



Multi-Modal Learning™ for IT End Users

Digitizing the Way Business Professionals Naturally Learn Desktop Computer Technologies

The competencies required to be competitive in today's global economy have never been more challenging.

In today's business environment, market leaders are attributing their success and industry leadership to human capacity, adaptability, innovation and agility. This is especially true of business professionals, who leverage core business technologies and productivity applications, (such as Windows, Microsoft Office, and web browsers) to meet new and challenging business opportunities. To meet these challenges head on, a strategic requirement for today's business users of technology is the need for just-enough, just-in-time, IT-focused training and performance support capabilities.

Challenges of Today's Business Environment...

- ❑ Business innovation and speed are core to business success and survival for virtually all categories of business products and services; businesses are either fast or they're dead
- ❑ Rapid change is constantly creating new markets, new opportunities and new threats
- ❑ Human and intellectual assets are more critical than physical assets the challenge is to pursue new opportunities more effectively than your competitors can
- ❑ Technology and technology skills are core drivers for this rapid change and these new market opportunities

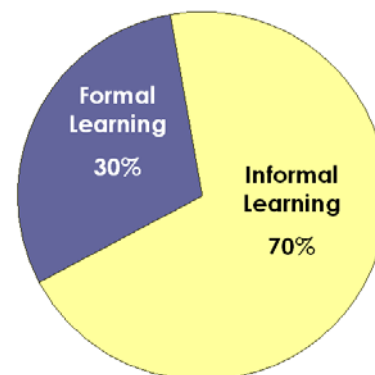


Multi-Modal Learning™ for IT End Users, from SkillSoft Corporation, represents a powerful new web-based solution that significantly enhances learning and day-to-day productivity for business professionals in their use of core desktop software technologies. Multi-Modal Learning is a major step forward in end user learning and productivity, leveraging and integrating SkillSoft's unparalleled range of e-Learning & performance support content, technology and services.

Multi-Modal Learning Is Uniquely Powerful In Supporting Day-To-Day Productivity

Multi-Modal Learning has a unique ability to enhance the informal learning and day-to-day performance that business professionals naturally pursue. In-depth research by the U.S. Department of Labor shows that 70% of workplace learning occurs through informal learning processes driven by workers themselves finding the information they need to do their jobs, and 30% of workplace learning occurs through formal learning programs planned and driven by the organizations that employ the workers. Informal learning is the combination of improvised, unplanned, just-in-time learning efforts that are inherent in everyday business operations: activities

The Majority of Workplace Learning Occurs through Informal Learning



* Source: U.S. Bureau of Labor Statistics



that business professionals constantly engage in, such as looking up information in a book, asking an expert peer how to handle an issue with an online document, spreadsheet or database, researching an issue online through the Web, etc. Collectively, these “on-the-job” learning efforts exert tremendous influence over an organization's real productivity and performance capabilities.

Multi-Modal Learning Embraces Formal Learning Requirements Of Business Organizations

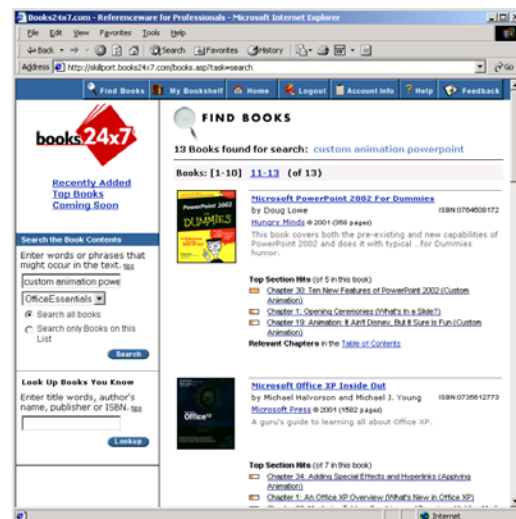
In addition to its exciting new capabilities for supporting and enhancing informal learning, Multi-Modal Learning builds on the capabilities that have been key to the success of SkillSoft customers' formal e-Learning programs. Multi-Modal Learning delivers a strong combination of in-depth courseware, learning management platform technology and support services which SkillSoft customers have come to count on to support certification, continuing professional education, new technology rollouts and other formal learning program priorities.

Multi-Modal Learning for IT End Users Combines 4 Best-of-Breed IT Learning Modalities

Multi-Modal Learning for IT End Users integrates 4 of SkillSoft's leading e-Learning technologies for IT training, certification and day-to-day performance support.

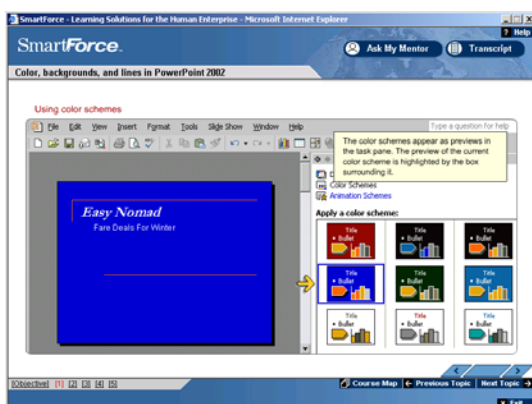
Books24x7 Referenceware™ - With its power to support the day-to-day “instant learning” and performance support needs of business professionals using desktop computer technologies, Referenceware™ is at the core of Multi-Modal Learning™. With just a few mouse clicks, users can instantly access and search unabridged book content from the world's leading publishers in technology tools such as Windows, Microsoft Office, Web browsers. Office Essentials focuses on the most commonly used desktop applications. It consists of practical, 'how-to' content in easy-to-understand language without technical jargon. Desktop users can find instruction for and answers to questions about common applications. Users can

- obtain complete information on Office & Windows XP
- become familiar with the features of Office 2000
- learn how a 'Personal Digital Assistant' can help keep you organized
- consult a computer dictionary to understand technical jargon
- learn the tricks of PowerPoint to create great presentations
- find out everything you need to know about Adobe Photoshop
- clarify the nuances of existing software features
- reduce the learning curve on new programs and applications
- get quick answers to application questions that halt productivity
- reduce the impact on technical support staff by finding answers quickly and independently





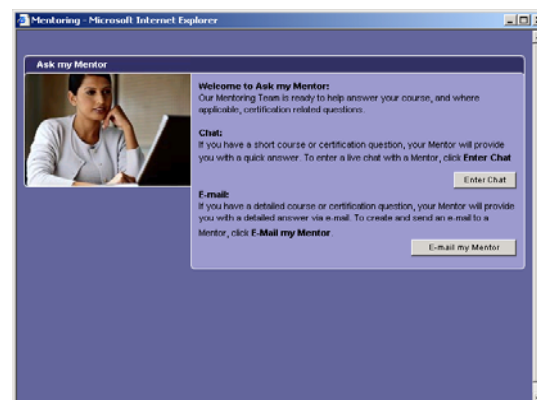
Simulations – SkillSoft's *Multi-Modal Learning for IT End Users* includes access to over 100 interactive computer technology simulations. These simulations are integrated into the SkillSoft courseware experience to provide learners with rich, task-based, multi-path simulation experiences that provide realistic practice in the technologies being taught. Future enhancements planned for Multi-Modal Learning will also make these simulations accessible directly from related referenceware.



Courseware – SkillSoft's award-winning Desktop Computer Skills courseware library includes several hundred hours of interactive instruction on an industry-leading span of today's relevant desktop computer technologies. SkillSoft courseware offers thorough coverage of end user certification exams such as Microsoft's MOS and ICDL. In the coming year, SkillSoft plans to release new interactive IT courseware, such as Microsoft Windows 2003, Microsoft Office 2003 and Lotus Notes 6. SkillSoft's courseware library will continue to offer unparalleled coverage of the newest technologies that are key to our customers' technology plans. These new courses are made available as they are released, at no

additional cost to SkillPort-hosted customers of SkillSoft's *Multi-Modal Learning for End Users* service.

Online Mentoring – SkillSoft offers online mentoring for the current Microsoft MOS and ICDL certification exams. SkillSoft has over 50 on-staff mentors averaging over 20 certifications each and are available 24x7. Through on-line chats and e-mail, learners can ask questions, receive clarification, and request additional information to help them get the answers and understanding they need.



Robust Hosted Learning Management Environment

– Multi-Modal Learning's full range of learning modes can be delivered as a hosted service through SkillSoft's SkillPort™ learning management platform. SkillPort provides a robust range of learning management capabilities for learning delivery and learning program management. In addition to the current capabilities offered through SkillPort, SkillSoft is planning a number of additional features that will be part of our future unified LMS platform that will further integrate and enhance the Multi-Modal Learning user experience.



Summary

Leveraging the combined IT learning resources of SkillSoft Corporation, the widely acknowledged leader in e-Learning solutions, *Multi-Modal Learning for IT End Users* offers powerful tools to support and enhance the speed and effectiveness of both formal and informal learning processes.

SkillSoft's *Multi-Modal Learning for IT End Users* is a strategic requirement for business success as it supports the productivity of today's business professionals' using desktop computer technologies, and helps businesses leverage technology to increase speed, innovation and competitive success.

SkillSoft Multi-Modal Learning™

Support for Informal Learning Processes

- ❑ Instant learning by searching for specific information in the in-depth OfficeEssentials® Referenceware™ database
- ❑ Ask questions 24x7 to SkillSoft online mentors on any major IT end user certification subjects
- ❑ Access a specific 5-minute interactive courseware lesson or a simulation to learn a specific new skill