



*At JDEtips, we interact with hundreds of students each year in our classes, and we have been noticing an increasing trend. I'd like to start with what we have identified as the five key signs that indicate that your employees need training on your JDE E1 system.*

**1. Frequent User Errors:** *If your employees are consistently making mistakes, such as entering incorrect data or generating inaccurate reports/results, it's a clear sign that they may not fully understand the system. It fosters a lack of confidence which has a snowball effect on both the employees' ability to*

*perform their jobs and their attitude and frustration towards those jobs. Proper training can help employees understand the full impact of their tasks and reduce errors.*

**2. Slow or Frustrated Employees:** *If employees appear frustrated, overwhelmed, or take longer than expected to complete tasks using the JDE system, it suggests that they may not be comfortable or familiar enough with the system to work efficiently. This not only lowers morale but also reduces productivity. I come across many 'self-taught' students in my classes, and it's often the most basic tips that I can share with them that completely change their perspective and attitude. It's amazing to see how something so simple can ignite their excitement to return to their work and try out new things!*

**3. Increased Workaround Solutions:** *If employees are developing too many workarounds to avoid using the JDE system, it indicates they may not fully understand how to leverage the system's features and new functionality. For example, many users are unaware of the newer functionalities like UDOs and Orchestrator, which can solve many of their issues and workarounds. Training can help them utilize these features effectively.*

**4. Resistance to System Updates and New Features:** *As an instructor and avid fan of all that E1 can do for a company, it frustrates the heck out of me when I see negative attitudes and poor user adoption. But all too often, the 'bells and whistles' get thrown at the employee by way of an upgrade, and without adequate training, it's both frustrating and intimidating to someone trying to cope. Sadly, we see this a lot with those clients upgrading from World to E1 without proper training. Even though the employees may have been using JDE World for a long time, that does not mean they don't need full training on E1. On the contrary, it's a brand new 'world' for these users!*

**5. Attrition and Turnover:** *High turnover rates can be both a sign and a reason for the need for training. Training new employees is crucial, and while a 'train-the-trainer' model may seem like the best solution, it's not always as effective as you might think. Not all skilled consultants or managers make great trainers. Professional training ensures that knowledge transfer is passed on effectively.*

*Investing in JDE E1 system training goes beyond skill improvement—it boosts job satisfaction and productivity. By addressing these needs and offering continuous professional development, you can empower your employees to feel confident, efficient, and capable of maximizing the full potential of your JDE E1 system. A win/win!*

Cheers!

A handwritten signature in cursive script that reads "P. Allen".

Penny Allen, President and CEO



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