Congratulations on the purchase of your new instrument!

bioMérieux is committed to providing you with top-notch training and support. For some instruments, we offer both instructor-led training (ILT) at our customer service center in Durham, NC, as well as on-site training.

bioMérieux understands that most labs face staff shortages and increased workloads that make it impossible for all employees to attend an off-site training. For this reason, we have designed our ILT classes on a train-the-trainer model: the individual who comes to training will learn the material well enough to teach it to others in his/her lab.

In an effort to help you choose the best person to come to Durham for training, we encourage you to keep in mind the following factors:

**Comfort in New Situations**

The person that you select for training will be confronted with new technology, new people, and will be working in a new environment. People who are not comfortable outside of very familiar situations may be uncomfortable and distracted while they try to learn about the new instrument.

**Training will be more successful for participants who...**

- Like to travel and are familiar with air travel and hotels
- Are excited by new technology
- Feel comfortable meeting new people
bioMérieux classes function on a train-the-trainer model which means that whoever comes to Durham will be responsible for training others in your lab once they return. People who are less comfortable with their co-workers, or with sharing information, could make it difficult for your facility to gain the maximum benefit from your Durham-based training, and could require you to send another operator if that person leaves without imparting their knowledge to others.

Your facility will benefit most from training if the participant …

- Is respected by his or her coworkers
- Is comfortable speaking in front of others, individually or in groups
- Demonstrates patience with colleagues
- Enjoys helping others, and seeing coworkers develop new skills

Availability and Logistics

Many laboratories face challenges with staffing and workload, and it can be difficult to find time to send someone to Durham for a week of training. Due to the necessary travel arrangements and accommodations made by bioMérieux, it is very difficult (and sometimes impossible) to change who will come to class after registration has been confirmed. For this reason,
customers are encouraged to sign up for training as early as possible so that the student will have as much time as possible to ensure his or her availability.

The best candidates for training in Durham...

- Are not currently engaged in multiple other training or development programs at work, and will not be distracted by laboratory needs while in class
- Have reliable child/elder care while away from home
- Are usually on time for work and not prone to sickness or absence
- Do not have extreme food/environmental allergies that may pose logistical or accommodation problems

Are you ready to get started?

Once you have selected the best student to attend training, please proceed to the bioMérieux University website to schedule a class:

https://www.biomerieuxuniversity.com