



## Case Study: Reducing New Hire Training Time

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### Project

A company that sells medical devices was doubling their call center staff due to a merger. Unfortunately, their existing new hire training took four to eight weeks and was done one-on-one using the “buddy” system. This program was not adequate to handle the large number of expected new hires.

### **Goal:** Create a new hire training program

- ✓ The training must be geared to class sizes of 4 to 8 new hires
- ✓ The program must be written so non-trainers could facilitate the class
- ✓ The course must last four weeks or less

### Actions

1. **Defined performance objectives.** Worked with client to define the performance expected of new hires to complete the training program. This allowed any non-essential content to be removed from the training program.
2. **Incorporated accelerated learning techniques.** Developed new hire training program using accelerated learning techniques. These are methods that promote faster and more effective learning than traditional approaches. An example used in this program is called “whole task learning” where three separate skills are taught at the same time, cutting training time by 50 – 60%.
3. **Provided on-site coaching and guidance.** Worked with course facilitator’s to help them learn the new materials and prepare for the course. This allowed them to quickly learn how to facilitate the training.
4. **Pilot-tested new program.** The training was tested with a class of four new hires. All four completed the training course in two weeks, half the time required with the previous materials.

### Results

- ✓ Reduced new hire training time by 50% (4 weeks to 2 weeks), saving several thousand dollars per class.
- ✓ Trainees demonstrated the ability to do their jobs correctly by the end of the class.
- ✓ The course was successfully facilitated by subject matter experts with no formal training experience.