

Insite created and implemented new training programs for the nation's #1 awning manufacturer. By upskilling their agents efficiently, the average speed-to-competency was reduced by 1-week.

As the nation's #1 awning manufacturer, this company provides customers the ability to further enjoy the outdoors throughout the year – offering retractable shades in various materials while delivering high quality, economical prices, and outstanding service.



Challenges

This company requested Insite to evaluate its current training content to determine opportunities to upgrade sales, service, and technical training while making adaptations for the best remote experience. Also, they wanted us to identify if there was a better way to complete training in a shorter timeframe in hopes that new hires could immediately apply the skills they learned while training.



Solutions

To deliver on their objectives, we took a 4-phased approach in 10 weeks to create and implement a new training curriculum which included:

- **Conducting our eLearning Curriculum Development for their team**
- **Developing their sales and services training programs**
- **Upgrading and developing their Technical Training**
- **Coaching their team with all the new programs**

Since this client only focused on self-paced training, we created all their training content in Articulate Storyline 360.



Results

After designing, building, and implementing the new training program, our client saw the average speed-to-competency reduced by 1-week and upskilled all agents efficiently. This training is all online, making it easily accessible for employees to refer to when needed.

If you would like to learn more, contact us at connect@callinsite.com

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