Please, No More Recorded Zoom Calls

How the Best Organizations Educate Their Customers and Employees on Faster Payments

Presented by

Faster Payments Council

FPC 2023 Spring Member Meeting

Speakers

Kevin Miyamoto
Co-Founder, Identifee

Angela Murphy
VP, Photon Commerce

Glenn Wheeler
VP, Corporate Catalyst FCU

Steve Douglas
VP, The Clearing House

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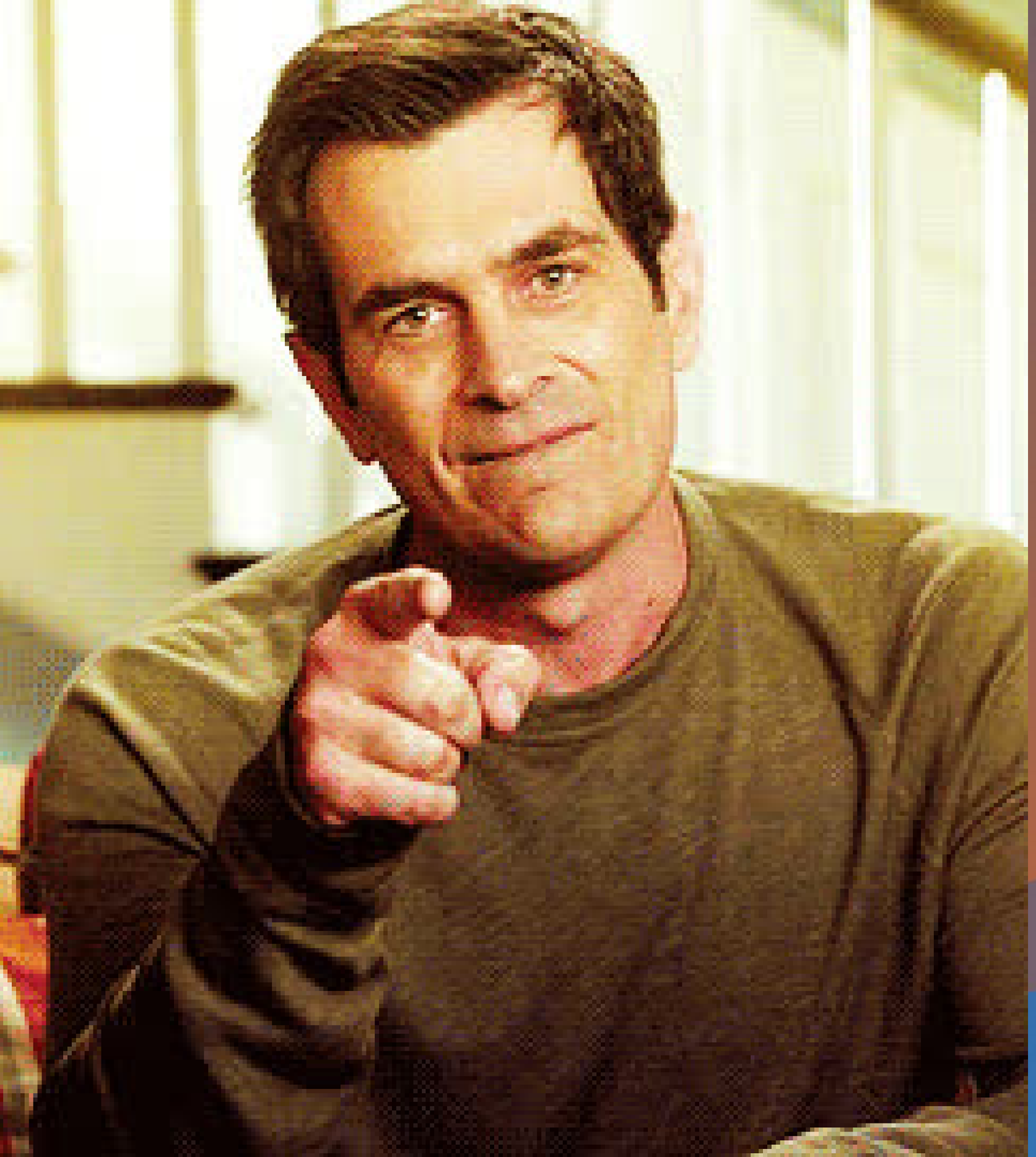

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218%

74%

Companies that offer comprehensive training programs have 218% higher revenue per employee than companies that offer less training.

% of employees say they feel like they're not achieving their full potential at work due to lack of development opportunities.

ATD, "2018 The State of the Industry," https://www.td.org/soir2018

h , Middlesex University for Work Based Learningttps://www.mdx.ac.uk/courses/professional-practice-and-work-based-learning

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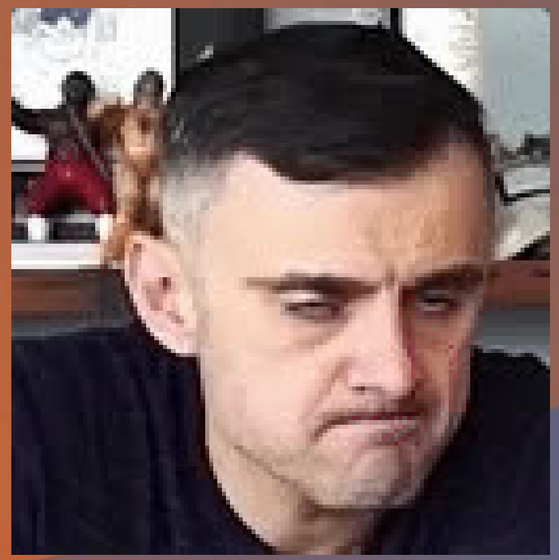
Poll #1

Can everyone in your organization articulate the value of faster payments?

Absolutely



Kinda Sorta Ish

No

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The Current State

How are organizations training their employees?

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The Current State

How do organizations train their customers?

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44%

% of millennials prefer no sales rep interaction at all in a B2B setting.

https://www.gartner.com/smarterwithgartner/future-of-sales-2025-deliver-the-digital-options-b2b-buyers-demand#:~:text=Because%20the%20average%20deal%20involves,needed%20in%20the%20seller%20role.

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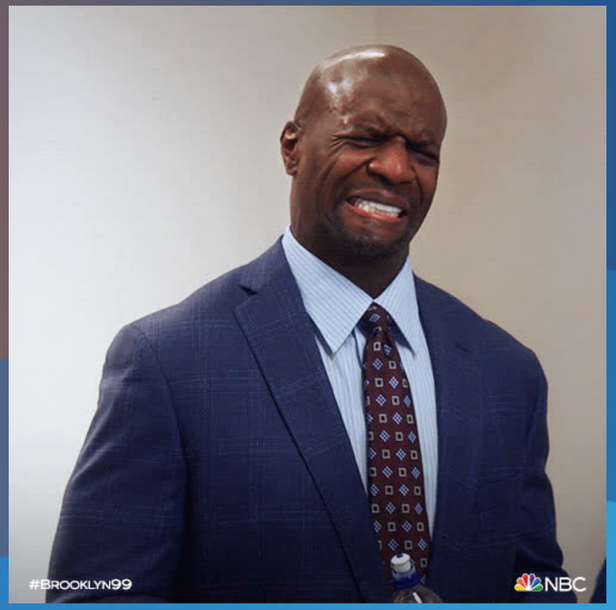
Poll #2

Do your customers have enough information to make purchasing decisions without a rep?

Oh Yeah

Ummmmm IDK



Oh Gosh No

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Without constant re-enforcement, how much new information is being retained?

50%

Retained within an hour

30%

Retained within a day

10%

Retained within a week

https://www.learningguild.com/articles/1379/brain-science-the-forgetting-curvethe-dirty-secret-of-corporate-training/#:~:text=Research%20on%20the%20forgetting%20curve,of%2090%20percent%20of%20it.

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The Future State

Best practices for teaching your team on faster payments

Best practices

- Create a plan
- Use a variety of training methods
- Create training materials that YOU would actually pay attention to
- Make it interactive
- Break down complex material into simple "chunks"
- Get user feedback
- Make it industry specific
- Provide ongoing support

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Questions?