

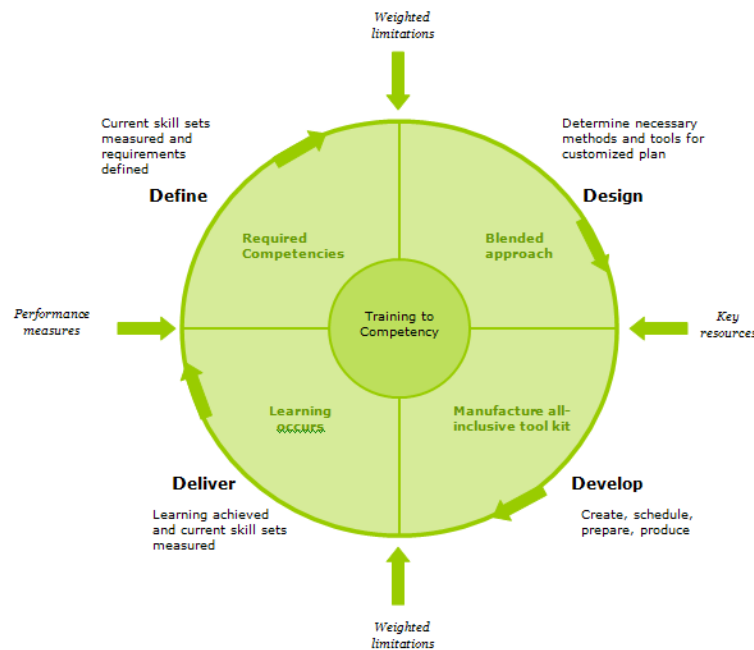
Workforce Optimization: Competency, Training, Support

For most organizations, their workforce is their prime operational asset. Building, maintaining and enhancing this asset, and getting the best return on it, is one of the key challenges of management. AMC can assist in meeting this challenge by working with both management and the workforce to:

- Define deficient or new competencies
- Design training programs to meet competency needs (upskilling)
- Deliver training and ongoing support to the workforce, *in situ*.

Competency Gaps

As organizations are constantly evolving from within, and facing ever-changing demands from customers, policy-makers and regulators, costly "gaps" in competency, knowledge and expertise can readily occur. They often come with no warning, and no immediate remedy. Being unprepared for such eventualities is always costly; it can be even more costly when the organization is undergoing major change, such as the introduction to a new software system, or a major upgrade without anticipatory planning or a preparedness audit.



At AMC, we have designed our workforce optimization strategy with these issues in mind. Our solutions are designed to support your workforce in their changing job requirements and operations, broken out into four strands:

1. Anticipatory Needs Assessment
2. Preparedness, Readiness and Responsiveness Audits
3. Workforce Upskilling - Design, Resourcing, Training
4. Ongoing Operations and Support

These can be used in any combination, and can be managed through our online AMC Resource Center.

We understand the realities of engaging with our customers, and our service offerings and delivery models are structured around the end users' needs to ensure successful system usability and a competent and confident workforce.

Training

Training needs can be met for one or more of the following requirements:

- User Productivity Kit (UPK)
- Enterprise Learning Management (ELM)
- PeopleSoft Applications
- Portal Applications

Solutions can be rapidly customized to the needs of a particular team or department, or to the organization as a whole. The AMC Resource Center ensures seamless online, on-demand delivery.

Deliverables Include

- Workforce Needs Assessments
- Implementation Plan
- Training Plans
- Core Content Development
- Course Materials
- Document and Knowledge Management
- Lesson Plans
- Training
- Follow up and Support

Our Commitment to Suit the Solution to Your Needs

AMC combines multi-media delivery methods with expert content management to create solutions that fit for your needs.