

Case study: How To Videos

Overview

This aged care provider required a suite of How To videos to support implementation of new roster management processes and a major upgrade to its Kronos rostering system. This included the introduction of a new self-service mobile phone application through which the company's 1000+ care staff could manage their rosters, pick up and swap shifts, etc

Challenge

The key challenge was to provide a flexible solution which could be deployed to staff located at multiple sites across four states including those who worked shifts outside normal business hours.

Elements

The key elements of this project were:

- Technical writing
 - Instructional design
 - Video production
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Solution

Michael designed and developed a suite of How To videos which demonstrated a range of systems-based tasks. Each video ran for 2-5 minutes and featured screen recordings, voice-over, captions, and callouts. These videos could be accessed on demand at any time by the target audience.

Deliverables

The key deliverables for this project were:

- How To videos x 30
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Outcome

The project upskilled around 1000 general managers, care managers, administration staff, after hours in-charge nurses and care staff to use the new system and mobile phone application in preparation for go-live.

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.
