

## COMMTECH NEW HIRE: INSTRUCTOR-LED TRAINING CASE STUDY

### In Brief

- Template-driven approach
- Crisp presentation
- Ease of maintenance
- Engaging activities
- Useful resources
- Means to provide real-life connect

### Challenge

A key blended program had to be redesigned to update the content, branding, as well as the focus of the training program (from being instructor-centric to learner-centric). The instructor-led material needed revision, while keeping the organization's online modules as is. The new design was required to involve on-the-job mentors (Supervisors) of the trainees in the training program and provide a means for them to track their mentees' progress through the training to provide the necessary guidance.

### Overview

One of the largest mass media and communications companies in the world wished to redesign their existing blended learning program for their newly hired Communications Technicians. This requirement was driven by the need to upgrade the content and change the focus of the material from being instructor-centric to learner-centric.

Besides this specific requirement, the organization also wished to standardize the existing Instructor-led training material, in terms of branding and presentation design. They also wanted the design and structure of the Instructor-led training material to allow for quick and easy updates.

### Elements of the Indecomm Solution

To address the organization's larger need to standardize the existing Instructor-led training material, Indecomm proposed to leverage and customize its award-winning ILT Authoring Platform. The MS Word-based ILT Authoring Platform enables the creation of the Facilitator Guide (FG), Participant Guide (PG), and Presentation Deck (PD) from a single master document. The platform reduced the overall development time and simplified content maintenance.

Indecomm redesigned the 35-day New Hire Training Program such that it would allow the trainees to:

- Leverage existing knowledge/prior experience, if any
- Relate to the new knowledge being imparted
- Stay engaged via interesting and fun activities

- Practice the concepts both in and out of the classroom
- Experience their on-the-job tasks through field trips
- Make appropriate use of other organizational resources, such as online training modules

The critical aspect, involving the supervisors in the training process of the newly hired Communication Technicians, was achieved by scheduling regular meetings with the supervisor throughout the duration of the training program. A special

Supervisor Toolkit was designed that provided the supervisors with guidance on their roles and responsibilities during the course of the program and also after it.

The Participant Guide was designed as a reference book, which participants could refer to after the training as well.

## Value Proposition

- Award winning ILT Authoring Platform
- Various publishing options, to cater to different sub-brands

