CYPHER Learning

STAFF TRANSITION SERVICES

Empowering seamless transitions
for your learning programs

Change made simple

Change is a part of growth, and transitioning to a new administrator doesn't have to disrupt your learning programs. At CYPHER Learning, we understand the challenges of onboarding new team members while maintaining the continuity of your learners' experience. That's why we've designed our **staff transition services**—to ensure a smooth, efficient handoff while empowering your new administrator to take your learning programs to the next level.

Why choose CYPHER Learning staff transition services?

Our service is more than just a handoff; it's an opportunity to improve and optimize. Whether you're preparing for a planned transition or navigating an unexpected change, we provide the expertise and support to keep your programs running seamlessly.

Key benefits

Seamless handover

Ensure uninterrupted learning and administrative processes during transitions.

Enhanced admin confidence

Equip your new administrator with the tools and knowledge to succeed.

Optimized learning programs

Identify areas for improvement and align with your organizational goals.

Sustained learner engagement

Maintain program consistency to keep learners satisfied and engaged.

What's included in the service?

Three 2 hour sessions.

SESSION 1
Comprehensive program overview

Objective
Ensure the new administrator understands the platform's current setup and functionality.

1. In-depth platform walkthrough
- Overview of platform structure.
- Detailed review of key configurations and features.
- Explanation of critical administrative processes, reports, and workflows.

2. Hands-on exploration
- Guided platform navigation.
- Practice using key features (e.g., user management, course creation, analytics).

3. Q&A and feedback
- Address questions on platform configuration.
- Capture insights for potential improvements.

SESSION 2

Opportunity identification

Objective

Identify areas for platform optimization and efficiency improvement.

1. Platform performance assessment

- Analyze usage data, workflows, and administrative processes.
- Identify inefficiencies and underutilized features.

2. Customized opportunity report

- Present findings and actionable areas for growth.
- Discuss how to leverage the platform for specific organizational needs.

3. Interactive opportunity prioritization

- Collaborate on ranking opportunities by impact and feasibility.
- Map out potential enhancements to align with admin and learner needs.

SESSION 3

Strategic guidance

Objective

Empower the new administrator to align platform capabilities with organizational goals and achieve impact quickly.

1. Tailored recommendations

- Review best practices for platform updates and configurations.
- Share insights on leveraging advanced features.

2. Strategy workshop

- Develop a strategic roadmap for short- and long-term success.
- Address challenges and co-create solutions with the admin.

3. Q&A and expert insights

- Provide personalized advice based on admin and organizational priorities.
- Answer final queries to build confidence.

What you can expect

Seamless transition of ownership

A comprehensive onboarding process ensures your new administrator is ready to take the reins without disrupting your programs.

Continuity of learning programs

Learners will enjoy a seamless experience, ensuring your organization maintains its momentum during the transition.

Improved satisfaction for learners and admins

Empowered admins lead to better-run programs, and satisfied learners benefit from consistency and innovation.

Transition with confidence

Your learning programs are vital to your organization's success, and a staff transition doesn't have to jeopardize that. With CYPHER Learning staff transition services, your programs—and your learners—are in good hands.

CYPHER Learning service offering portfolio

Bespoke content

Custom development

Custom content

Integration and API consulting

Implementation

Migration

Staff transition

All services