

Number Skills

For increased efficiency and accuracy in number transfer

The Impact of Number Skills:

- Increase number accuracy by 50% or more
- Increase speed of number perception by 20%
- Transfer accurately up to 12 digit numbers
- Increase overall performance and productivity
- Reduce stress and anxiety

Who will benefit?

Anyone who transfers, records, keys, or checks numbers

- Data entry operators
- Medical records personnel
- Customer service reps
- Accounting assistants
- Payroll administrators
- Claims department personnel
- Reservation agents
- Financial analysts
- Order processors
- Mortgage and loan processors
- Billing administrators
- Bank tellers
- Distribution center personnel
- Credit card service providers



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□ The Objectives

The goal is that Number Skills will help to transfer data more accurately and quickly, to improve perceiving, hearing, grouping, and proofing of numbers, and to increase overall performance and productivity. The Number Skills program has just been revised by Vital Learning to reflect new trends with number transfer and data entry.

□ The Procedure

Number Skills can be delivered in four 2-hour sessions or two 4-hour sessions. Individuals practice new skills using video, audio, and workbook exercises. Participants analyze and drill on number patterns so they develop the skills to quickly and accurately identify and transfer data to written or computer-generated documents.

□ The Results

Participants achieve measurable increases in number accuracy, perception, and retention. To measure results, a Pre- and Post-Test is administered at the beginning and end of the four sessions.

On-site coaching to reinforce on-the-job application of the skills learned in class is recommended. A re-test can be administered after 6-9 months to verify that Number Skills results are sustained.

□ The Guarantee

After pre-class and post-class testing, we guarantee at least a 50% reduction in errors or the materials are free. Recent results are 60% or higher. Increases in speed average about 20% because accuracy is emphasized more than speed.

□ Nancy Henson, Presenter

Nancy Henson is a Vital Learning Corporation representative based in Dayton, Ohio. She is a subject matter expert and master trainer for the Number Skills program. In 2004 Nancy helped to revise this program for Vital Learning Corporation.

If you prefer, facilitators within your organization can be trained to deliver this program. Certification is not required, but attending the 8-hour program is highly recommended.

□ Number Skills Customers

Customers who use Number Skills include Fifth Third Bank, Honeywell, Assurant Solutions, Navy Federal Credit Union, Ohio Department of Taxation, Highmark Blue Cross/Blue Shield, Chase Home Finance, Kansas City Water Department, Los Angeles Department of Parks and Recreation, and many others who have discovered the value of using Number Skills.

□ Comments from Participants

- *“Very participatory– will definitely recommend it to others in the ‘numbers’ business.”*
- *“I’m amazed at how well I improved my speed of retaining numbers. Great class!”*
- *“This is a great course....all of the techniques taught can increase our speed and accuracy with numbers.”*
- *“I found this class very challenging, and I am amazed how easily I improved in speed/accuracy with numbers.”*
- *“I think all new hires should take this program.”*

Program Description

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