



TMR REPRINT FRIDAY5s

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RATING



ABOUT THE STAR RATINGS

Outstanding	★★★★
Very good	★★★★
Good	★★★
Above average	★★★
Average	★★
Below average	★★
Poor	★

TRAINING MEDIA REVIEW provides objective reviews of training content and supporting technologies, advice on media-related training issues, research reports, and consulting.

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TOLL FREE 877.532.1838 TEL 617.489.9120

EMAIL editor@tmreview.com

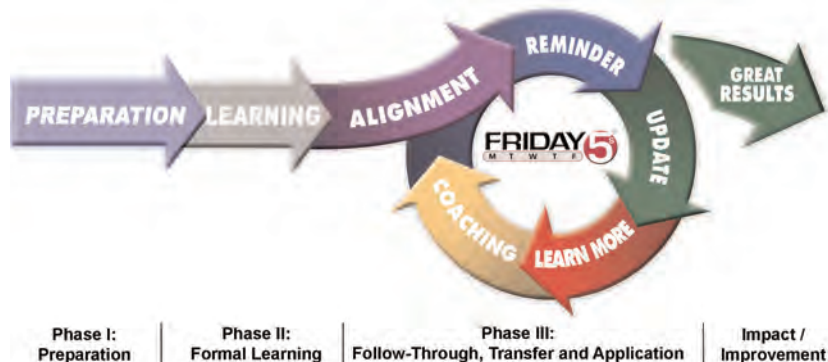
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FRIDAY5s, web application, Fort Hill Company (302.651.9223, www.forthillcompany.com).

By Jan Cornelssen

Do you know if your staff can apply knowledge and skills directly to job functions after attending a class? When was the last time, after a group completed a training program, that you were able to measure actual on-the-job results? Typically, trainees attend programs, walk away, and never give the learning another thought, and the business may not be sure whether it's realized a return on investment. But workplace learning doesn't count unless and until it can be applied! Now a tool can provide the follow-through needed to track and monitor post-training application of learning.

Friday5s is the name and it doesn't mean what you think. Yes, we can't wait for that clock to reach 5 p.m. on Friday, but this is something different. *Friday5s* is a web-based application used to monitor the post-program application of learning to business results. The goal of the application is to have learners take five minutes—preferably at the end of the week—and document individual progress against business goals that have been identified upon completion of a training program. Although the focus of the product is on leadership training programs, it can be beneficial for almost any learning or training. The key is to get people to apply their learning and actually document their results.



I will say right up front that it is difficult to capture all of the capabilities of this tool. I will identify its key elements and how they can be used to fulfill follow-through actions. The *Friday5s* web application doesn't require any additional software or components. It consists of several web portals or modules organized around three key roles: the learner, the group leader or facilitator, and the manager.

PORTALS AND VIEWS

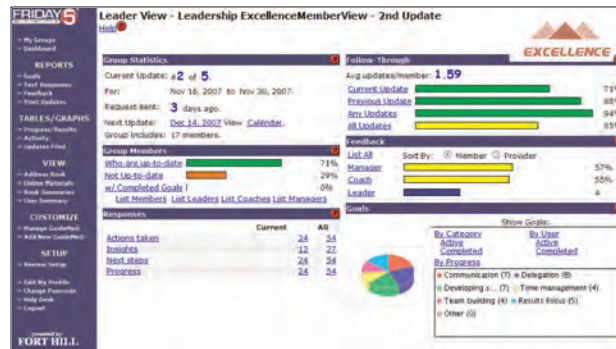
The Learner portal is where most activity and real return on learning occurs. Each learner is provided with a unique link to his or her login. When they click the link, they will find that their goals have been pre-loaded for them. Learners are asked to take a few minutes over a period of time, usually 3 months, to input their activities for each goal. Learners are sent scheduled reminders to update their progress so it's easy to stay on track with documenting activities. The program asks learners simple questions to indicate their progress on a particular goal. In addition, they can share experiences with their peers and learn from others with similar goals.



It is easy to see why this program works. By documenting individual progress (or lack of it), everyone, including managers, can see what does and doesn't work in their organizations. This provides them with an opportunity to make changes for the benefit of the overall business objectives. For example, if time management is an issue and the number of meetings is large, there may be an opportunity to cut back on meetings, thus improving overall productivity.

The Group Leader portal allows the leader to monitor and track learner goals. The group leader role is critical to providing encouragement and reinforcement and to tracking and monitoring a group's progress. Details and reports can be

displayed by clicking on links within the various categories on the dashboard (see screenshot below). The dashboard itself provides a great high-level overview of critical elements. Group leaders can quickly see if learners are making progress. Timely reminders and assistance can be provided if needed. By drilling down using the built-in links, leaders can get more detailed information such as recent activity and responses.

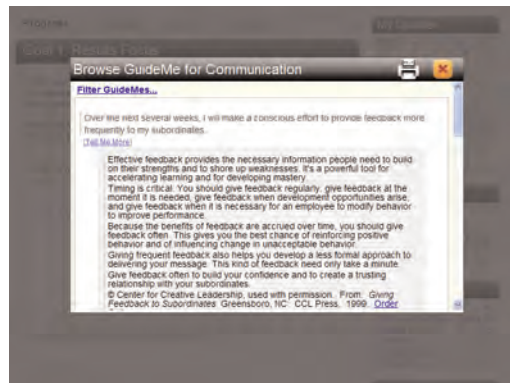


Management can measure a real return on the investment of learning through the use of this tool. Managers are provided with emails with embedded links to an individual reports. By using the Manager's view, they are able to view progress of their direct reports. In addition, they can provide feedback directly to the learner. Thus, the manager is actively engaged in the entire follow-through process.

EASE OF USE



As an application, *Friday5s* is so intuitive and easy to use that I was able to learn it and get up and running within 30 minutes. A training class usually helps you identify areas in which you can improve. In most cases, this would be as far as you would go. With *Friday5s*, the follow-through and learning process continues long after the training is over. It sends reminders, gives you an easy method for requesting feedback or assistance, and, overall, is a one-stop resource for all of your follow-on activities. It really does take only five minutes to update progress on goals. The use of a dashboard as the initial page of each portal provides an excellent overview of activities. The layout is simple but detailed. Want more details? Drill down by clicking on the links.



The learner portal focuses on individual goals and scheduled follow-through on meeting them. The tool allows you to add comments and update the status of each goal easily. The application has a built-in “GuideMe” function that provides recommended actions for achieving various goals. These can be used along the way to assist with identifying next steps—a built-in aide for the learner. The system includes a library of several hundred activities for mastering competencies that are often found in leadership training programs, and customized guides can be added. The entire program is supported by email communications. Progress and status can be shared, and feedback can be requested from peers, leaders, and managers. As a communication tool, this application makes it easy for individuals to keep everyone advised of their progress and problems.

If you are a manager responsible for giving your direct reports annual professional development training, you should want to use this tool. Not only will it provide evidence for return on investment, but it will also give you a “pulse” as to the areas that may require more focus. This tool should help you become a better manager. If you have just completed a training course and want to be able to apply new knowledge and skills, this product will help you get there.



I have not seen another program like *Friday5s*. It nails down the essentials and doesn't get too complicated. You are far more likely to use it because of its simplicity. The vendor, Fort Hill Company, will customize the program, create a website, and load individual goals into the system. Once these elements are in place, emails will be automatically generated with the appropriate links, and the follow-through process begins.

Friday5s is sold on a per user basis, with the price depending on the total number of licenses purchased at one time and the length

of the follow-through. A typical price is \$140 per user for a block of 500 one-year licenses. The license fee includes setting up an account for each user, entering his or her goals, and providing support throughout for leaders and participants. If you are in a learning and development or HR function, you can use this tool to: (1) track how individual achievements further business objectives, (2) provide a 360-degree environment in which managers, individuals, and peers can all share in the success of the organization, (3) gain productivity improvement, and (4) show employees that you are serious about their professional development and growth.

RECOMMENDATION

Any organization wanting to get the most out of employee professional development programs should use *Friday5s*. Its leading purpose is to aid the translation of learning into enhanced job performance. In addition, as a Level 3 tool, it provides an indication of a training program's success as well as data relevant to return on investment.

Jan Cornelissen (Jan.Cornelissen@sciatl.com) has been a training professional for over 20 years, specializing in curriculum development and e-learning. She is a Certified Performance Technologist (CPT).



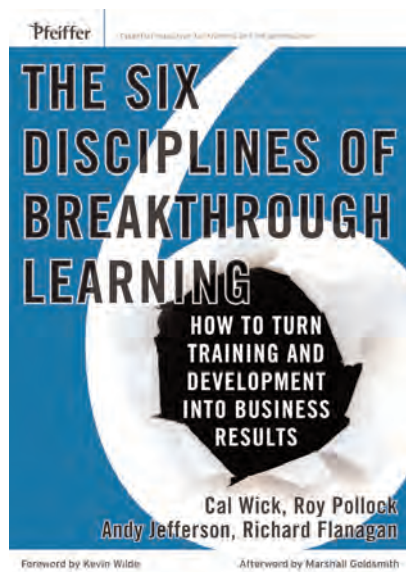
ABOUT THE FORT HILL COMPANY

Fort Hill provides the tools, the know-how, and the support services to ensure that strategic, business, and learning objectives are converted into business results.

Fort Hill Company is the originator and industry leader in Follow-Through Management®. Fort Hill's Follow-Through Tools® are powerful yet easy-to-implement systems that bridge the learning-application gap. For the first time, organizations can actively monitor, manage, and evaluate the critical learning-transfer process. More than 67,000 managers in over 48 countries already have discovered how Fort Hill's bridge to learning maximizes their investment in human capital.

In addition to Follow-Through Tools, Fort Hill provides consulting and facilitation services to improve training, development, and effectiveness. Fort Hill focuses exclusively on learning transfer and application. It does not offer training itself or promote specific leadership models, management courses, or sales approaches.

Fort Hill's peers in the learning industry have acknowledged the company's insight in creating an environment where training and implementation become a complete process. For example, Training Media Review gave *Friday5s* its top four-star rating and the Association of Learning Providers named Fort Hill founder Cal Wick Thought Leader of the Year.



SIX DISCIPLINES OF BREAKTHROUGH LEARNING

Fort Hill's best-selling book, *The Six Disciplines of Breakthrough Learning: How to Turn Training and Development into Business Results*, is based on six years of research and work with leading corporations. It provides practical tools and actionable advice for turning learning into business results.

Full-day 6Ds™ Workshops are available to learning leaders and teams. For more information, visit www.forthillcompany.com.

"The Six Disciplines describes and illustrates six principles practiced by companies that earn the highest returns by efficiently converting learning into business results. A truly valuable book!"

– Ken Blanchard

Coauthor of *The One Minute Manager®* and *The Secret*

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1013 Centre Road Suite 102
Wilmington, Delaware 19805
302-651-9223
www.forthillcompany.com