Training Needs Analysis for training and performance support requirements for a pharmaceutical major

Customer Need

- Global implementation of a Travel and Expense application across the organization
- Need to train ~45,000 employees across the globe and provide just-in-time on-the-job support for using the application effectively and reducing the number of helpdesk calls

Solution Approach

Deployed an offshore-onsite hybrid team to conduct a 4 week Training Needs Analysis including audience analysis, business context analysis, stakeholders analysis and expectation mapping, as-is assessment, analysis of help desk issues across regions, analysis of technical considerations, task analysis & gap analysis

Identified Gaps:

- Non-standardized training interventions
- Need for just-in-time access to information
- Limited adoption of technologies
- Need to track training effectiveness and completeness

Recommended Solutions:

- Standardized training interventions for all regions across the globe
- Self-paced device-agnostic elearning modules along with assessments for new starters
- Device-agnostic Online User Guide for just-in-time access to information
- Customized and translated user guides – across 19 languages & 30 customized versions to address regional learning needs

Benefits

- Reduction in help desk calls
- Effective knowledge management leading to increased usability and accessibility
- Increase user efficiency and performance
- Increased learning and retention
- Enhanced reuse ratio