



Introduction

Our client is a **government run agency** assisting individuals and communities in **creating solutions** within the public sector and local government environment. They work in partnership with all councils, to **enhance** the **performance** and accelerate the speed of improvement for current disciplines, and develop the sector as a whole.

Our client decided they needed a **system** that enabled them to **closely monitor** and track the **skills and availability** of internal resources as well as introduce a Time Recording system to ensure efficiency of staff and a Project Planning tool to ensure that internal groups within the Agency could collaborate effectively. Our client chose **Clarity™** as they felt this system would bring together the Agency and allow them to continue to **develop good practice guidelines** and **provide bespoke solutions** to authorities and groups of authorities in all areas. Not only would Clarity™ provide a system change from the existing Contact Database they were using, but would also result in the Agency undergoing considerable behavioural change in the daily function of their jobs.

The Challenge

Contrast Training were asked to design and develop a tailored training solution for our client to encompass the system functionality of Clarity™ and the procedural changes that our client's staff would need to adopt. The solution had to provide our client the opportunity to align their processes across the Agency, fill the gap where systems and processes did not exist and remove redundant processes identified during the analysis stage.

Phase 1 was to provide all users within the Agency an overview of Clarity™, benefits and the strategy for adopting the system. The key system components included, Time Recording, Project Management and Project Support and Resource Management. Training was to be provided to all users and broken down by job role or area.

In addition, our training consultant was asked to design a detailed train the trainer programme to transfer skills back to the Agency to allow them to manage the training function post implementation.



Clarity Bespoke Training Solution

Case Study

The Solution

A structured training solution enabled Contrast Training to provide significant value to the Agency when implementing phase one of the Clarity™ system.

Initial Consultancy

Our training consultant became an integrated member of the project team enabling them to clearly understand the Agency's strategic objectives and principles. They attended all project meetings and gave valuable input to the approach of training to be adopted and were entirely responsible for the final training design.

Courseware Development

Concise job role specific Quick Reference Guides were created for each component detailing the key features, common functions, policies and procedures. Our integration with the project team ensured that any software enhancements and changes were immediately reflected and updated within the documentation.

Training Delivery

By adopting a structured approach all our client's objectives were met from both a system functionality and a business change process perspective.

Course Design

It was identified that training would be carried out in a modular format, based on job role, allowing users to concentrate on their business functions and processes within training. All users attended the Time Recording component but the attendance on the other components was job role specific.

Pilot Training

Our consultant carried out a number of pilot sessions which enabled our client to finalise any areas of the course prior to going live with all business users.

Train the Trainer

Our consultant developed a comprehensive Train the Trainer programme and Train the Trainer guidance pack, which enabled nominated resources to understand how to prepare for, design and deliver effective training programmes. Our training consultant ensured that prior to leaving the project they were confident that the "new trainers" were effectively delivering the courses.

The Result

Contrast Training successfully designed and implemented an **innovative** and **structured training programme**. Training provided all users with an **excellent overview** of the Clarity™ system but also ensuring all users understood the **importance** and **relevance** of the business process changes. For those users who required detailed training on the specific components on the system the **feedback was excellent**, streamlining by job role and offering modular based training proved to be very successful and popular.

The **implementation was a major success** and this was largely due to the training not solely focussing on the functionality of Clarity™ system but also on how it would be embedded into our client's culture and how our Client and its users would use the tools.