



CASE STUDY

Contract Training Support



Situation

A global research and development organization designed and developed a toolkit of learning resources for managers to apply in developing their teams on topics such as influence, managing conflict, working with stakeholders and working in a matrix organization. The blended-learning solution was intended to be self-administered to intact teams and facilitated by mid-level teams' managers.

Managers appreciated the content and flexibility of the toolkit, but struggled to coordinate the learning with an already full set of responsibilities. Additionally, the teams desired 'an external perspective' to add to their knowledge.



Desired Outcomes

- Large volume of participants to attend learning in a brief timeframe without adding to training department headcount.
- Consistent facilitation experience in multiple countries within the same organization.
- Adaptation of content and examples depending upon location and team-specific needs.
- Streamlined, turnkey administration support without adding to headcount.



Our Solution

PPS International Limited built an administration guide, onboarded and trained a team of facilitators from within our global network to act as adjunct or surge facilitators for the scientific and project teams. PPS assigned a client-specific logistical coordinator to manage the enrollment and data entry for each cohort. Facilitators kept track of team trends using a PPS-created database, so that each cohort completing the eight customized modules in the series had continuity from module to module.



Products & Services

- Global contract facilitators
- Administration & logistical support services
- Instructional design services



Success Indicators

- More than 350 leaders were trained in up to eight modules from 6 countries and three regions in less than 2 months without any addition to headcount for client company.
- Up to 96% of participants indicated they gained new knowledge from the training sessions.
- Up to 95% of participants felt that the training was a worthwhile investment from their organization.
- Internal project manager commented, "We really appreciate all your flexibility and accommodations," about ease of working with PPS International Limited to handle such a complex project.
- Internal project managers also commented, "The results are excellent and highlight the effectiveness and impact of the training. Well done!" in regards to the overall program success.

CONTACT US

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