

CASE STUDY

Building Training Infrastructure

Team Profile

Kern Federal Credit Union

Team Members 3

End Users 100

Industry Retail Banking

Location Kern, California

Kern Federal Credit Union has varied training needs, a lean IT staff, and limited access to classroom training. They use CBT Nuggets training solutions to create an adaptable and cost-effective team that can move the organization forward.

Challenge

Kern FCU serves more than 20,000 members with assets totaling more than \$200 million (USD). Their IT training and certification needs are extensive. As a retail financial institution, they are subject to continually evolving federal regulations, and their customers access services online, increasingly through social media, meaning the team needs to keep pace with the latest security technologies and practices. But training can present a challenge when working with a lean staff located far from the nearest training center. For Kern FCU, CBT Nuggets is a cost-effective and convenient training solution that allows them to stay current in a variety of technologies without sacrificing manpower.

Convenience, Quality, and Value

Kern FCU chose CBT Nuggets because of the extensive training library, and convenient format; they can now train year round in all the technologies and processes they were using for less than the cost of a single-topic training “bootcamp”. Leif Davisson, Kern FCU’s information systems supervisor, says other training options fell short of their needs: “We had ‘Lunch and Learn’ presentations from vendors, but they’re sales focused and not comprehensive. And we had used another online training company but their catalog was limited.”

Best Practices for Maximizing Training Investment

MAKE TRAINING COUNT

Set expectations for training time and track progress. If training doesn’t happen, talk about why.

MAKE IT EASY

Individual team members build specific expertise that allow the team to tackle more challenging projects, and help managers adapt to the changing needs of an expanding organization.

PRACTICE MAKES PERFECT

You’ll get the most out of training if you practice and allow your mistakes to guide your future efforts. Use Virtual labs and Kaplan IT Practice Exams exams to create a training feedback loop.

“But with CBT Nuggets, we can get a wide variety of topics with very competitive pricing; there’s no way to beat that price. Classroom training companies cost 5-7,000 US dollars per person and require you to take weeks off of work.”

Now Kern FCU’s IT team can train on hundreds of topics any time they want, anywhere they want. Davisson says the availability and quality of training means his team is investing more of their time. “My team really enjoys the training, and I see more training outside of work than I did before. I use it more too, just recently when I was in a remote part of Idaho, I was able to watch Linux+ training on my laptop.”

Support for Success

Effective training requires more than just stellar instructional content. Davisson and his team make use of CBT Nuggets features designed to support, motivate and reward learners, like Virtual labs and practice exams, which team members use to determine which areas of knowledge they need to further develop.

Davisson also notes that the diversity of quality training and support materials motivates his team to both train widely and develop specific expertise: “You can lead a horse to water but you can’t make them drink. We chose CBT Nuggets because of the variety—everyone is bound to find something that sparks their passion. If you give people options they will learn as much as they can about what interests them, and with this training there’s no bad choice.”

Incentives and Motivators

Davisson believes that an investment in training is an investment in the team’s future, “You have to give people the tools to do their job; allow for training now or pay for it when you really need it.” He allows employees four hours of training a week and requires each of them to sit for two certification exams a year. Employees are reimbursed for testing costs when they pass the exams.

As a manager, Davisson uses reporting tools included in their CBT Nuggets subscription to keep track of his team members training progress and help them stay on track: “If you measure an activity, it becomes a priority. So I keep an eye on how much training each employee has done. And if they have fallen off a bit, we can discuss how they might address what’s keeping them from setting aside the time to train.”

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LEIF DAVISSON

Information Systems Supervisor
Kern Federal Credit Union