

Case study: Blended Learning

Overview

This financial services company required a blended learning program to support induction of new team members.

Challenge

The key challenge was to design and develop a curated induction learning program using a range of new and existing artefacts, such as eLearning courses, health and safety checklists, into a consistent experience for new team members. A key requirement was for the program to be mostly delivered on-the-job by a new team member's manager, coach, and buddy.

Solution

Michael designed and developed a blended learning program of instructor-led, eLearning, self-study, buddy-led, coach-led and manager-led activities. These covered a range of subject areas including company introduction and values, health and safety, team and workplace familiarisation, code of conduct, customer experience, data security, and workstation set-up.

Elements

The key elements of this solution were:

- Instructional design

Deliverables

The key deliverables for this project were:

- Participant learning passport
- Participant guides
- Facilitator guides
- Manager discussion guides and checklists
- Coach discussion guides and checklists
- Buddy discussion guides and checklists
- Activity worksheets and handouts

Outcome

This project delivered all materials required to conduct a three-day blended induction learning experience for new team members.

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.
