Involve supervisors up front with the planning for employee training. Allow the supervisors to participate in the building of curriculum, training schedules, and student expectations.

Emphasize the benefits of training and the investment you are making. Positive communication is critical.

Assign a staff member the responsibility to check the computers. Make sure the computer has access to www.toolingu.com and make sure the audio works.

Provide contact information at each computer for IT including who to contact if their login information is not working.

Ensure that students are removed from distractions during their training time.

Set expectations up front. For example, one class a month, no eating or drinking in the training room, missed sessions must be made up, etc.

Schedule training, if at all possible, in 1-hour minimum blocks, with 90 minutes being optimal. Training blocks should not exceed 2 hours.

Schedule training sessions with a good mix of people who are training together. For example, experienced vs. new hires, etc.

Schedule training mid-workweek. The first and last day of the workweek would be more likely to be a day off.

Schedule training in the same time slots for the students from week to week to limit confusion.

Have a scheduled training make-up time slot available and require make-up sessions to be scheduled beforehand.