



SkillSet - the SAP and training specialists since 1991

## Education and Training for Divestment Revised business model & processes

### The Challenge

Our client had prepared a revised business model and associated processes prior to divestment of part of its petrochemical business. Although the extent of the process and systems changes was small the revised business model required a radical shift in understanding of the underlying concepts. This involved a clear understanding of legal entities, European tax regulations, title transfer and other concepts which non-specialist end users needed to understand.

### SkillSet Approach

SkillSet was engaged to develop and deliver training material to explain the changes to over 500 end users in a variety of roles from customer service to warehouse managers in 10 countries in 5 European languages.

The training content was a mixture of education in the new concepts and training on revised processes and system changes.

Our approach was to gain a clear understanding the current frame of reference of the users then develop clear diagrams and explanations to convey the new concepts based on this reference frame. This enabled us to demonstrate our specialist skills and a strong affinity with users.

We managed the training project in its entirety from initial stakeholder and training needs analysis through training development into delivery across Europe.

### Outcome

The divestment was completed successfully on time with minimal impact on business continuity. Since the divestment we have remained as the business training partner providing refresher and induction training, process improvement and user support.



**Multinational Chemicals  
Company**

### Services

**Effective training** is based on having a good affinity with the learners. It must be based on a sound understanding of current concepts, terms and skills.

Training development must be based on a thorough **stakeholder analysis** allowing training needs and strategy to be properly defined.

Ultimately the **quality of training** is down to the individual trainers. Our trainers pride themselves in their ability to simplify difficult concepts and processes and to make **training an enjoyable** and rewarding experience.

***Divestment and sale of part of a business is commonplace but to maintain the value it is necessary to prepare employees through training and education.***

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