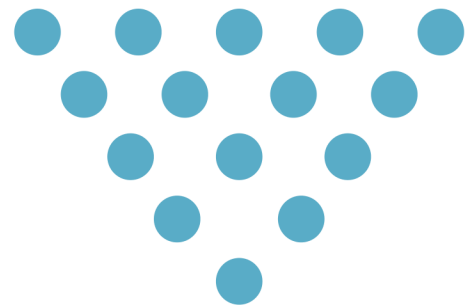




# Proven Results



- A "secret shopper" exercise to test product knowledge and customer service skills
- An opportunity to apply classroom knowledge by reviewing a customer profile and preparing a "pitch"
- Preparing a business challenge case and presenting it to senior leaders for approval and feedback
- Practice scenarios custom created for the learner audience used as formative assessment questions



- Online practice simulations created in Adobe Captivate for systems training
- "Scavenger hunt" worksheets to reinforce use of resources to locate information
- eLearning assessment questions with links to internal policy documents where someone would look to find the information while on the job

# Performance Impact

# Crunching the numbers...

**95%**

**\$300,000**

saved by collaborating with internal business partners to find replacement options for a vendor-delivered training course.

on-time completion of performance reviews and goal setting after implementing training and communications programs to accompany the launch of Success Factors software.

Cut an additional **20%**

off a drastically reduced training project timeline by effectively allocating resources and negotiating with partners and leaders for reduced internal service-level agreement timeframes.



Measurable increases in financial advisor retirement, lending, and advisory business following a branch staff training program.

**\$\$\$**

Thousands saved in travel, lodging, and program expenses by converting an instructor-led vendor course to a virtual format.

**18,000**

hours of seat time saved by collaborating with business owners and subject matter experts to reduce or streamline required risk and compliance training needs for phone bankers (and less time spent off the phones, too — not to mention the boost in learner satisfaction by reducing mandatory yearly training requirements!)