

Training Strategy

CAVEOlearning

Building a learning and performance strategy is critical to achieving your business objectives.

Focus and Alignment

Whether for a specific project or for the training organization, building a learning and performance strategy is critical to achieving your business objectives.

In order to effectively enable people to be better aligned and prepared for delivering on the company's operational objectives, the training organization must set a clear vision on how to support these objectives. The training strategy acts as a blueprint for the future state of the training organization and how it will align with the operational goals of the organization. It focuses on the improvement of performance by all employees by ensuring that they have acquired the skills required to enable the vision of the organization to be realized. The strategy must define the infrastructure to support that future state including personnel, technology and methodologies and the roadmap to get there. Our team can help you create strategies that will yield measurable results.

The most successful strategies build a culture of learning within the company. The training organization must earn its seat at the table and be viewed as a critical business partner of the other corporate functions. Training should be a reward for committed employees to improve performance.

Next Steps

Contact Caveo Learning to learn how our professionals can assist you in creating and implementing a training strategy that aligns organizational objectives with organizational talent, processes and technology to achieve company results.

Some Examples of Our Results

INTERNATIONAL AUTOMOTIVE AND ASSEMBLY COMPANY

Early in the operational transformation and implementation of SAP, an automotive and assembly company engaged Caveo Learning to develop the global training strategy. Our team conducted a top-to-bottom analysis of the approach including global team structure, curriculum, course delivery and post-training support. Caveo Learning implemented a unified global learning strategy to meet the needs of the organization, end users and the global training organization. Once implemented, the speed to performance of the end users was reduced from six months to 30 days reducing support costs, increasing operational competency and realizing return on investment sooner.

PREMIUM FASHION RETAILER

This business merged their service and billing call centers to create a universal one call resolution agent structure. During the merger the company introduced a new call routing and agent management system and was not achieving the results and savings they were expecting. Caveo Learning was engaged to develop a call center transformation strategy. Our team conducted an analysis of the call center processes, procedures, agents, management, call routing, training and work force management. Caveo Learning implemented a call center learning and support strategy to ensure the alignment of all call center operations, management support, hiring practices, and onboarding and continuation training. Once the solution was implemented, all metrics exceeded the operational and sales goals established during. During the implementation phase, Caveo Learning worked with the company's call center team to capability build to ensure that the metrics realized during implementation were institutionalized.

GLOBAL MULTI-ASSET EXECUTORS

This firm is a leading company in clearing, prime brokerage and financing services for companies across the globe. Their risk management department was experiencing a backlog of service applications due to the extended timelines to review and assess the risk associated each application. Caveo Learning conducted an assessment of the application review, work flow, support and risk assessment process. Finally, we implemented an operational and process realignment to reduce the time to review and assess an application from 18 months to 6 months without any additional exposure to financial risk.