



APPLICATION TRAINING

The Turnover Process with Micro-video Nuggets



Challenges

The client launches various digital applications and tools to enhance the proficiency and functioning of its business processes. As a result, the company need a rapid training solution for its employees, however, the challenges lie with:

- Constant updation of the application with new patches and functions / tools
- Quick transfer of knowledge, i.e., training to be completed within two-and-half months
- Limited or no availability of suitable Subject Matter Experts

Solutions Highlights

Taken into account the listed challenges, Excelsoft Technologies faces with dual challenges – self-preparedness and program requirements (as stated). Thus, we decide/opt to:

- Modified our ISD process and include a common layer of Instructional Strategy over the Technical Knowledge
- Used an Open API and Visual Modelling technique to create demos / workflows over the actual applications
- Combined the simulation methods (Discrete Event, Agent-Based, System Dynamics) to create modelling libraries that can be updated or modified as standalone activity without deranging the current training program

Results

Having implemented the solutions, the e-learning program to have:

- An adaptive learning pathway, allowing learners to have a limited or full-access of the course based on their skillset and understanding
- Enhanced flexibility where a unit / feature can be updated as a standalone activity within a shortest period
- Use of WhatsApp group, boardroom, and in-built FAQ libraries to have a quick response to mitigate queries and issues
- Publish an event history and status visibility on all release emails on weekly basis to promote transparency among stakeholders
- Created batches or groups based on the skillsets, pre-assessment report, and the departmental use of the application
- Direct transfer of knowledge, on-job, on-desk

About the Client

The Dubai-based government-owned bank and is one of the largest banking groups in the Middle East in terms of assets. Employing over 9,000 people, representing 70 nationalities, it serves its customers (individuals, businesses, governments and institutions) and helps them realise their financial objectives through a range of banking products and services including retail banking, corporate and institutional banking, Islamic banking, investment banking, private banking, asset management, global markets and treasury, and brokerage operations.

The client recognizes the need for a continual improvement of skills and innovation in order to remain competitive and excel in their services to its customers. With this goal in mind, they developed application / simulation training projects to enhance the skills of their resources for betterment of the internal processes and customer-facing services.



Testimonials

“ The biggest benefit to the organization has been the prep training of the employees on various applications (almost 100+).It helped me to continue with my regular job and have the learning on the use and functions of these application without losing any productivity or time-overburdening. The online courses were excellent; they really geared with right set of workflow and tools so it wasn't a waste of time. ”

– Mustapha K.A., Banker

“ The online simulation training programme is informative and educative. Going through the module contents, making notes and being evaluated made me feel like a student again. The programme is a storehouse of valuable material for educators. I found it very interesting and beneficial, and would strongly recommend it to everyone. ”

– K. Graham, Banker



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