



Case Studies: **Evaluating Multiple Training Programs Post-Merger**

Business Situation

ALESYS was approached by another major managed healthcare provider to guide them in transforming their New Hire training for their multiple Call Centers. They had recently acquired the operations of other companies in six states and had not yet merged their processes and procedures, or their training.

ALESYS Solution

ALESYS consulted with this organization to guide them in improving the training offered to all New Hires in their many centers in the western half of the US. We also developed specific technical training topics for the Call Centers on their newly merged procedures.

We conducted learning strategy workshops for the Directors of Training and Operations in six Call Centers. These workshops helped Managers understand best practices for improving the quality of training and, therefore, increased productivity and the quality of job performance in their centers. We facilitated discussions of what excellent customer service looked like in their centers, and how that level of performance could be trained and then coached on the floor. Specific plans were made for implementing a continuous improvement process that would include revising and developing most of the training content as work procedures were merged and approved.

We then facilitated meetings with an internal project team of representatives from each Center in which they shared and debated their many work processes and procedures to reach a common set of best practices from which to develop training.

This Customer then outsourced the design and development of their New Hire training to ALESYS. We prepared a detailed set of training materials, which included Facilitator Guides, Learner materials, Job Aids, CBT, visuals, handouts, and competency assessments. Skill practices were built into all content.

Results Achieved

The Senior Business Consultant who brought ALESYS into her company to assist them said she had never worked with such professional and knowledgeable consultants! She valued the expertise ALESYS contributed to their Call Centers to achieve business goals and objectives.

The Operational Managers were very excited about the new training that was developed to enable their CSRs to more effectively serve Customers.

The Trainers worked very well together as ALESYS guided them through the continuous improvement process of making their operational procedures consistent across the six Centers. They became a highly functional team of professionals committed to improving the quality of training in their centers.

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.

For more information on ALESys' highly effective approach, contact us at 800.758.1071 or visit our website at www.alesys.com. ©2007 ALESys. All rights reserved.