
Gordon Rees LTC4 Ongoing Performance Improvement Using Capensys Courseware and Tools

Then

In October of 2016, Tanya Vawter, Training Manager at Gordon Rees Scully Mansukhani, LLP, along with her training team of 3 people, began a continuous performance improvement initiative that would provide top-notch online training to attorneys and staff in their 35 plus offices spread across the US. They also wanted to provide that same level of training to the 4-10 new hires that arrived each week. They were already members of LTC4 and were using the Capensys LMS and LTC4-aligned courseware. The LTC4 certification program was launched to all offices with the intention to foster ongoing up-skilling.

Now

By the beginning of October 2017, here are the stats:

Certifications, Learning Plans and Courses

- **59 LTC4 Legal Professional Certifications** have been earned by GRSM Attorneys.
- **229 LTC4 Legal Support Specialist Certifications** have been earned by GRSM Staff Members.
- **1557 Ongoing Monthly Learning Plans** have been completed by Attorneys and Staff Members over the past year
- **32,482 Computer Based Training (CBT) courses** were completed on the GRSM Capensys LMS within the past 12 months.

How they did it

Tanya describes their LTC4 continuous performance improvement program as follows,

We use Capensys courseware and LMS to run our ongoing learning program and also to implement our new hire onboarding. For new employees, we have each person take a short survey (using Capensys Pathfinder). We use this information to craft a customized learning plan for each user.

For ongoing learning, each month separate LTC4 learning plans learning plans for attorneys and staff are published to the LMS. We announce the release of the new learning plans each month via e-newsletter. Employees are assigned either the staff or

the attorney plan, as appropriate. The learning plans combine CBT courses and KnowledgeChecks to prove skills.

We also publish a KnowledgeCheck-only package for those who wish to 'test out' of the training. Each month's plan is built with a portion of the courses required for LTC4 certification. That way employees will earn LTC4 certification in 2-4 months (depending on the specific certification being worked toward that month).

We also have some employees who'd rather earn certification faster. For those people, we publish the full learning plans to earn LTC4 certification. (Again, we also publish a KnowledgeChecks only plan as well). As of October 2017, we have 5 different certification learning plans available. Next month, we will add a 6th.

We have 4 categories of learning plans for new hires: Attorney, Admin, Paralegal and Secretary. Within each category, specific topics are customized for each individual user based on the answers to their Pathfinder questions. The end result is a list of assigned CBT and suggested instructor-led courses. This information is also shared with the Office Administrator for the employee's office. We provide monthly reports so that the OAs can track completion for the people in their office. As we are 3 people supporting 35+ offices, we put the onus on the OAs to track and manage completion.

At the end of each month we run reports to see who has completed LTC4 certifications that month. We then email that information along with the forms LTC4 requires. About a month later we get a PDF of the certifications. We then print physical certificates and interoffice to each employee.

We market LTC4, Ongoing Learning and the LMS on an almost continuous basis. We send out a weekly Tech Tips style newsletter which links to courses or documentation in the LMS. At the end of almost every instructor-led class we show the LMS and how to use it to find CBT courses and tip sheets to review the current class topic.

Monthly we send out an Ongoing Learning Program Update listing who has earned LTC4 Certifications, what LTC4 Certifications are available and also a reminder that the new monthly learning plans are up. We always include links to the original program announcement as well as links to the LTC4 site.

The response has been very positive. Our users like the immediacy of the CBT courses. They also like that they are earning certification which is attached to the individual rather than the firm. We've had around 300 LTC4 certification earned over the past year. We'd like this to be higher next year, so we are always looking into new ways to motivate employees. (Next month we are pushing jars of jelly bellys for anyone who has earned all 6 certifications)

As mentioned, my training staff consists of 3 people. (One of whom has a split role and is available for training less than half time and another who is focused primarily on CBT development). Without the Capensys LMS and courseware, it would not be possible to provide training and support to so many people. We rely heavily on CBT courseware. We also use the LMS to publish our calendar of WebEx live classes and manage registrations, etc.

About Gordon & Rees:

Gordon & Rees was founded in San Francisco in 1974 by Stuart Gordon and Donald Rees, both of whom maintain practices and are active in the life of the firm. In just over 40 years, Gordon & Rees has grown from a small defense firm to a national litigation and business transactions firm with more than 800 lawyers in 46 offices throughout the United States, including lawyers admitted in Canada, Mexico, and Hong Kong.

An AmLaw 200 firm, Gordon & Rees is recognized among the five fastest-growing law firms in the country. Responding to the needs of their clients, Gordon & Rees continues to add and deepen its national practices and pursue additional office opening opportunities when it best serves their clients' needs.