Introductions

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Our Topic Today

What happens when the companies that are famous for helping other companies adopt technology go through their own enterprise implementation?
Rapidly Evolving Marketplace

Expansive Growth

Global Integration

Need for Visibility into Operations
A global organization that has grown by acquisition
• Inconsistent business processes across BUs and geographies
• Differences in how key roles are performed

Varied needs of impacted audiences
• Broad audience for ESS tasks
• Large distributed audience for project management

Strong need for sustainable solution
• Continuing acquisitions
• Cloud software
Ensuring Powerhouse Success

User Adoption is Paramount

Cascaded Support Paradigm led by locally-respected experts, sponsored by all leadership levels

Foundational elements
- Cohort Learning Journeys
- Integrated Resource Library
- in-app Performance Support
Cohort Learning Journeys

Electronic delivery of content via learning portal coupled with BU/Region learning cohorts to provide opportunity for contextualization and change messaging

Includes:

- VIDEO
- INTERACTIVE PDFs
- ELEARNING
- SIMULATIONS
- MISSIONS
- LEARNING CHECKS
Learning Cohort Design

Cohort learning groups identified based on:

- BUSINESS UNIT NEEDS
- CUSTOMER REQUIREMENTS
- REGIONAL REQUIREMENTS
- COHORT SIZE
- RESOURCE AVAILABILITY

Effective onboarding and support of cohort leads became a critical success factor
Integrated Resource Library

Effective and efficient learning journey execution relies on integrated resource library

Design discussion focused on:

WHICH ELEMENTS TO INCLUDE
WHERE TO STORE THEM
HOW TO LINK THEM
Success Factors

1. Aim for shorter, effective training events by focusing on critical, complex tasks
2. Make learning work on the job
3. Ensure your solution can continuously improve over time
We’re at our best when helping our clients achieve their best.

Making a meaningful impact on the world together.

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