

CLIENT STORIES #1

Industry-specific training for market leader IT company

A leading IT company required a soft skills training series for junior software engineers in order to prepare them for entry level consultancy jobs. They implemented ToolBox, a training program that did not take a large toll on operational time of employees. The learning solution had highly adapted content and methodology, and was delivered by experienced professionals from the IT industry.

Challenges

- Find a format that maximizes learning time but has minimal impact on billable hours
- Deliver content that is industry-relevant and interesting for the participants
- Make it easy for the participants to relate to the trainers
- Help learners put the acquired abilities into practice quickly

Solution

- Adopted a 4 hour workshop format that is delivered in the second part of the day so half the time is billable and the other half is the employee's free time
- Provided on-demand theoretical information for participants to read before the workshop
- Delivered workshops focused on practicing skills rather than acquiring theoretical information
- Generated industry-specific examples, study cases, and activities that facilitate behaviour modeling
- Implemented the learning solution using a team of trainers that have real-world experience in the IT industry
- Provided the participants with 3 types follow-up assignments: deepening knowledge, practicing skills, sharing with peers

Outcomes

- Reduced the trainings' cost in billable hours by over 65%
- The participants became more proficient in: communicating with customers, assessing and interpreting requirements, communicating with internal stakeholders, offering creative technical solutions
- Generated interest for learning in the midst of junior software engineers that lead to a multiannual implementation across various business units