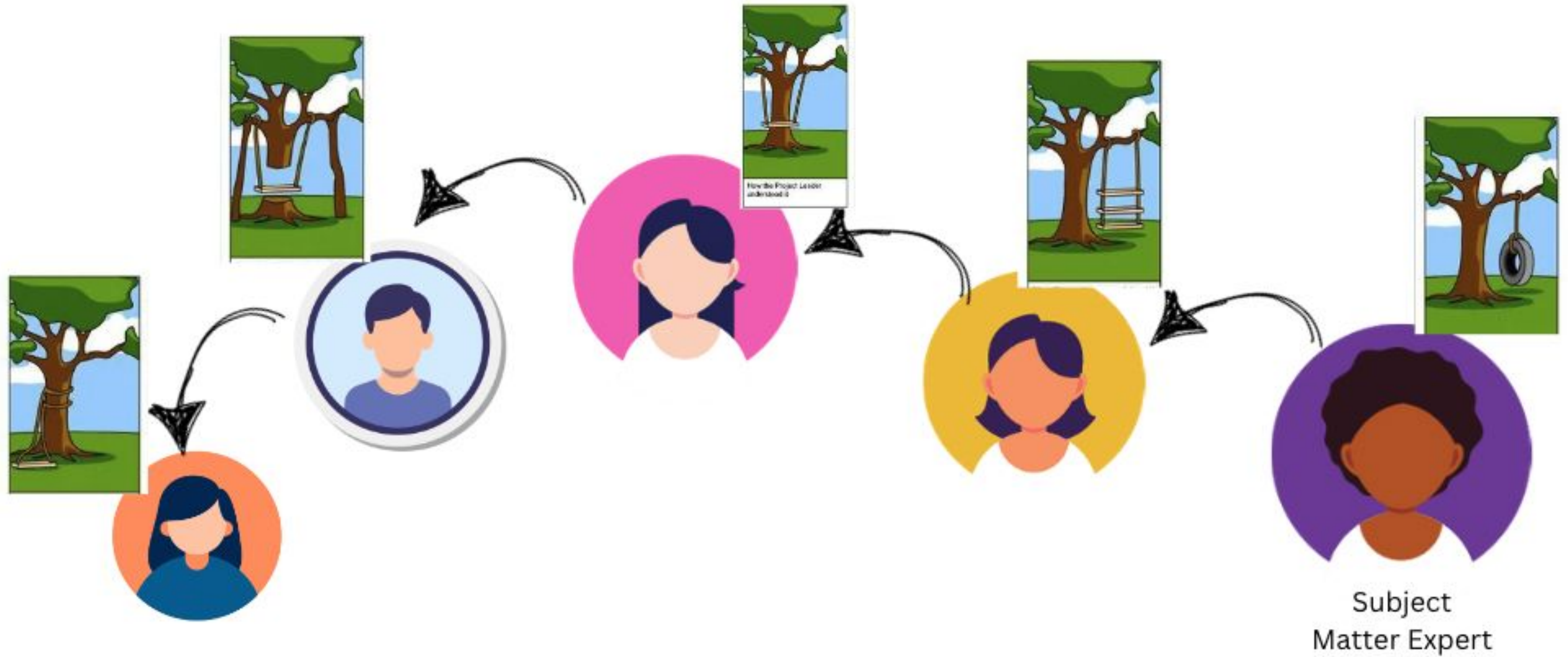
Software Rollouts

Train the Trainer vs Find & Follow

Greg DeVore

A Story

Train the Trainer = The Telephone Game



Typical Train the Trainer Approach

“Let me show you a bunch of stuff you can’t possibly remember. Don’t worry. I will give you a 200 slide deck after we are done.”

1. PowerPoint presentation delivered live or recorded
2. A copy of the deck
3. Post-training office hours or repeat trainings

Find & Follow

*“I’m not going to show you where.
We’re going to practice finding and following.”*

1. Micro-courses (Foundational content)
2. Practice activities finding and following digital guides
3. Office-hours or lunch and learns to practice following guides or achieve higher levels of understanding

Train the Trainer vs Find & Follow

	Train the Trainer	Find & Follow
Preparation Work	Low	Higher
Training Delivery	Usually synchronous or an hour long recording	Short, micro-courses that fit into employees time windows
Employee Sentiment During Training	Overwhelmed	First reaction: Annoyed Mid reaction: Uncertain Later reaction: Empowered
Post-Training Support	Extensive office hours, coaching, or repeat training sessions	Very low support requests
Consistency of Information Delivered	Low	High
Repeatability of Training	Low	High

**The Biggest Challenge With
Find & Follow =
Building It**

Two Options for Building Find & Follow

ON THE FLY

METICULOUSLY
PLANNED

On the Fly

1. Record hand-off meetings
2. Capture foundational knowledge
3. Create actionable guides
4. Supplement as needed

Knowledge Ops Platform

Single Source of Truth for Operational Knowledge



MICRO-COURSES



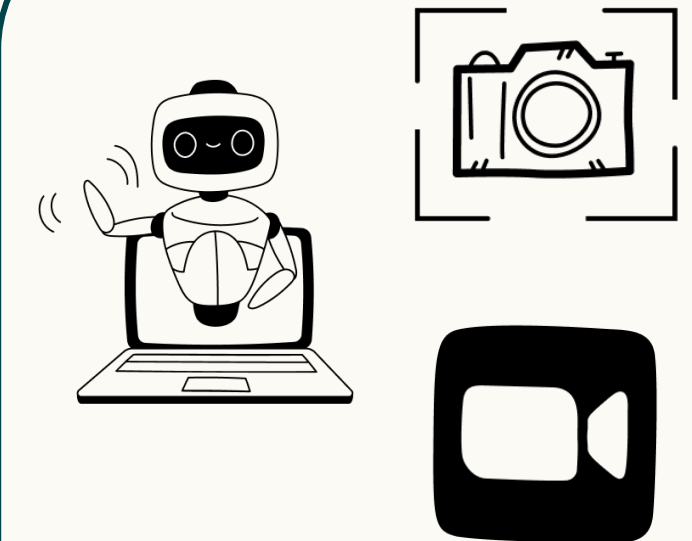
ARTICLES, CHECKLISTS, AND
DECISION TREES



CHANGE NOTIFICATIONS



PUSHED INTO THE
WORKFLOW



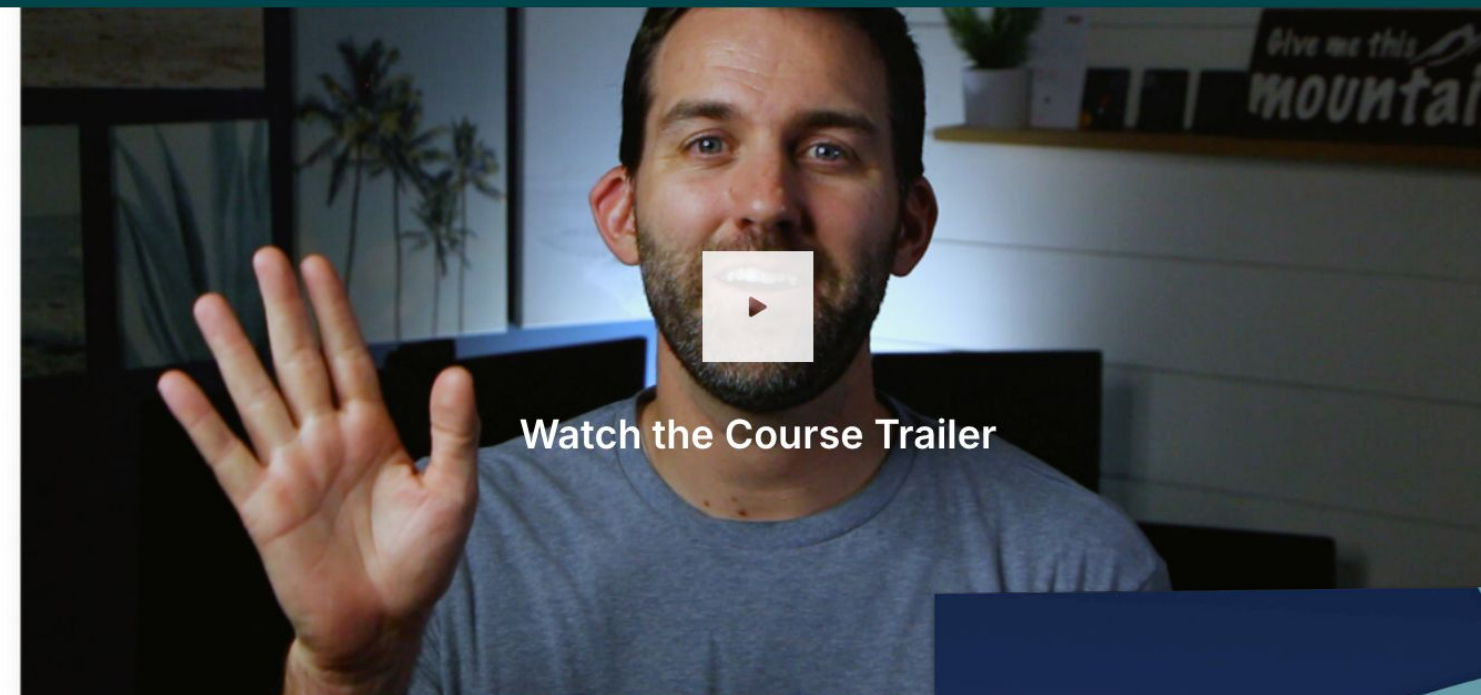
INTEGRATED
KNOWLEDGE CAPTURE

Questions

Find & Follow 101

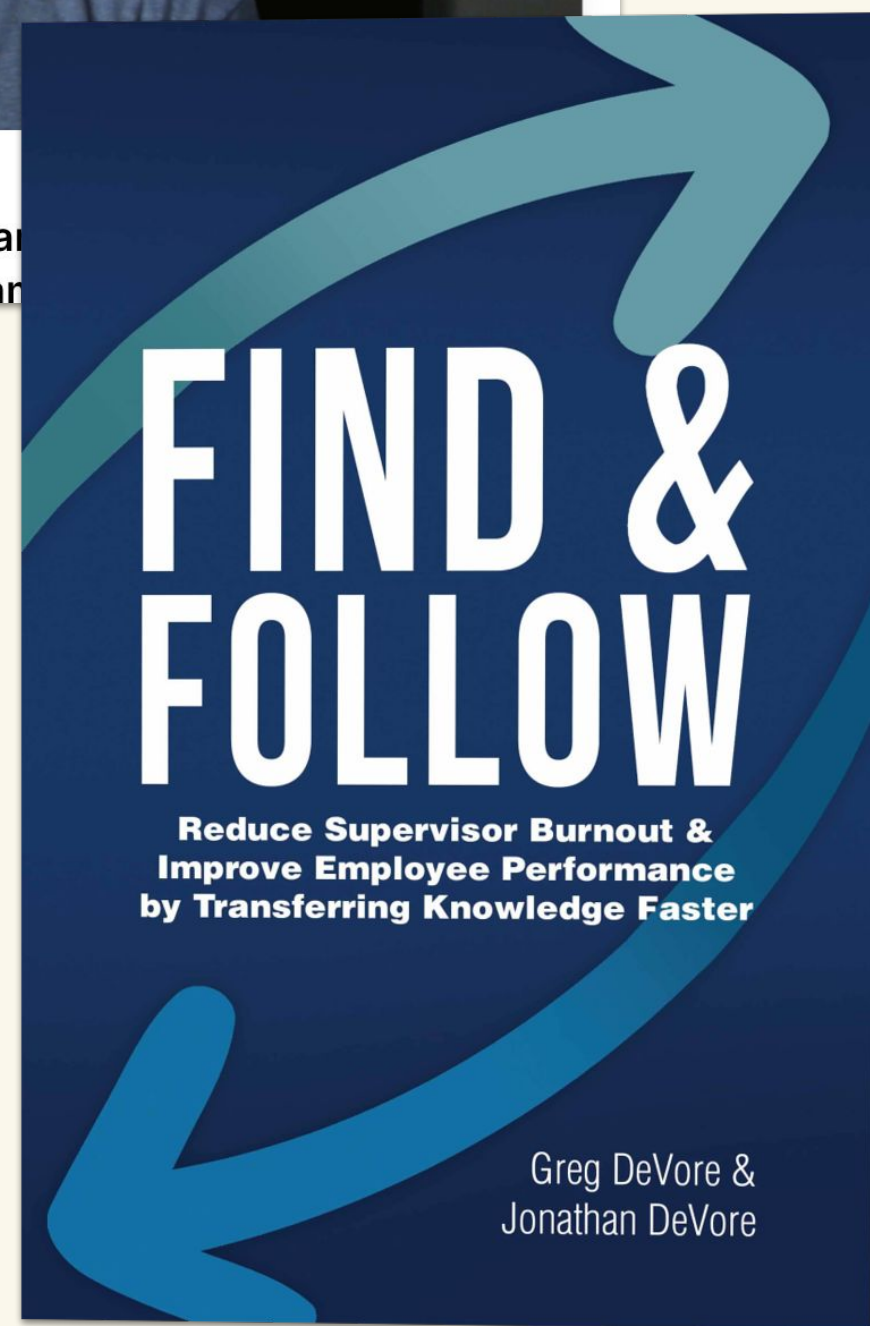
This free 30-minute course includes everything you need to know to get started with the Find & Follow Framework

[Enroll for Free Now](#)

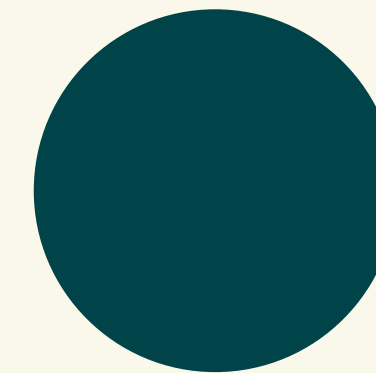


Watch the Course Trailer

Learn
Frame

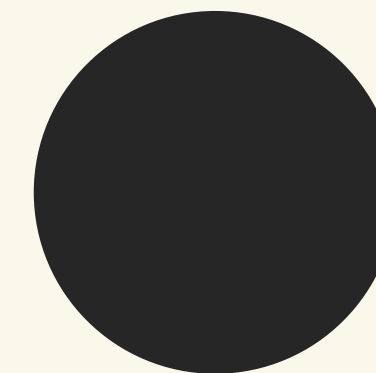


Next Steps



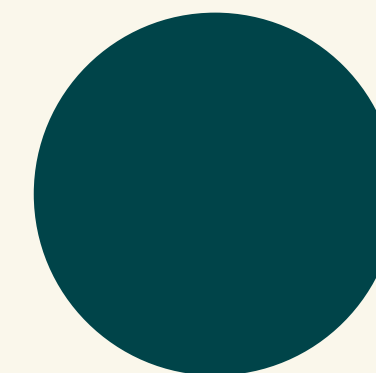
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