



Case Studies: **Evaluating Role of Training Function**

Business Situation

A large national pharmaceutical company was interested in evaluating the role of its training function. The training staff was being asked to conduct more training; however, the training budget was not increasing, and there was concern about the effectiveness of the training that was being provided at the time.

ALESYS Solution

A member of the Project Team was familiar with ALESYS' process for reengineering the training function in organizations and asked us to assist the company with a similar process.

ALESYS conducted an abbreviated needs analysis of the members of the corporate training group to determine their concerns and identify skill gaps in their core competencies for workplace learning functions.

We then conducted a Learning Strategy Workshop for this group in which we facilitated the members' consideration of best practices in workplace learning and guided them to make strategic and tactical plans for how best to serve their internal Customers. This workshop is a powerful step in our reengineering process.

Results Achieved

This corporate training group was able to look at its services and levels of functioning through the eyes of its Customers in our objective workshop. The group created a professional development plan for each team member. The members then redesigned their offerings to be more responsive to the business issues that were driving increased requests for training. Their credibility increased significantly throughout the company, which helped to justify additional funds for more options to train various tasks just in time.

ALESYS is an international consulting and training company with a focus on leveraging learning to help Customers achieve their organizational goals and use learning as a competitive advantage to generate business profits. We bring a depth and breadth of expertise and best practices gathered during our many years of successful work with organizations all over the world. For organizational change efforts to be effective, only a custom designed approach will yield results. These results must not only solve your organizational issues, but they must also translate into long-term sustainable change and profitability.

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