San Luis Obispo County
Conducting Successful Knowledge Transfers

THE CHALLENGE

Ten thousand Baby Boomers are retiring every day, according to Pew Research Center. San Luis Obispo (SLO) County is no exception to the wave of retirements. As so many people leave the workforce, there is a high demand for a new influx of public sector workers to fill these jobs. However, not only do roles need to be filled, but the mass exodus of Baby Boomers has also resulted in a demand for knowledge transfer.

As roles are filled, it is vital that the knowledge from the previous tenant of the role be transferred to the incoming team member. This was true for San Luis Obispo County. Training was needed for first time managers, enrollment calls consumed HR time, and disparate systems complicated training. SLO County had to find a better way.

NEOGOV

WHY THEY CHOSE NEOGOV

In order to overcome their training challenges, SLO County implemented NEOGOV's learning management system, Learn. Using Learn, the county is able to scale learning to meet the demands of new employees.

Not only was it easy for Human Resources to implement, but the system made it easy for SLO County's employees to understand and enroll for courses themselves.

"NEOGOV is super easy to enroll, so it reduced phone calls for enrollment by 90%," says Deborah Erb, HR Business Analyst, San Luis Obispo County. "It is so easy compared to our previous course enrollment system."

Ease of enrollment freed up administrative support for SLO County. In turn, they were able to focus on tasks that would add more value to their employees, such as promoting programs and analyzing program outcomes and impact. Reallocating their time to these valuable tasks, the county was able to consolidate from six learning management systems to one.

"NEOGOV was an excellent choice for us because we only had one purchase," says Erb. "We did not have to face the complexity of multiple platform choices and integration, such as a learning management system, content management system, authoring tools, and buying content from various sources."

With centralized tracking, online content, and an intuitive course builder, Learn allows for training efficiency in a 3-in-1 solution. SLO County found Learn to be easy-to-use, especially for their specific needs as a public sector organization.

"We chose NEOGOV because it is user friendly and public sector focused," says Erb. "In many ways, it contains best practices for public sector HR and thus, as releases occur, it keeps our systems renewed and fresh and we can continuously improve."

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