



MATRIX

BY CYPHER LEARNING

How to use MATRIX
for employee retention

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How to use MATRIX for employee retention

Introduction

MATRIX is a world-class, award-winning intelligent learning platform (ILP) for business. The platform is known for delivering a great user experience while incorporating all the essential tools companies need to support efficient training and learning.

MATRIX helps companies manage all training activities, such as creating and delivering training content, evaluating employee performance, training clients and partners, and selling online courses at a large scale.

MATRIX is a product of CYPHER LEARNING, a company that specializes in providing intelligent learning solutions for organizations around the world.

CYPHER LEARNING provides a similar LMS for use by entrepreneurs, called INDIE, and an LMS for use by schools and universities, called NEO. CYPHER LEARNING products are used by over 20,000 organizations, have millions of users, and have won several awards.



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How companies can improve employee retention

Employee retention is directly related to business profitability and success. Additionally, having more employees makes it easier to reach business goals. Giving your employees basic training does not suffice, as you need to develop their skills, confidence, and leadership potential to motivate them to stick around.



Find the right people

Employee retention begins with hiring the right candidates. The best way to do that is to have a strategy that ensures that only people who are a great fit for your company “pass the test”.

Try to understand the candidate, their expectations, and their skills from the start instead of going through drawn-out hiring processes.



Create supportive work environments

A key to retaining employees is creating a culture of work where they feel supported and appreciated. It's your duty to create an environment where employees feel comfortable and can flourish.

A good way to do that is by making communication clear and effective, streamlining all work processes, and offering different perks such as personalized on-the-job training.



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Create career development plans

Showing your employees that there is room for improvement and they can upskill while working for your company is a great way to promote employee retention. This will motivate them to do their best.

There are several ways to do this. A good idea are either quarterly or bi-annual chats where you talk about what opportunities are open to them.



Provide effective training programs

No one likes to work in a company that does not invest in their career development. To prevent your employees from leaving, ensure that your business invests in quality training programs so they can develop professionally.

Effective training also includes materials that can be accessed anytime and anywhere and are a great fit for each employee's interests.



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| The role of training platforms for better employee retention

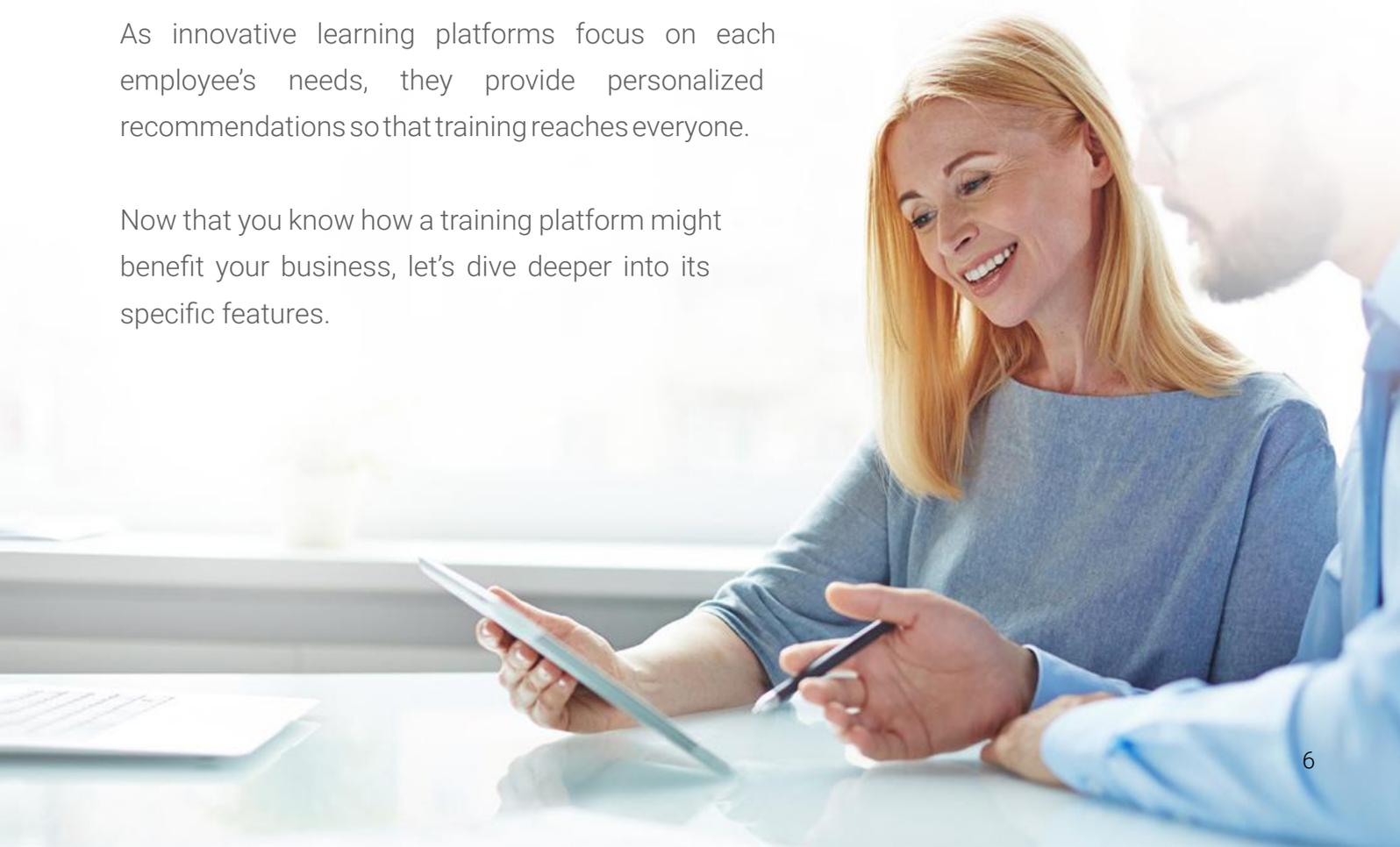
Many companies that want to reduce employee turnover are investing in training platforms. Since first impressions matter, they need to focus on creating programs that accommodate even picky new hires.

With the help of a learning platform, employees are greeted with warm welcome messages while they also get a glimpse into the future to see what it looks like. Investing in employee education from their first day at the job is a great way to nurture ambition and loyalty for your company.

Training platforms not only make learning more effective but also promote lifelong learning, which increases employee retention. Taking training on the go is not only a modern approach but also a good way to integrate training into employees' daily life without feeling overwhelmed by too much information.

As innovative learning platforms focus on each employee's needs, they provide personalized recommendations so that training reaches everyone.

Now that you know how a training platform might benefit your business, let's dive deeper into its specific features.



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MATRIX features for employee retention

MATRIX is a comprehensive solution that helps businesses promote employee retention. It provides a variety of features that don't require any technical knowledge to use. Some of these include:

Personalized training

Since every employee has different learning goals and preferences, it's good to ensure that your training programs cover all those needs. You can personalize the content that your employees see once they enroll in a course based on their career aspirations and progress.

On top of that, each employee is greeted with a personalized welcome message when they first enroll in a module or reach individual training goals.

The screenshot displays the MATRIX LMS interface. At the top, there are navigation tabs for 'Modules', 'Dashboard', 'News', and 'Calendar'. The main content area is titled 'Modules' and includes a sub-header 'Modules and sections can be completed in any order.' Below this, there are two main course sections:

- 1. How to become a good manager**: This section includes a description and a list of sub-sections: Management, Conflict management, Cost reduction quiz, Cost of quality implementation, and Certificate of completion. A table below shows the progress for these sections, with 'Submitted' and 'To score' columns.
- 2. Tools managers need**: This section includes a description and a list of sub-sections. A similar progress table is visible below.

On the right side, there is an 'Activity' panel showing 'No recent activity' and a 'Path Game' section with a list of users and their scores:

User	Level	Score	Progress
Meghan Cash	Advanced	600	3
Billy Aaron	Intermediate	502	1
Dennis Philips	Intermediate	496	1
John Smith	Intermediate	496	1
Frederick Philips	Intermediate	496	1

Below the activity panel is an 'Admin' section with options like 'Style: self paced', 'Catalog: page configure', 'Published unpublish', and 'Access code: LKXI-EKDC reset'.

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Mobile-friendly content

While some employees learn at the point of need, others will complete training at their desks. Regardless of their preferences, they are used to having the freedom to complete training in their own time, based on their schedule.

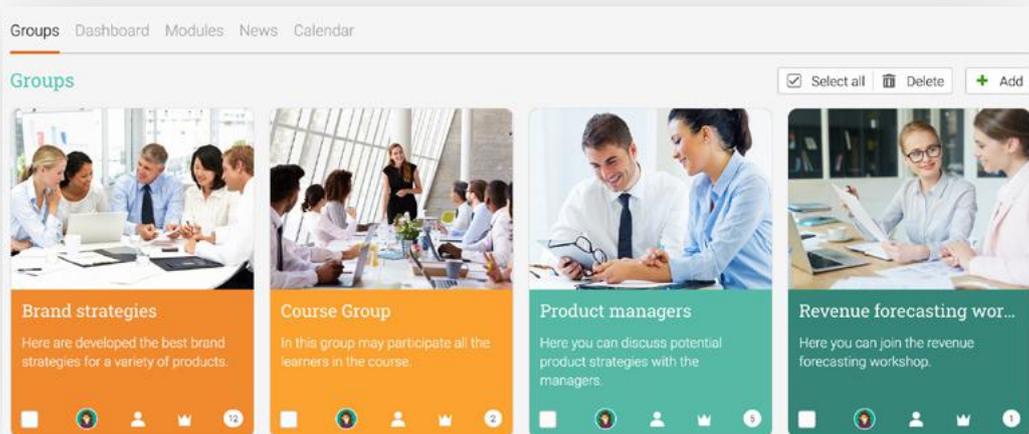
Ensure that your training looks good through the “mobile lens” and take the time to organize all resources so they are easy to complete from any mobile device.



Groups and teams

Although most of the time training is formal, that does not mean it has to lack interaction. The future of training involves the use of social skills. Groups are a great learning resource as it allows employees to express their ideas and interact with one another.

Group discussions can happen even before going through the course or after completing it. Taking freely about their ideas creates a relaxed environment for everyone involved.

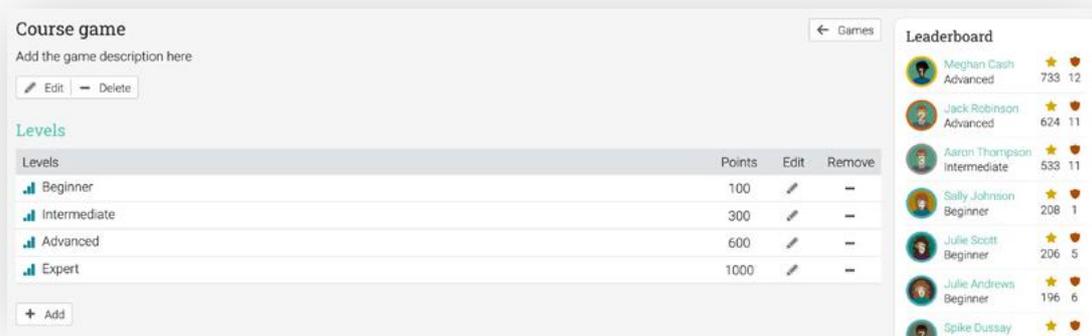


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Gamification

Gaming elements make training more relaxing and provide an interesting environment for completing training. Small rewards in the form of points, badges and certificates encourage employees to go through their materials.

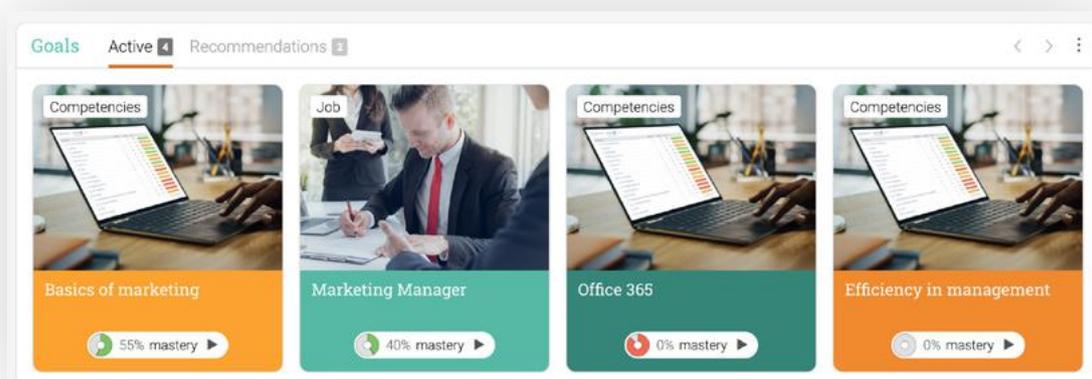
By checking the leaderboard, they see how they are doing compared to other learners, and that sense of competition motivates them to continue learning.



Skill development

Whether you create onboarding programs or specific training, with competency-based training you're able to consolidate your learners' knowledge and track their skills effectively. These personalized programs are cost-effective and promote employee retention.

By checking the progress tracking, employees see an overview of the goals they are working on, which motivates them to continue the progress.



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Automation

With automation, you can make learning more flexible for learners in each organization. By setting up rules in different areas of the platform, they get automated messages as well as actions to complete with no manual work.

Automation saves time as it provides instant feedback for assessments, which is a bonus for busy employees. They appreciate that they don't have to wait around and they can work on consolidating their knowledge right away.



The screenshot shows the 'Automation' interface with two sections: 'Enrollment actions' and 'Unenrollment actions'. Each section contains a table of actions with their respective dates.

Action	Added
Send the canned message: 'enrollment'	Nov 20, 2019
Award 392 points for game Site-wide game (Popup)	Mar 4, 2020
Award badge <i>First Class</i> for game Site-wide game (Popup)	Mar 4, 2020

Action	Added
Send the canned message: 'unenrollment'	Nov 20, 2019
Hide section What do you expect to learn in this course?	Jan 31, 2022
Lock module Introduction	Jan 31, 2022

Accessibility

Another feature that you need to include in your training materials to ensure employee retention is accessibility. Your employees expect to be able to access materials that are designed to accommodate their needs.

Make sure that your training materials include high-contrast themes, closed captioning or transcripts on images, immersive reader options, and more.



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Summary

When it comes to designing an employee retention program, there are a few factors that you need to consider. Probably the most important one is creating and maintaining an open relationship with your employees so they can feel comfortable expressing their desires. On top of that, an LMS can improve the training experience and make it accessible anytime and anywhere. For more details about MATRIX, please visit our website or contact us at info@cypherlearning.com.

www.cypherlearning.com

