



# A Natural Gas Company improved training efficiency by leveraging eLearning modules

## Need

The client is a leading producer and distributor of natural gas, operating in multiple regions. With a large and diverse workforce, it faced challenges in efficiently training employees on company policies. To address this, the company decided to leverage eLearning modules to streamline and enhance the training process.

## The Challenge

- In-person training sessions were time-consuming and costly for a geographically dispersed workforce, hindering policy dissemination.
- Ensuring consistent understanding across departments and locations was challenging, requiring a standardized training approach.
- Compliance with safety, environmental, and operational policies was vital in the highly regulated industry, necessitating effective training for risk mitigation.

## Natural Gas Producer Implements eLearning for HSSE Management System & Safety Culture training to employees

### About The Client

Our client, an environmentally conscious company, is dedicated to providing customers with a reliable supply of clean fuel. Their commitment to global best practices is evident in their emphasis on safety, efficient processes, advanced technology and exceptional customer relationship management in City Gas Distribution.

### The Need

ASK-EHS & the client's association dates back to a handful of projects ago. Having previously solicited our software services – ePTW & SAFE, with successful implementation, they were well aware of our domain expertise in EHS & our team's capability of developing digital training mediums.

Being a prominent producer and distributor of natural gas operating across multiple regions, they encountered significant challenges when it came to effectively training their extensive and diverse workforce on company policies.

Recognizing the need for a more efficient and scalable solution, the company made a strategic decision to harness the power of eLearning modules to optimize and elevate their training process. By adopting eLearning, they aimed to streamline training delivery, enhance employee engagement and ensure consistent policy understanding throughout the organization.

### Key Challenges

**Employee Training Efficiency:** Conducting traditional in-person training sessions for a geographically dispersed workforce was time-consuming and costly. It hindered the efficient dissemination of policy information across the organization.

**Standardizing Safety Culture:** Ensuring consistent policy understanding and adherence across different departments and locations proved challenging. There was a need for a standardized training approach that provided consistent information to all employees.

**Compliance and Accountability:** The company operated in a highly regulated industry, necessitating strict adherence to safety, environmental and operational policies. Effective training was crucial to maintain compliance and mitigate risks.

## The Solution

- We designed an interactive module with multimedia elements, quizzes, and knowledge checks for active learning and policy retention.
- LMS allowed employees to access training materials conveniently on computers or mobile devices, anytime and anywhere.
- The LMS provided comprehensive tracking and reporting, enabling monitoring of employee progress, completion rates and assessment scores.

## The Benefits

- eLearning reduced time and resources for policy training, allowing employees to learn at their own pace without travel or scheduling conflicts.
- Standardized eLearning modules ensured consistent understanding, minimizing knowledge gaps.
- Regular assessments in eLearning modules identified weaknesses, enabling targeted additional training for compliance and accountability.
- Transitioning to eLearning saved costs by eliminating travel, venue rentals and instructor fees associated with in-person training.

## What We Did

Our HSSE experts and instructional designers collaborated to develop interactive eLearning modules. These modules covered various aspects of the HSSE Management System, including safety policies, procedures, risk management, incident reporting, and emergency response. The modules included multimedia elements, quizzes and knowledge checks to ensure active learning and retention.

The eLearning modules incorporated multimedia elements and interactive quizzes to enhance engagement and knowledge retention. Scenarios were presented to help employees understand the practical application of HSSE principles.

LMS provided employees with convenient access to training materials anytime, anywhere, using computers or mobile devices. This eliminated the constraints of traditional in-person training and allowed employees to engage with the content at their own convenience.

The LMS ensured uninterrupted access, whether employees were working remotely, traveling, or located at different company sites. This flexibility empowered employees to take control of their learning journey, customize their pace, and fostered a culture of continuous learning within the organization.

The LMS provided comprehensive tracking and reporting capabilities. It allowed the company to monitor employee progress, completion rates, and assessment scores. This data helped identify areas for improvement and track compliance.

## Resulting Benefits

**Increased Training Efficiency:** The eLearning approach significantly reduced the time and resources required for policy training. Employees could complete training at their own pace, eliminating the need for extensive travel and scheduling conflicts.

**Consistent Safety Culture:** The standardized eLearning approach ensured consistent understanding and practice of safety protocols across all departments and locations. All employees received the same information, fostering a cohesive safety culture throughout the organization.

**Enhanced Compliance and Accountability:** The eLearning modules incorporated regular assessments to evaluate employee comprehension. This approach enabled the company to identify areas of weakness and provide targeted additional training where necessary, ensuring compliance and accountability.

**Cost Savings:** The shift from traditional in-person training to eLearning resulted in substantial cost savings for the company. Travel expenses, venue rentals, and instructor fees were significantly reduced, leading to a more cost-effective training solution.

## Moving Forward...

By implementing eLearning modules for HSSE Management System and Safety Culture training, our client successfully addressed the challenges of comprehensive training, standardizing safety culture, and improving compliance. The interactive and engaging nature of the eLearning modules enhanced employee engagement and knowledge retention. The cost and time savings achieved through eLearning further highlighted the efficiency and effectiveness of this approach. The success of this initiative has encouraged the company to explore further applications of eLearning for training in other areas of its operations.