

# SMART Training Solutions



Extraordinary made simple™

**SMART**  
Technologies

# SMART training solutions

Information. It drives our society, from economics to politics to education. So giving staff the skills and knowledge they need for their jobs is critical. And the right technology tools can help you deliver training they won't forget.

But you have a budget to think about.

At SMART, we offer technology solutions that help you get the most from your investment in training. In SMART-enabled learning environments, you can rest assured that your programs can be run efficiently. We help you save travel dollars, and we eliminate some of the common problems that slow training down. And when you present materials with our interactive displays and software, you can be confident that your staff will come out of a training session knowing what they need to know.

After all, SMART is synonymous with education. Over 800,000 students around the world – including university level – are learning with SMART products. The fact is that students of every age learn better in an active, collaborative environment. Research proves it. And that's what SMART is all about. We get people working together to solve problems and create knowledge.

So take a look at our SMART training solutions scenarios. You may recognize some of the pitfalls of training with traditional tools. And we're betting that once you've seen how SMART solutions can solve these problems, you won't look back.





# Pool ideas



## Multiply collaboration

Helping learners understand complex problems can be difficult, even when they work collectively. In a training room with multiple SMART touch displays, people can learn more through collaboration that truly brings everyone together.

**LOOKING BACK** Your learners seem so close to grasping the last concept in your training session on leadership. You've broken them into groups to deal with a complex issue, but whenever one group seems to be on the verge of a breakthrough, the idea is lost. They sit hunched over their notepads, murmuring and glancing at the information on the projector screen. At length, you ask one of the group leaders to come to the flip chart and share what he's got so far. He makes notes and diagrams, and you ask the rest of the participants to contribute. But the discussion seems to be going around in a big circle. With five minutes left to go in the session, you give up and deliver a short lecture on leadership. Everyone looks tired and frustrated, and you wonder if they'll remember any of this tomorrow.

**LOOKING FORWARD** You were worried about effectively communicating this new concept on leadership, but your collaborative approach has taken off. The four groups are debating the issues at the interactive displays that line the room. When they finish writing their ideas in digital ink over the ad, they slide them to the next group, who analyze the notes and make additions. By the time the four sets of ideas have circulated through the whole class, you get the feeling that this training session has been a success. When the groups share their information with everyone, you see that you've been proven right. They know this concept inside and out.

## A team effort

Sharing work is a great way to learn, but it's not always easy. The option of sharing desktops for all to see helps everyone get their ideas across so the whole group can better understand a concept.

**LOOKING BACK** Your learners are struggling with the new process for project management. You feel sure that they could come to an understanding if you could just get everyone to pool their ideas and share the graphs they've created. But when you suggest hooking up laptops to the computer, you lose 15 minutes to a tangle of cables and USB keys. The technical difficulties are insurmountable, and time is running out. So you gather everyone together and look at each monitor, with all the participants straining to see. By the time you've seen the work on the fourth monitor, your time is up.

**LOOKING FORWARD** Silence. It seems no one wants to share their work on the strategic planning problem. You consider just explaining the rest of the concept yourself – after all, the session is nearly over. But they're so close to having the problem worked out. And the educator in you wants to keep everyone involved. So you ask the learners to connect their laptops wirelessly to each of your four interactive displays and call for discussion. With the four different approaches up on the screens as a catalyst, the group comes to an understanding of the concept quickly. A glance at your watch tells you that this could be a first – you're actually going to get through all the material today.

# Ideas in flight

## Long distance learning simplified

Training doesn't have to be all about expensive travel. SMART solutions help you organize effective training sessions that don't drain your pocketbook or your staff.

**LOOKING BACK** It's taken so long to synchronize schedules that the first training session in Dallas leaves you with only five days to make arrangements. That week is a jumble of phone calls, premium flight rates, car rentals and hotel bookings. Seven days and thousands of dollars later, the team assembles in your conference room, tired and testy. Someone grumbles about the impact of airline fuel on the environment. Everyone immediately opens their laptops, checking back with the office as you try to call the session to order. Afterward, you return to your desk to find an e-mail from your VP, asking you to keep these expensive training seminars to a minimum until the fiscal year-end. You wonder how you'll cover the rest of your content.

**LOOKING FORWARD** There isn't much time to arrange the virtual training, so you send out an e-mail invitation immediately. That afternoon, you meet three members of your team in the conference room and start up the interactive display. Within minutes you are connected to the team members in Chicago and Vancouver, and everyone can see your presentation – even your annotations – on their own displays. Team members in all the cities are up at their displays, coming up with solutions to the problems you've set. Despite the distance between learners, they feel like they're right beside you. You end up booking a follow-up session because everyone is keen to learn more. Besides, you've got almost nothing to lose budget-wise.

## Escaping the note-taking nightmare

Reams of notes on flip-chart paper can cause confusion during and after training sessions. Record everyone's thoughts, keep your pages in order and save time with SMART's digital note-taking options.

**LOOKING BACK** You pick up the phone and order dinner in to your office. Then you do one last search on the flip chart pages taped to your walls. Where are the learners' comments on expectations? Were those the ones you added to the page on expectations? Discussion was moving so fast you didn't have time to make sure you were writing on the right page. There were so many pages taped around the room and so many people making notes on the wrong sheets. Your color-coding system flew out the window after the first half hour. You wrack your brain, trying to recall what the comments were, then do your best to paraphrase as you go back to your transcribing. You look at the clock, wondering when dinner will arrive.

**LOOKING FORWARD** You thought this group would be lively, and you have never been more right. You created 20 new pages within your collaboration software, and that was for learner comments alone, never mind your own. You view the pages as thumbnails and begin sorting them according to learner and topic. Then you download the notes and e-mail them out to everyone, as promised. Glancing at your watch, you decide to try that new restaurant down the street for dinner.



# Deeper insight





## Learning to remember

With SMART solutions, your training sessions will help you improve retention through multimedia presentations, multiple displays and flexible group structures.

**LOOKING BACK** You know you have a blank look on your face, but you just can't remember. Your coworker stands at your cubicle, waiting. You should know this – you just took that training course on the new software program. You go back over the course in your mind – the handout, the lecture and the group discussion that was short, sweet and silent. "I'm sure it's in my notes," you tell your colleague, and you flip through the handout. Why don't any of the pages jog your memory? You recall something about logging on, something about transferring documents... but mostly what you remember is wishing you could have another coffee. That and the e-mails you answered on your laptop while the trainer was rambling on. Finally you hand your colleague your handout and tell him, "I'm going to need that back."

**LOOKING FORWARD** When your coworker shows up looking for information on the new software program, you find yourself explaining the log-on process, the document transfer applications and the potential outcomes. The session is remarkably clear in your mind, for instance, when you were up at the interactive display, trying out the log-on procedure. And when you were breaking into groups, each working on side-by-side interactive displays. You helped build on the other group's ideas by sliding notes back and forth between screens. And you participated in discussions about new applications as you linked to relevant Internet sites. You recorded notes in digital ink on the display, then shared your ideas with everyone afterward. "Sounds like you know your stuff," says your colleague. "Thanks." You tip your coffee mug at him and tell him it was no problem.

## Seeing is learning

Sometimes half the battle in training sessions is conveying information clearly – so that everyone can see what you mean. SMART solutions help you present information with the accuracy you need.

**LOOKING BACK** "Where exactly is the storm damage?"

You turn back toward the screen and lift the laser pointer for what seems like the hundredth time during this simulation. You try to hold it steady over the digital map, but the little light jumps between the image of the river and the bridge. "It's at the north end of the bridge," you tell your emergency medical services group, and when you turn to face them, you can see they haven't heard. "The north end of the bridge," you repeat, and they stare up at the screen. "Right here," you say, reaching on tiptoe, but you can't quite touch the spot. "Do you see it?" You turn back to the audience, and one of the taller participants walks to the front of the room, then points. "Here," he says, but his answer sounds like a question.

**LOOKING FORWARD** When one of your participants asks where the damage is, you realize that your explanation of the storm site wasn't quite clear. You glance at the interactive panel display on your desk and circle the north end of the bridge on the map. The circle appears simultaneously on the map on the large screen, and you can see your learners nodding. You trace the main road, showing in digital ink which route the emergency crew would take. "Okay, let's move on," you say, and proceed with the simulation.

Find out how you can bring your training sessions forward with SMART solutions. They let you deliver interactive programs that are easy to present and hard to forget – even if your learners are on different continents.

## Collaboration platforms

Each of our three collaboration platforms meets different needs. They are designed to work with our interactive displays, forming the full SMART collaboration solution.

- **SMART Meeting Pro** software provides advanced whiteboarding and data conferencing capability for trainers working in rooms with a dedicated computer and one or more SMART interactive displays. Because SMART Meeting Pro connects multiple interactive displays and participants' laptops, you can share ideas and information with colleagues in the same room or across the sea. It's all easy, thanks to Meeting Pro's highly intuitive interface. You can display documents and images for both local and remote participants, and make notes on any screen in digital ink. At the end of a training session, you can save your notes with a touch of the display.
- **SMART Hub SE** is a stand-alone appliance for trainers seeking a solution for basic whiteboarding and data conferencing. Combined with any single SMART interactive display, Hub SE lets you connect multimedia devices like DVD players, and annotate over any application and save your notes. It's a locked-down appliance, so no PC is required. You can also use the Hub SE to share your laptop content with colleagues in remote locations.
- **SMART Hub PE** provides the ultimate in collaboration power in a locked-down, simple, low-maintenance appliance. It unites the power of SMART Meeting Pro software with the simplicity of an appliance, so no PC is required. Combine it with one or more SMART interactive displays for a versatile collaboration environment. With Hub PE, you can also share your laptop content with colleagues in remote locations.

## Interactive whiteboards and displays

- The **SMART Board** interactive whiteboard combines the simplicity of a whiteboard with the power of a computer. You can control applications from the display, write notes in digital ink and save your work to share later.
- The **SMART Board** interactive display adds interactive whiteboard functionality to any plasma panel. Simply touch the display to control any computer application, or write in digital ink and save all your work.
- The **Symposium™** interactive pen display is a presentation tool that lets you control applications, peripherals and lighting from a podium or anywhere in the room. Your audience simultaneously views the content on a large screen. You can annotate in digital ink over text and images to highlight specific points.



At SMART, we've been transforming the way people learn for years, beginning with the invention of the SMART Board™ interactive whiteboard – the product that has become known around the world for its power to spark collaborative learning. Our focus on perpetual innovation fuels our drive to design products that lead the market, giving you technology that is constantly ahead of its time.

To find out more about how SMART is reshaping learning in training rooms around the world, visit [www.smarttech.com/corp](http://www.smarttech.com/corp).

SMART Technologies. Extraordinary made simple™

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