

How AXIOM Transformed our Client's Approach to Learning

Business Challenge

A rapidly growing Massachusetts-based software and services firm had an outdated and ineffective new hire training program that was lengthy, lacked interaction, and did not connect the employee to his/her role, the company, or the culture. The material was delivered via previously recorded instructor-led modules, did not contain any method of tracking attendance, and contained no knowledge assessments. The challenge was to completely transform the training, and to do so in four months.

Collaboration with AXIOM

Lacking the capacity to dedicate internal resources to a full program rebuild, this client looked to AXIOM Learning Solutions to provide the learning & development expertise, in partnership with the firm, to revamp the program. The goal was to shorten the training, make it online and interactive, and create a way to ensure the new hires were understanding and retaining the information necessary to do their jobs. And to do so within a certain time and budget. Led by a senior instructional designer (ID), AXIOM collaborated with the client to assess the training need by understanding the audience, business goals, and timelines.

Once a design approach and learning objectives were agreed upon, the AXIOM ID went to work taking volumes of static content, boiling it down to the most important points, and finding a way to make it interactive. This resulted in the creation of multiple short eLearning modules that were easy to navigate and contained clear take-aways. They were interactive with knowledge checks, end-of-section assessments, clickable videos, and hover messages containing tips and best practices throughout the module. A mentoring program was also introduced which allowed us to shorten the time spent in training while building partnerships and relationships.



Challenge

An ineffective new hire training program



Collaboration

New hire program revamped



Success

More than 1,000 new hires ramped up in less than 3 months

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Business Impact

After three months, the modules were ready for new hires to access and complete through the client's Learning Management System. The new material was engaging, up-to-date and relevant to each new hire's specific job. The training contained a consistent message globally across all job functions. As a result, each year, approximately 1,000 of the client's new hires worldwide are fully onboarded by the end of their third month.

Solution

- Reduced training time from 80 hours to 4 hours per learner
- Engaging, interactive eLearning with knowledge checks, videos, and tips and tricks throughout
- More than 1,000 new hires ramped up in less than 3 months

