

Fortune 500 Bank Brand Develops Workforce Remotely with Learn iT! Training

Live Online training delivers valuable training and consistent messaging to team members throughout the United States

“The diversity of training coursework and the many training delivery methods Learn iT! offers truly meets all of our needs. I get more lift out of partnering with Learn iT! than I do from any of my other vendors – they provide an incredible value for our organization and our team members.”

– Ryan M., Marketing Program Manager at a Fortune 500 Bank Brand

Business Benefits Realized

- Provides consistent training to a geographically dispersed workforce.
- Reduces team member’s training time commitment while offering valuable tools and content through a condensed two-hour class format.
- Furthers the organizational value of offering employees the opportunity to build skills and further their careers.
- Benefits other business units, as team members frequently advance their careers within the organization.
- Leverages the advantages of an instructor-led class without the associated travel, time commitments and costs.
- Accommodates a wide range of learning styles with a variety of training options.

Developing Employees by the Thousands

Encouraging the career growth and professional development of hundreds of thousands of team member is no small task, but that’s exactly what one Learn iT! client – a major international bank brand – is known for. “We encourage our employees to really take ownership of their career plans and their own professional development,” says Ryan M., a Marketing Program Manager for the company. “Our team members know it is their responsibility to look at the many resources we offer and identify areas of opportunity.”

Because of the enormous size and scope of the enterprise, one of the constant challenges the bank’s team members face is communication. “The communication challenges our employees face is two-fold,” says Ryan. “First, they have to manage communication within our business unit, which is very spread out – if you are an individual contributor your co-workers and even your boss may be located in another state. Second, they have to manage communications numerous other internal business units and be knowledgeable about how to talk with people in different areas of the business.”

Many Locations, A Single Solution

Through an employee survey, Ryan determined communication and professional development coursework was one area where his business unit could benefit from additional training beyond what was offered at the enterprise-wide level. Ryan turned to Learn iT! – a longtime training partner – to determine the best way to provide training to this geographically dispersed team.

Learn iT! worked with Ryan to create a unique training opportunity for the business unit’s team members. Once a month, a Learn iT! instructor would lead a two-hour Live Online training session, allowing team members from across

Organization

Fortune 500 Bank Brand

Industry

Banking & Finance

Organization Information

- Ranked by Forbes among the Top 100 Biggest Public Companies in the World.
- Holds more than \$1 trillion in assets with a market stock value of nearly \$200 billion.
- Employs hundreds of thousands people and serves 70 million customers.
- Operates more than 5,000 bank branches and 10,000 ATMs.

Solution

Learn iT! Live Online Training

the country to train in real time, talk with their trainer and their peers, and watch the instructor on their computer while learning in the location of their choice.

Widespread Success

The Learn iT! Live Online training sessions have been extremely popular with the team members in the business unit. “They especially enjoy the real-time feedback of video chats and live polling – it’s really raising the bar for what they expect out of their training sessions.”

The employees have also appreciated the two-hour Power Tools class format, which allows them to fit valuable training into their busy schedules. As a result, more than 75-percent of the business unit’s employees have been through at least one of the Learn iT! training sessions. “It’s something people have the ability to easily include in their weekly calendars,” says Ryan.

Perhaps most importantly, Learn iT! training has helped improve communication within the business unit and throughout the enterprise. “Our team members have learned high-value business skills including presenting, facilitating discussions and persuading audiences,” says Ryan. “Plus, it has given everyone a common language to relate to one another and provided individual contributors with the skills and tools they need to ensure their message is heard.”