



Case Studies: **Need for Consistent Training to be Developed**

Business Situation

A leading provider of managed healthcare insurance and claims processing asked ALESYS to design and develop a documented New Hire training program that could be used in several of their centers to prepare New Reps to perform their job tasks more effectively. They were concerned about the consistency of Customer treatment in their many service centers around the country and wanted more emphasis on achieving the organization's vision through New Hire training.

ALESys Solution

ALESYS designed an interactive, five-week training program that integrated the company's vision of customer service with the technical aspects of the job in each center. We produced a very thorough Trainer's Guide that contained three assessments, answer keys, visual aids, Job Aids, Learner Workbooks, handouts with screen prints, and lots of tips and techniques for managing practice activities with taped calls and partner practices. We built in several formal assessments and lots of skill practice under headsets. We also provided the Trainers with training on how to best manage their sessions with the new materials.

Results Achieved

The new training content now has a logical and learnable flow, with topics like medical terminology, how to manage emotional Customers, and what to do when the computer system goes down, interspersed among more technical content. Reps and Trainers enjoy the training process much more now.

Trainers are more skilled and confident with their delivery of the content as they use the documented and consistent materials in each center.

Managers have noticed much greater levels of professionalism and Customer care than before this project.

Escalated calls to Supervisors have also been significantly decreased.

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.