

Case study: Instructor-led Training

Overview	This telecommunications company required technical and soft-skill training programs to support the offshoring of multiple customer service functions.
Challenge	The key challenge was to provide a solution which would enable the rapid training of offshore customer service agents, for who English was their second language, in a range of subject areas in preparation for servicing an Australian customer base.
Solution	Michael designed and developed materials for multiple face-to-face training sessions for delivery by client organisation trainers. These included company values, cross-cultural communication and considerations, products, systems, and interpersonal skills training sessions.
Elements	<p>The key elements of this solution were:</p> <ul style="list-style-type: none">• Instructional design• Technical writing
Deliverables	<p>The key deliverables for this project were:</p> <ul style="list-style-type: none">• Facilitator guides• Presentation slides• Participant guides• Quick reference cards• Role play scenarios
Outcome	This project delivered all materials required to conduct a three-week face-to-face training program for around 200 offshore customer service agents. This enabled the telecommunications company to transfer selected customer service functions to the offshore centre within the required timeframe.
Contact us	We can design and develop solutions to support small-scale, standalone initiatives to large-scale programs of work for major implementations. Contact us to discuss your requirements.