

Make Your MSP Training *Actually* Work

The No-BS Guide for Learning Managers

Why does your “training” fail?

It’s disconnected from actual work and it’s owned by no one. Now it’s time to fix it.

This is how your Learning Manager puts a real system in place.

But wait, what’s a Learning Manager?

This is the person who owns how learning shows up in day-to-day work. It’s not a full-time role. It’s usually someone already on your team who just hasn’t been given ownership of it yet. They make sure training connects to real tickets, people know what to focus on next, and learning actually sticks.

Who the Learning Manager is NOT:

✗ HR ✗ Owner ✗ Trainer ✗ Someone who makes content

👉 Read more: [The Role Your MSP Didn’t Know It Needed: The Learning Manager](#)

Step 0: Assign a Learning Manager

- Pick someone your team already goes to for help
- Make it explicit. Everyone should know they own this
- Hold them accountable for follow-through

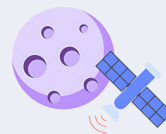
Need a deeper breakdown of what this role owns?

👉 Read: [5 Habits That Make MSP Professional Development Actually Work](#)

Step 1: Put Training on the Calendar

If it’s not scheduled, it won’t happen.

- Create recurring training tickets in your PSA
- Assign them to every team member
- Have it built into the day, not added on top



Step 2: Define What “Good” Looks Like

Training only works when expectations are clear.

- Define what success looks like on a real ticket
- Be specific about how tools and processes should be used
- Focus on observable behavior, not course completion

Step 3: Make Training MSP-Specific

If it doesn't reflect *your* MSP, it won't translate to the work.

- Upload your SOPs as part of training
- Record quick walkthroughs of how your team works
- Show how tools are actually used in your environment

Step 4: Give Clear Next Steps

Learning should follow a pathway, not a random list of courses.

- Define what comes next for each role
- Keep the path structured and easy to follow
- Focus on one step at a time

Step 5: Tie It to Career Growth

People engage when they can see what this unlocks for them.

- Use 1:1s to review progress
- Show how each step connects to their next role
- Make it clear what they're working toward

Support the Role

Owners and leadership stay involved, just in a different way. They set direction, stay informed on progress, and help remove blockers.

The Learning Manager brings structure, clarity, and follow-through to how your team learns. It's a skill set, and it gets better with the right support.

We provide learning designed specifically for this role, including [courses from our Head of Learning Design & Innovation Keith Craig](#), and his Accidental Learning Manager series.

Build a System Your Team Actually Uses

When training is structured and owned, your team performs differently.

Empath gives your Learning Manager the tools to help your team:

- Follow clear pathways
- Stay accountable
- Apply learning in real work

 [Book a demo](#)

