

## Case Studies: **New Technical Training Needed for Merged Organization**

### **Business Situation**

ALESYS partnered with a large global telecommunications company that had just been created through a merger of two major players. This organization had implemented a new computer system for a critical group of existing technical employees. They needed a training solution that would address the performance needs of highly technical new employees coming into the position, as well as current employees who would have to learn how to perform their job responsibilities using this new system. The new system was accompanied by an online "tutorial." However, this tutorial was rather limited in scope, and did not adequately help new or existing employees learn how to perform their job responsibilities to standards with the new system.

### **ALESYS Solution**

ALESYS conducted a detailed Job Task Analysis to clearly identify the job responsibilities related to this position, while identifying the specific aspects of the job affected by the change in systems.

ALESYS then designed a training solution to help both new and current employees develop the skills they needed for using the new system to perform their job responsibilities to standards. This Facilitator-led training program incorporated the organization's existing training resources, including the online tutorial for the new system, pre-requisites identified by the Customer, and a "region" of the new system specifically set aside for practicing in a training environment.

ALESYS also created an "on-the-job" Evaluation Form to be used by Supervisors to monitor their employees' application of the knowledge and skills they learned in training, and to provide valuable feedback and coaching to employees on their use of the new system.

### **Results Achieved**

The organization incorporated this newly designed training program into their curriculum for both new employees and current employees who only needed to learn to use the new system. Both groups quickly developed the specific knowledge and skills necessary to become proficient in using the new system to perform key aspects of their jobs. Employees indicated that they appreciated the manner in which the new training engaged them in what would otherwise be very monotonous system training content. This level of Learner involvement is a hallmark of the training that ALESYS prepares for all of our Customers.

ALESYS is an international consulting and training company with a focus on leveraging learning to help Customers achieve their organizational goals and use learning as a competitive advantage to generate business profits. We bring a depth and breadth of expertise and best practices gathered during our many years of successful work with organizations all over the world. For organizational change efforts to be effective, only a custom designed approach will yield results. These results must not only solve your organizational issues, but they must also translate into long-term sustainable change and profitability.

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