

Training Leadership Summit

CGI MANAGEMENT CONSULTANT presents case study on call center training success

Joan Lillich, a director in CGI's MANAGEMENT CONSULTING practice was selected to present a CGI case study at the Training Leadership Summit in San Diego in May 2009.

The Training Leadership Summit is an executive-level gathering of the industry's learning leaders to share best practices, discover solutions to universal challenges, and develop tactics that help everyone's learning and development programs. The conference provides the opportunity for leaders to learn from proven success stories and case studies and to strategize with other learning leaders.

Joan Lillich presented **360° Partnering Builds 16 Weeks of Training in Only 90 Days.**

The session explored the design and development of call center training for a leading online services client. The success and speed is attributable to the partnerships developed between multiple business units, internal and external training consultants, and even the local community. The results produced a media-rich, global, new-hire training program in a timeline that defies training industry standards.

During the session, participants learned how to:

- Articulate the importance of leadership sponsors, organization-wide partnering and the impact of a strong training program on customer service
- Reach out to new contacts internally and externally to speed training development
- Partner with customer-facing support functions to improve existing content or share costs for new investments in technology such as Learning Content Management System (LCMS), online videos, high-end visuals and interactive multimedia
- Expand insights into potential partners for rapid development
- Break the mindset of conventional design and development cycles and introduce new metrics for a comprehensive and professional training program
- Develop an international training strategy to translate and maintain courseware for global audiences

