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**Presentation Category:** Best Practices

**Title:** Redesigning a Corporate Training Program Using Online Technology

**Short Description:** In September 2011, a southeastern non-profit corporation transitioned its training program in an effort to improve operational quality. In hindsight, it appears the scope of this transition, from a paper-based system to a fully online system, was initially underestimated. Project management did not consider the rippled impact this technological integration would impose on long-standing training processes. Unjustified assumptions regarding the computer skills of frontline staff and the adaptability of training materials to the online environment led to noticeable performance challenges. Initial analysis resulted in the conduct of a comprehensive needs assessment. Fundamental insufficiencies in training design, procedure, implementation, and evaluation were noted and a multi-phase corrective plan of action was enacted.

Unfortunately, corporations, like humans, often learn through bought experience. In this case, a company’s desire to progress in a technological age, although well-intended, proved counterproductive. As a result, a “lesson learned” activity, generalizable to most corporations, evolved. Despite the initial narrow approach of technological integration, effective training practices were established. These “best practices” involved systematic solutions to the challenges confronted. Specifically, revised processes and deliverables in instructional design, training procedures, SME validation, secondary technology training courses, and research-based training evaluation strategies resulted. Although this program is still viewed as formative in nature, the focus on training effectiveness, quality, and the use of technology is unmistakable.