Case Studies: Teaching Content Experts to Train Peers

Business Situation

A large global pharmaceutical company had spent the past two years developing internal software to track clinical field trials of new drugs in compliance with the agencies that regulate them in many countries. It was faced with the challenge of teaching many people in many countries how to use the new software quickly and effectively to speed the new drugs through the complex regulatory approval process.

The most logical "teachers" were the software engineers who had created the new tool. However, these staff members were resisting the training role, partly because they had never conducted training before and partly because they did not like the idea of being in front of groups of staff for hours answering all their questions!

ALeSys Solution

A member of this organization was familiar with ALeSys' specialization in training effectiveness and asked us to work with the software engineers to help them accept their role and develop skills in training staff to use their new tool.

ALeSys developed a customized version of our proven professional development program that teaches people how to train others in what they know so well. Effective Training Skills for Content Experts℠ covers how adults process new information at work, and how they can be guided to accept and learn new tools very quickly and painlessly. The software engineers became intrigued with the "teaching system" we shared because it is very thorough and complemented the way they think. They wholeheartedly embraced our approach and quickly lost their fear of guiding others to be successful in the use of the tool they had worked so long and hard to create.

After our training sessions, we provided support to them as they prepared to conduct their own training sessions, helping them develop an approach that would be consistent, but would accommodate various Learner issues around use of the software.

Results Achieved

The software engineers we trained were able to conduct multiple training sessions very efficiently around the world, receiving rave reviews from the staff they trained. The software implementation went more smoothly than anyone in this company ever remembered. And, the cost of the training component of this project was minimal due to the use of this internal resource that was ready to train faster than any other group from inside or outside the organization could have been.

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.