DEVLEARN 365

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Training Management Roadmap: Get Out of Firefighting Mode in 90 Days

Produced by:

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Stop firefighting in 90 days

Evaluate your training program and find the root cause of training operations chaos.

How to evaluate your training program

Running training shouldn't feel like crisis management. Take a step back, identify your biggest operational pain points, and chart a clear path toward efficiency

PHASE 1

Audit your problems

Weeks 1 -3

> **Goal**: Identify where the biggest problems exist in your training management processes.

1 **Review 3-5 courses that have completed in the last 90 days. Ask the following 3 questions and record your answers:**
1. What went wrong planning this course? What went wrong delivering this course?
2. Which problems are new?
3. Which problems have you seen before?

2 **Look forward to courses you are going to plan and schedule over the next 90 days, asking yourself the following questions and record your answers:**
1. Which courses, audits, or schedules could break under pressure?
2. Which processes, such as planning courses or scheduling resources, takes the most time?
3. Which tasks are prone to the most errors?

3 **Now consider team resilience. If one team member left tomorrow, what would collapse?**
- Ask this question for each person on your team.
- Add your results to the list of concerns.

4 **Rank the concerns mapped out in previous steps from low to high. Examples:**

- **High**: Errors caused by manual work, such as spreadsheet management.
  - *Why? Errors like these typically go unnoticed until they are big problems... the type that force your team into reactive, firefighting mode. They can have severe consequences.*
- **Medium**: One team member checks all of our calendars for sync/alignment.
  - *Why? This is an important task that resides with one team member. If that person is out, there could be serious scheduling nightmares that cause cascading problems.*
- **Low:** Too much time chasing stakeholder approvals.
  - *Why? Even though it's a drain on your team, seeking approvals typically won't cause critical issues.*

5 **Calculate how much time you're spending on repetitive tasks.**

- List every repetitive task (e.g., learner reminders, instructor updates, pulling reports.)
- Estimate time lost per week/month.

Define the scope of this project

Weeks 4-6

Goal: Prioritize the core problems that can realistically be resolved and begin to envision your team's future.

1 **Envision your future state using these five lenses:**

1. **Operational efficiency:** How much time should it really take to schedule 1 course, 10 courses, or 100? How much manual effort could be automated?

2. **Training capacity:** If demand doubled tomorrow, could you deliver without doubling headcount? Where would bottlenecks appear?

3. **Risk mitigation and compliance:** How quickly can you produce an audit-ready report? How often do compliance tasks interrupt strategic projects? How frequently is your team left scrambling to correct process errors (e.g. miscommunications, double bookings)?

4. **Revenue generation:** If you sell training, how easily can you package, price, and deliver it? Are ops slowing revenue growth? How frequently is training thrown in as a free add-on to deals?

5. **Standardize training process.** Do learners across regions get the same experience? Are course templates, approvals, and reporting consistent? How confident are you that course completion in one region results in the same skill acquisition as in another region? Do all regions use different processes and report differently? If so, what are the implications to you of getting mismatched data?

2 **How would you use this time if you got it back?**

- In Phase 1 you calculated how much time you spend on repetitive tasks. What would you do with the much time back?

3 **Weight-rank your problems.**

- **Give each problem a weighted score.** It is best for each team to determine how to score their own problems, but the goal is to eliminate a large number of problems from this project. You want to focus on the problems that **cause the most damage** but that you can **fix right now with what you have.**
- **Impact:** Which problems cause the most disruption or risk? You already ranked problems in Phase 1 as High, Medium, or Low so start there.
- **Ease of resolution:** Could better use of existing tools fix this, or is new technology required?

4 **Take the top 3–5 problems and use these as anchors for Phases 3 & 4.** At this stage, these should be the items that, if solved, would most improve your team's ability to scale, comply, generate revenue, or standardize processes.

Review your tech
Weeks 7-9

Goal: Determine if your current tech can solve your problems or if you need a TMS.

1   **Map your tech stack.** LMS, HRIS, spreadsheets, scheduling tools, email automation, etc.

2   **Ask hard questions:**
- Which tools are supposed to solve the 3-5 anchors I've identified?
- Can they? If so, why not? (Lack of integration? Complexity? Wrong tool?)

3   **Evaluate data access.**
- What data do you need for reporting?
- What data don't you have that you wish you did? (Note: this data could also live in other systems employed by your business)
- What data can you already access?
- What's blocking you? (Silos, integrations, manual steps.)

4   **Identify gaps:**
- Do you need centralization of scheduling, comms, resources, and reporting?
- If yes, your LMS may not be enough. Use the list of requirements you now have and ask your account manager how these get solved. If they suggest workarounds or have holes then a TMS may be the missing layer.

Look at your team's processes
Weeks 10-12

> **Goal:** Evaluate workflows and habits that create or reinforce problems.

(1) Document current processes.
- Which ones were built as workarounds?
- Which ones actually add friction?

(2) Evaluate ownership.
- Who owns each recurring process (weekly/monthly/quarterly)?
- Is the process scalable if workload doubles?

(3) Map root causes.
- Why are these processes in place?
- Did they arise because of tech gaps, compliance needs, or habit?

(4) Highlight risk areas.
- Which processes would fail if your team shrank or scaled suddenly?
- Which processes would a TMS automate or eliminate?

What to do with this plan

By the end of this 12-week process, you should know:

- Which problems matter most (impact and frequency).
- Which tech gaps exist (what tools like an LMS covers vs. what a TMS covers).
- Which processes are broken and why.
- Whether you can optimize existing tools or need to invest in a TMS.

If your top problems involve scheduling, resource conflicts, comms automation, compliance reporting, or scalability, a Training Management System (TMS) is likely the next step.

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