



# EDUCATION SERVICES

Meeting Your Needs With Prescriptive And Customized Training



# MAXIMIZE YOUR SOLUTION WITH COMPREHENSIVE AND RESPONSIVE TRAINING

The legal industry technology landscape has changed dramatically over the past decade. In addition, firms are continually adjusting to internal changes in personnel, new management, and acquisitions and mergers. Amidst it all, the external demands remain the same—to meet client expectations while boosting profitability.

With continual shifts in the industry, it's more important than ever that your users know how to take advantage of Thomson Reuters Elite's robust software solutions to keep abreast of change and lead the way. With the help of Thomson Reuters Elite Education Services, your personnel can learn how to maximize the latest technology to help them streamline processes and boost productivity, stay up-to-date, develop know-how, and remain fully knowledgeable in our solutions.

Thomson Reuters Elite's Education Services is made up of a team of professional educators dedicated to providing clients with an array of quality prescriptive and customized training services and programs. Our courses focus on the function of the entire Thomson Reuters Elite product family from the application and technical end users' perspectives.

When your users are empowered with knowledge of our solutions, they are ready to help you meet your goals in the future. Thomson Reuters Education Services is here to help them.





### TRAINING = SUCCESS

Successful organizations know the importance of training and how it relates to the success of their business. Training strengthens employee skills, expands knowledge, and increases job satisfaction. The key to successful employee training is to remember that everyone learns differently. From webinars to formal classroom settings, to self-paced eLearning, there is a method that works best for each individual.

The Services team has developed comprehensive learning opportunities to accommodate the individual learning needs and schedules of our clients and their employees. To do so, we offer the following types of training:

- **Classroom training** – including regional and onsite
- **Live Lecture and Demo Webinars** – short, informative software function training
- **Online Simulated Classroom Training** – in-depth, interactive distance training
- **Self-paced eLearning** – available anytime, anywhere

It is our goal to ensure that you and your employees receive the training you need to be fully knowledgeable in your solution and most productive and efficient in your job.

### TRAINING BENEFITS

- Maximize your investment in your solution
- Support your day-to-day business processes
- Stay up-to-date and learn new software features
- Develop staff knowledge
- Cement staff learning through retention and certification testing
- Match your learning style and meet your company needs

### CLASSROOM TRAINING

Classroom training has been the foundation of employee and client education for years. Many participants learn best and have the greatest opportunity for retention when they learn from a live instructor in a classroom setting. Classroom training affords the opportunity to incorporate various learning principles, including lectures, demonstrations, hands-on workshops, and retention quizzes.

Classroom training provides instructor-led classes in a dynamic learning environment. Courses give you a hands-on approach and are delivered where it's convenient for you—regionally or onsite.



### Regional Training

One option for classroom training is to attend regional training courses. Depending on the training subject, learners may thrive best in an environment where collaboration is easy and peer insight is bountiful. Getting away from the office can often be beneficial for employees: They can focus on learning without work distractions and also build camaraderie with other users that can result in valuable knowledge-sharing relationships in the future. In addition, participants can work with industry colleagues to solve problems, glean knowledge and outside perspective, and even learn tips and tricks.

Our regional classes are held at state-of-the-art learning facilities in convenient worldwide locations each with fully-equipped computer workstations for each learner. This is a popular learning format that ensures your team of employees receives the same hands-on training approach for message consistency. Courses include lecture, demonstration, software interaction (workshop), topic quiz, and optional retention testing.

### Onsite Training

When you want the ultimate convenience, yet still want the benefits of classroom training, our Education Services trainers can deliver prescriptive or customized training right at your firm. When we train onsite, there is no outside influence, therefore the training is focused solely on your

needs. Because there are no employee travel expenses involved, you save money, and learners have less time away from work.

Our qualified instructors bring their insight, knowledge, and various teaching styles to meet the specific needs of your firm. Whether its training on enhancement sets, new modules, or for new staff, we can deliver prescriptive or custom curricula to match your configured software. The Thomson Reuters Elite Global Services Application and Technical Consultant Teams are also available when additional services are needed.

### CERTIFICATION TESTING

As part of the Education Services offerings, any of our classroom-based programs can be followed by certification testing for firms who want to certify employees on learned skills. This additional service can help validate learning and ensure employees are fully knowledgeable on the software. The tests are facilitated via online testing software that provides test scores as well as feedback to participants when questions are answered incorrectly. The tests are based on product function and content covered and have a measurable requirement of 85-90% pass threshold. All tests are standard but can be customized to meet a firm's needs.



### **LIVE LECTURE AND DEMO WEBINARS**

When you need to supplement classroom training, or when you're looking for a more time and cost-effective option, Live Lecture and Demo Webinars offer the same quality training. These Web-based learning options give you the benefit of live instructors where it's convenient for you. Our professional trainers address specific software functions to keep employees informed and up to speed in key functional areas.

As part of these virtual classroom training courses, participants can ask questions and receive feedback instantly. Our informational lectures and demos provide more information than a typical product or sales demo. In these shorter, informative webinars, instructors provide lecture, demonstration, and Q&A on product functionality. Classes usually last anywhere from ninety minutes to two hours.

### **ONLINE SIMULATED CLASSROOM TRAINING**

If you're seeking more in-depth training and an interactive experience, try our Online Simulated Classroom Training. These three-hour to three-day classes are designed to feel like you're in a classroom without the need to travel. Live instructors lead groups with open dialog, workshops, quizzes, polls, and application and file sharing.

Online training provides several benefits for busy companies with limited time or resources to send employees off site for training. No travel is required with this online training option.

In addition, all staff can be trained with standardized content, eliminating the risk of gaps in knowledge of the systems. You can bring large numbers of staff on board and when you need to introduce staff to enhancements, it's a quick and easy way to bring everyone up to speed.

### **SELF-PACED eLEARNING**

Today's fast-paced environment, over-booked calendars, and tight budgets often leave little time and money for training. Because of these challenges, Self-paced eLearning provides an ideal way to obtain the necessary training. Self-paced eLearning courses consist of professional, prerecorded learning events designed to provide the training you need when you need it. It's the ultimate in convenience and affordability.

The self-paced courses allow users to learn at their own pace, from any location, at any time. Classes range in length and provide various training styles, including lecture, demonstration, simulated software interaction, and retention quizzing. Companies can easily create a consistent training plan that has the same messaging for all employees, assign training requirements, and track employee progress and results.

This fast, easy, and on-the-fly training format provides training videos, troubleshooting tips, and system function information.

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**ELITE** | EDUCATION SERVICES HUB

Home Catalog Elite KB

My Scheduled Calendar  
My Assigned Learning  
Account Settings

**Learning Center Home**

Navigate to Knowledge  
Thomson Reuters Elite Education Services

**Welcome!**  
Elite's Education Services is a team of professional trainers/educators dedicated to providing clients with an array of quality prescriptive and customized training services and programs. With experience in legal, professional services industries, and adult learning principles, Elite education trainers have the expertise to meet your individual learning needs. We are dedicated to ensuring you are fully knowledgeable in your solution throughout the life of your software.

Our education programs focus on the function of Elite's products from both an application and technical end user perspective. We offer a variety of educational opportunities for both Elite Enterprise and Elite 3E users, including classroom training (regional and onsite), webinars, and eLearning. Where consulting services are necessary, we have access to our Global Services and consultant practice – the best of breed consulting in the industry.

**Note:**

- **Classroom Training - Onsite:** Prices quoted are based on a maximum of 10 participants per session
- **Classroom Training - Regional:** Prices quoted are per participant
- **Online Simulated Classroom Training:** Prices quoted are per participant
- **Educational Webinar:** Prices quoted are per firm

If the class minimum is not met, courses are subject to cancellation.

Collaborating with Your Trainer  
Self Paced eLearning  
My Scheduled Calendar (click to expand)

My Scheduled training events

June 2012

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

## THE EDUCATION SERVICES HUB

All of Thomson Reuters Elite's educational offerings are available via our new learning platform. The Education Services Hub offers a world of education opportunities with a catalog of courses to choose from. Whether you're looking for classroom, webinar, or eLearning classes, you'll find it on the Hub.

The Hub benefits:

- Easy-to-use interface
- Centralized learning environment ensures consistency
- Continuous product and service proficiency for employees who interact with clients
- My Learning section to track development
- The Hub infrastructure runs 24x7 so courses and online resources are available to students around the clock

Students with access to the Education Services Hub will be provided a course catalog detailing all of our education programs as well as a calendar view of their scheduled courses, all from one learning platform. This service offering will continue to develop and make learning management a

breeze. The Education Services Hub is the newest step Thomson Reuters Elite has taken to improve learning management for our clients and their end users.

## YOUR PARTNER FOR SUCCESS

Thomson Reuters Elite offers an end-to-end enterprise business management solution that allows law firms and professional services organizations to run all operational aspects of their firms, including business development, risk management, client and matter management, and financial management. As an industry leader for organizations across the globe, we understand the business and financial aspects of firm operations, and we have the tools to streamline processes, improve efficiencies, and provide the flexibility you need to change and grow your business.

To learn more about Thomson Reuters Elite Education Services, visit [elite.com/education](https://elite.com/education) or log into the Educational Services Hub at: [www.elite.com/educationserviceshub](https://www.elite.com/educationserviceshub).

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