

## ●● LearnCorp Case Studies

We have helped hundreds of clients across business, commerce, industrial, services, financial, government and the not for profit sector achieve better organisational outcomes through training. In the section below we provide a glimpse into some of our work. We will be glad to provide specific references on request and hope that the case studies will give an idea of our capabilities and skill set.

## ●● An Australian Banking Icon Enhances Share Holding Customer Service

The bank's clients are the who's who of corporate investment. With a portfolio of tens of billions of dollars of securities, the Corporate Actions Division of this major bank keeps its clients informed of major movements in stock prices, various annual general meeting and voting calls and other important shareholding actions. The growth in the portfolio has generated a larger volume of corporate actions and this has taken its toll on the staff who works with foreign banks in New York, Tokyo and London to effect transactions. Some corporate actions have been missed and others have been sent to clients too late to make an informed voting decision. This is new territory for a division that has taken pride in the speed and accuracy of its corporate actions to date.

Our assignment started with a meeting convened by the head of division. This was followed by meetings with business development, operations and the learning and development department. Stakeholders expressed their needs and the speed with which a solution needed to be found. Over 3 weeks, we worked with these divisions to develop and agree a Training Plan. This evolved into individual plans for functional areas within Corporate Actions. Three weeks later the ball started rolling with the first of 12 one-day training sessions for the team leaders and staff of this division. Document writing, email etiquette, bank process adherence training and work priority management were all covered in a customised program that saw the bank reduce its missed and late transaction rates from 4.5% to 0.9% within 6 months of the training. The training was then expanded to include securities compliance training. For 8 staff members this then led to the completion of full qualifications in financial services. Debrief meetings with stakeholders saw relief and trust being developed between the parties and a time to celebrate!



## ●● Wheelie Bin Manufacturer Increases Health and Safety Awareness

The factory was located 7km from a main road in a newly established industrial park. The product was less than glamorous, but was needed by every city council. This wheelie bin manufacturer saw the importance of developing a safety culture at their plant early on in their new phase of growth. We were engaged to turn complex Work Health and Safety (WHS) issues and concepts into practical, fun and interactive learning that would lead to better safety outcomes on the ground. Through a series of 3 workshops, several role plays and a post training review, the WHS message was heard loud and clear with input from trainees and buy in from management. So involved were the trainees that a factory-wide competition was sponsored by management to detect and improve WHS issues and design hand drawn posters to hang on factory walls as employee-driven messages on WHS.



## ●● Aerospace Supplier Learns Diplomatic Skills

An aerospace segment that is challenging at best was this firm's main market place. Customers from over 54 countries with varied requirements, cultural norms and business processes would have to be catered for. This posed a challenge to the growing sales team. Training on diplomatic and business etiquette commenced in April, two months before the global sales conference for this large multi-national. We worked with sales managers from 4 different global regions to design a comprehensive two-day training program for over 65 sales executives with the goal of allowing them to work in any business environment within the company's operations. Our training materials covered business culture, etiquette training and even a section on how to eat certain foods was included and practiced! The training sessions were fun, hands-on and not only fulfilled the needs of the client, but generated a layer of positive interaction among the sales teams that did not exist before the training.

