

Training Your Way.



Public Training Classes

Custom Training

Custom Services

Contact us at:

LNTraining@LexisNexis.com

[The InterAction Education Team!](#)

You Have Options

From public classes to private, custom sessions, LexisNexis delivers the right education at the right time to the right audience.

Our Learning Professionals collaborate with you to create and deliver workflow-based training that fits your schedule and budget.

Explore our customizable options below and contact lntraining@lexisnexis.com to discuss the solution that's right for you and your firm.

Planning to roll out or redeploy IA?	Looking to optimize Data Quality?	Ready to improve processes?	Rethinking your Business Development Strategy in IA?
Deployment Solutions	Power User & Data Quality Solutions	Workflow Best Practices	Business Development Solutions

[Looking for custom training? Fill out our request form!](#)

DEPLOYMENT SOLUTIONS:

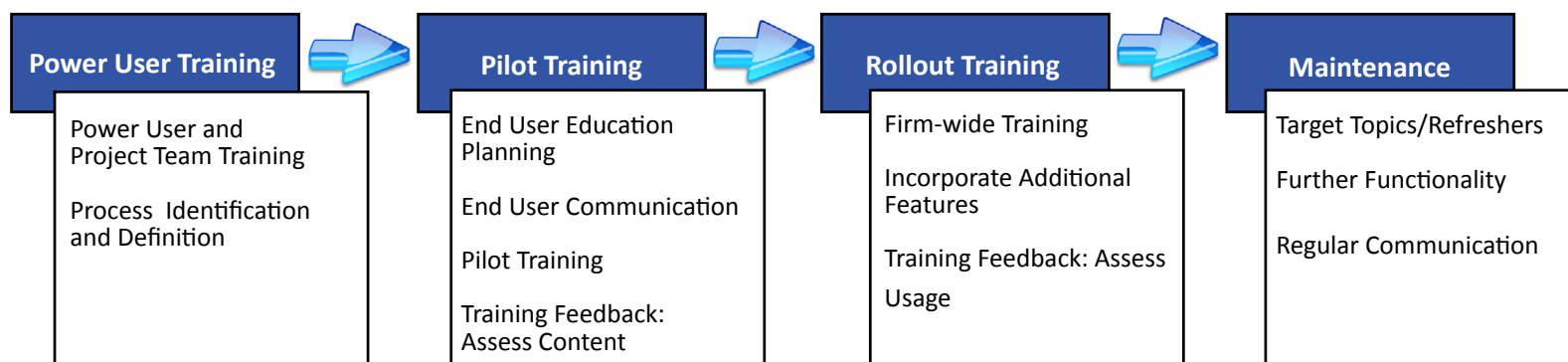
Choose Your Learning Path

Our learning path on LexisNexis University allows you to drill down by role to see what classes might be right for you.

[Choose Your Learning Path on LexisNexis University](#)

Training Rollout Timeline

Need guidance on what to do and when to do it? Our high level training rollout timeline shows the components you need to consider to make training successful. Contact us for detailed and in-depth guidance on rolling InterAction to your end users.



User Adoption

A successful InterAction rollout means that your users understand the value of using your CRM. Make sure you plan for their immediate and future education.

- [InterAction Benefits](#)
- [Sample Communication Memos](#)
- [Creating your End User Training Environment](#)
- [LexisNexis University Blog Series—Want User Adoption? Tune into WIIFM](#)
- [LexisNexis University Blog Series—Oh, Magic 8 Ball...what is the answer?](#)
- [LexisNexis Blog Series—Are Your Users Holding Back Your CRM Success?](#)

POWER USER & DATA QUALITY SOLUTIONS:

Make a Data Quality Plan

- [LexisNexis Explorer Series: Data Quality Strategies](#)
- [LexisNexis Blog Series—The 5 “R’s” of CRM Data](#)
- [LexisNexis Blog Series—Working Smarter with Data Quality: Doing More with Less](#)
- [Data Steward job description](#)

Manage Data Clean up

- [LexisNexis Blog Series—The Summer of CRM Data Cleanup!](#)
- [Data Change Management \(DCM\) “By Contact” view](#)
- [Data Steward training on LexisNexis University](#)

Efficiency Tools

- [InterAction IQ](#)
- [InterAction for Microsoft Outlook](#)
- [InterAction Mobility](#)

WORKFLOW BEST PRACTICES:

- [Tips & Tricks Series—Lawyers Add Contacts to Marketing Lists with a Few Clicks](#)
- [Tips and Tricks Series—Archiving Folders](#)
- [LexisNexis Blog Series—Be an Advocate for Automation](#)

BUSINESS DEVELOPMENT SOLUTIONS:

Managing Business Development

- [Webinar Series—Leverage InterAction for Microsoft Outlook to Maximize BD Success](#)
- [Building Your Business Pipeline on LexisNexis University](#)

InterAction Business Edge

Business Edge takes your data another step further and shows you relationships and engagement, quantitatively and qualitatively, enabling you to see the past, assess the present and forecast the best moves for future business development.

[InterAction Business Edge product PDF](#)

About Us:

Elena Cutri

An educator by trade, Elena is a lifelong learner (aka school nerd!) at heart. She is fascinated by how people leverage learning to live intelligent and informed lives. As Director of Education Services for LexisNexis, she enjoys partnering with learning. Elena holds both a Master of Arts degree in Corporate Communications and a Master in Business Administration degree in Management. She is also an Adjunct Faculty member teaching Public Speaking 101 at a Chicagoland college. When not working, she spends time with her family, leads a Girl Scout troop and teaches classes for adults with special needs.



[View my profile on **LinkedIn**](#)

Drew Sammeth

Drew is a LexisNexis Client Educator for InterAction. He administered and trained on InterAction for almost 10 years in law firm settings. He made the ‘vendor jump’ to join LexisNexis and brings a unique perspective to his training sessions. He loves finding hidden meanings, and his favorite movie is “Steel Magnolias” (or anything with Dolly Parton).



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Maggie Hepburn

Maggie has been training and delighting her clients for over 15 years. She is exceptional at ensuring her clients are equipped to handle their daily responsibilities with InterAction. Maggie holds a Master of Arts degree in Linguistics. She thoroughly enjoys anything about the mysteries of language, speech, and pronunciation. She will find any excuse to build a spreadsheet and her favorite movie is “It’s a Wonderful Life.”



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