Coaching Super Users and Power Users in ERP Training Course

Professional Development Training Course Outline

Category	Enterprise Resource Planning (ERP)	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

The success of any ERP implementation hinges critically on the proficiency of its key internal champions: The Super Users and Power Users. These individuals are the essential bridge between the new technological platform and the daily business processes of the entire organization. Coaching Super Users and Power Users in ERP Training Course goes beyond basic software navigation, focusing instead on developing advanced functional mastery, troubleshooting capabilities, and peer-to-peer coaching skills. Investing in this elite group accelerates user adoption, drives consistent system utilization, and ensures maximum Return on Investment (ROI) from the Enterprise Resource Planning system.

The modern ERP landscape is rapidly evolving, driven by trends like Cloud ERP, AI/ML integration, and complex digital transformation initiatives. Super Users and Power Users must transform from mere system operators into strategic, data-driven experts capable of adapting to change and supporting continuous improvement. This course provides the role-based training and scenario-driven case studies necessary to cultivate this high-level expertise, empowering them to champion the new system, resolve Tier 1 support issues, and become internal change agents who foster a culture of data integrity and process optimization across all functional departments.

Programme Curriculum

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Course Duration

5 days

Course Objectives with Strong Trending Keywords

1. Master End-to-End Business Processes and cross-module integration points
2. Develop Advanced Troubleshooting skills to resolve complex Tier 1 and Tier 2 support issues, reducing reliance on IT/Consultants.
3. Champion Change Management and drive high-level User Adoption through effective internal coaching and mentorship.
4. Utilize ERP Analytics and Business Intelligence (BI) tools for real-time reporting and strategic decision support.
5. Ensure Data Integrity and promote best practices for master data governance and system hygiene.
6. Understand the impact of Cloud ERP environments, including update cycles and new feature deployment.
7. Design and execute effective User Acceptance Testing (UAT) scenarios and test scripts.
8. Identify opportunities for Process Automation and contribute to continuous Business Process Optimization (BPO).
9. Comprehend System Security and configure role-based access controls for optimal data protection and compliance.
10. Train and onboard new End Users using effective Adult Learning Principles and customized training materials.
11. Leverage new technologies like AI/ML features embedded in the ERP for predictive analytics and task automation.
12. Establish and manage a sustainable Knowledge Base and maintain up-to-date Role-Based Training documentation.
13. Effectively translate functional business needs into clear technical requirements for IT/Development teams.

Target Audience

1. Designated Super Users/Key Users from all functional departments.
2. Subject Matter Experts (SMEs) deeply familiar with current "As-Is" processes.
3. High-potential employees identified for future leadership or specialist roles.
4. Departmental Process Owners responsible for long-term system health.
5. Internal Trainers or Training Coordinators supporting the go-live.

6. IT/Business Analysts needing a deeper functional system understanding.
7. Select Power Users who execute complex, non-standard transactions.
8. Go-Live Support Team members responsible for post-implementation hypercare.

Course Modules

1. ERP Functional Mastery & Process Integration

- In-depth review of cross-functional workflows and data flows
- Deep-dive into Master Data Governance and its impact on reporting accuracy.
- Case Study: Analyzing a delayed Order-to-Cash cycle, identifying bottlenecks in credit hold, inventory allocation, and invoicing, and proposing process fixes within the ERP.
- Simulating high-volume, complex transactions that span multiple modules.
- Understanding the configuration settings and transactional levers available to a Power User.

2. Advanced Troubleshooting & Support

- Framework for Tier 1 & Tier 2 Support triage, root cause analysis, and issue escalation procedures.
- Techniques for testing and validating user-reported errors in a non-production environment
- Case Study: Resolving a recurring inventory variance issue caused by incorrect unit-of-measure configuration and a specific warehouse process gap.
- Utilizing built-in system logs, error messages, and monitoring tools for diagnostics.
- Developing and maintaining a searchable FAQ/Troubleshooting Knowledge Base.

3. Data Integrity, Reporting & BI

- Best practices for ensuring data quality and preventing common data entry errors.
- Designing and generating custom reports and complex queries using the ERP's native BI tools.
- Case Study: Building an executive-level dashboard that combines real-time financial data (GL) with operational metrics to track working capital effectiveness.
- Understanding the different types of ERP data: Master Data, Transactional Data, and Configuration Data.
- Techniques for mass data updates and uploads using import/export tools with data validation.

4. Effective Coaching & User Enablement

- Applying Adult Learning Principles to structure effective one-on-one and small group coaching sessions.
- Developing clear, concise, and role-based documentation
- Case Study: Creating a structured 30-minute training session for a new Accounts Payable user group, including a hands-on simulation and validation checklist.
- Techniques for assessing user competency and measuring the effectiveness of post-go-live training.
- Strategies for overcoming user resistance to change and fostering a positive system culture.

5. Process Optimization & System Evolution

- Methodology for identifying and documenting "pain points" in the current processes for BPO initiatives.
- Submitting effective enhancement requests and prioritizing changes based on business impact and ROI.
- Case Study: Proposing and modeling a change to the requisition approval workflow that reduces lead time by 20% while maintaining compliance standards.
- Understanding the impact of future ERP upgrades on current business processes.
- Participating in and leading departmental Continuous Improvement huddles using ERP data.

6. User Acceptance Testing (UAT) & Quality Assurance

- Developing comprehensive, scenario-based UAT Test Scripts that reflect real-world business transactions.
- Coordinating and managing a team of End Users during formal UAT cycles.
- Case Study: Managing a critical UAT cycle for a new manufacturing module feature, documenting defects, and tracking resolution with the implementation team.
- Best practices for defect reporting, severity assessment, and re-testing procedures.
- Strategy for communicating UAT status and Go/No-Go readiness to project leadership.

7. Security, Compliance & Controls

- Understanding segregation of duties (SoD) and its implementation via Role-Based Access Controls (RBAC).
- Periodic review and auditing of user permissions and security profiles to maintain compliance.
- Case Study: Conducting an audit of a Finance Super User's access rights to identify and rectify a potential SoD violation between invoice creation and payment approval.
- System best practices for password policy, multi-factor authentication, and data privacy
- Procedures for emergency user access and managing temporary system controls.

8. Emerging ERP Technologies (AI/ML & IoT)

- Exploring the function and use of AI/ML within the ERP
- Understanding how IoT data integration impacts inventory visibility and maintenance planning.
- Case Study: Setting up the AI-driven cash application feature and training the accounts receivable team on how to manage and correct machine learning suggestions.
- Leveraging new Mobile ERP capabilities for field service or warehouse management tasks.
- Planning for the future skills needed to support an increasingly automated and Intelligent ERP environment.

Training Methodology

This course employs a participatory and hands-on approach to ensure practical learning, including:

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call +254769199797

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

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