



SkillSet - the SAP and training specialists since 1991

Global HR: Training & Communication for a new Applicant Tracking System

Highly effective learning delivered to time and budget using a blended solution

The Challenge

A major multinational oil company was implementing a new Applicant Tracking System (ATS) and processes for their global HR function. The client needed a lasting training solution which included process documentation, job aids and system simulations. They were in need of ongoing training support for the roll out of the ATS and had an extremely challenging timeline.

SkillSet Approach

Starting with a training needs analysis, we gathered the information needed to scope the training requirements. We then designed role based process and system training taking in to account current/new processes.

To implement our solution, we recommended and implemented a solution comprising a mix of PowerPoint, eLearning “simulations” (created using OnDemand Personal Navigator) and multimedia communication.

The PowerPoint and eLearning simulations were used and designed for classroom training as well as for self-study. The outline of the course was presented through the PowerPoint presentation, indicating high level explanation of the overall process and key messages important to each business function. The system was introduced to the participants using a mix of eLearning simulations, created in OnDemand Personal Navigator, and hands-on practice in the training environment. OnDemand was also used to create all process documentation and training material for future reference and easy access for employees.

HR staff were also trained to train Hiring Managers in the new process and system. This helped embed the process and ensure ownership by HR.

Outcome

Empowering HR staff to train hiring managers in a new process and system has saved the client on training costs and improved process ownership within the HR community. The blended solution ensured professional training delivery with the ability for HR staff to self-study post training.

The success of go lives and the few support cases raised have been testament to the success of the training and support provided.

For further information, please contact:

Tel: +44 (0) 1252 810061

Email: info@skillset.co.uk



Multinational Oil Company

Value delivered

Blended Training

Combining traditional classroom training with other methods can increase cost-effectiveness.

eLearning can be used in self-learn or instructor led situations.

The latest eLearning tools (OnDemand Personal Navigator) allow high quality content to be produced rapidly.

Integrating these elements with an effective **operational support** environment—ongoing training, train-the-trainer, and documentation leads to operational excellence.

The use of a SkillSet blended solution enabled by OnDemand technology allowed the customer to cut the development time by 50% and deliver training materials, eLearning simulations, job aids and process documentation to time and budget.