

Pandemic Pivot for Survival

Client profile: An organisation working globally to enhance health care provision in low and middle income countries via a global network of associates.

The challenge: When the COVID pandemic hit, the organisation found themselves in a very difficult situation.

Their structure was based around highly trained clinicians travelling globally to impart their knowledge and skills and train up local people in country to enhance healthcare provision.

With travel bans in place, all of their training activity came to a standstill overnight.

In order to continue their work and honour their funding agreements they needed to move to online delivery, fast. They just didn't know how.

They'd purchased an LMS and tried their hand at their first eLearning module, but they quickly realised that the lack of experience in their field was slowing them down and hampering their success.

The solution: A multipronged approach was needed to get these people up and running as quickly as possible.

- We worked with the operational management team to establish a standardised training material development process.
- We ran a workshop with the existing trainer base to explore how to use their existing skills to write online modules and self study workbooks.
- We built the modules as designed by the team, working collaborative to coach the writers when we needed to make edits to their content in order to ensure it was suitable for online delivery.
- Analysed their first eLearning module and used it as a coaching and development tool to improve team competencies.

Spurred on by the success of their online programmes, they have now embarked on huge journey to create their own online Academy.