REQUIREMENT

The device required patients to be trained to perform a sequence of steps, monitor treatment as it progressed, respond to alarms, troubleshoot errors, and complete the treatment procedure based on the prescription. The device included a electronic performance support system (EPSS) that guided the user to operate the machine.

SOLUTION

The training aimed at helping learners:

a) perform the procedure correctly in the first try
b) encourage behaviour to refer the EPSS when in doubt.

The interactive online training used a procedure step-sequencing visual simulation with prolific use of the TOUCH/DRAG interactions with immediate feedback on errors and a facility to use learner guidance (as per the EPSS) as and when required.

The Performance Recap documented:

a) User tries to identify the correct step
b) Use of the learning guidance.
REQUIREMENT

Convert anecdotal experiences of innovation into problem analyzing and solving methods to reach innovative solutions in business environment.

SOLUTION

Highly interactive online training with graphic depiction of anecdotal experiences, inspirational videos as supportive evidence of the method, interactive web applications to implement the prescribed method as training progressed to reach innovative solutions, and export the end-product of the thought-process.
REQUIREMENT

Curriculum to train registered nurses on awareness of a disease, treatment options, patient safety, and laboratory procedures.

SOLUTION

A structured suite of 10 modules to cover diverse subjects of anatomy and physiology to medications to lab specimen collection.

The course used content display interactions and touch/drag interactions on concrete imagery to reinforce medical information.
ONBOARDING FOR NEW HIRES

INDUSTRY
Insurance

REQUIREMENT

To drastically reduce the spread and duration of curriculum for customer-facing representatives from weeks to days.

SOLUTION

The blended solution used an optimum mix of training delivery options.

The training used highly interactive demos with learner guidance and feedback to train the new hires on company software applications.

Conversational scenario-based simulations were used to prime new hires for legally-accurate and business-appropriate responses when responding to claims, service requests, and sales.
REQUIREMENT

To sensitize sales and lab personnel to HIPPA and other legal provisions for ethical conduct of business and to prevent litigation costs.

SOLUTION

The online training used interactive scenarios put the learner into a dilemma with feedback to reinforce the appropriate behaviour.

Lab procedures were converted into interactive exercises to highlight the legal compliance issues that could arise and the appropriate response to them.
REQUIREMENT

To convert existing user guides into an online curriculum with clear certification goals.

SOLUTION

The online curriculum deliberately avoided a one-to-one correspondence with modular user guides and focused on task-based application of learning from multiple user guides.

The online modules therefore referenced the user guides from the point of view of application rather than conceptual documentation.

The online training used work scenarios and work personnel as learning agents to impart the user guide information in a decision-making quiz scenarios.

The safety precautions were built into the work scenarios to reinforce the association between safety precautions, personal protective equipment, and occupational hazards.
REQUIREMENT

Convert recorded webinars of server database management using written code.

SOLUTION

Unlike most application simulations, which are restricted by the availability of screenshots as the changing graphic user interface is key to simulations, this requirement offered the prospect of leverage text as graphic, text entry as the key input mode, and text variables as the dynamic simulators.
REQUIREMENT

To create role clarity as the organizational structure changed to map to new realities of business.

SOLUTION

The online solution incorporated videos of leadership and interactively communicated the cross-functional team structures.

Course interactions clarified the team and individual roles as product development proceeded from research to trials to the approvals to the market.
REQUIREMENT

Impart training on research-findings and infection control methods and measures.

SOLUTION

The online training graphically represented research findings to drive home the importance of key infection control measures such as hand hygiene.

Task analysis methods were used to isolate hygiene steps that most health practitioners would fail to implement correctly.

These steps were reinforced graphically and with added interactivity were used to isolate hygiene steps that most health practitioners would fail to implement correctly.

These steps were reinforced graphically and with added interactivity.
REQUIREMENT

Initiate disaster relief workers into the basics of human shelter and settlement.

SOLUTION

The online training explained the terms and terminologies, the methods and processes, the risks and uncertainties in disaster relief operations using case studies and graphic depictions.

The course design encourage learners to respond to case studies using data and make calculations of materials and resources required for relief work.
REQUIREMENT

To impart training to health care personnel on the quality control initiative, data templates, data analysis, and improvement opportunities.

SOLUTION

The online training tracked scenario cases from reporting adverse events, populating data templates, root cause analysis using data, to planning and implementing quality improvement initiatives to meet the facility quality goals.
REQUIREMENT

To sensitize the managers to the performance management opportunities with the staff and clarify the roles and expectations.

SOLUTION

The online training required the learner to decide performance management tactics when dealing with situations with immediate corrective feedback.

Content display interactions interactively clarified the roles and expectations.