



# A globally renowned Construction Lead chooses an eLearning medium to impart training on a crucial subject

## Need

The client needed to explain their revised Lifting Directive plan in a manner that could be easily understood by the user & could also be assessed & tracked. An eLearning module deemed fit for this purpose.

## The Challenges

- The directive was to be referred by employees across the world, language barrier had to be overcome
- Their employees in Latin America did not have access to their internal LMS

Training their in-house employees as well as management level executives on their revised Lifting Directives became trackable & efficient with a custom eLearning module.

## About The Client

The client is an international leader in construction and services. They operate across 60 countries under numerous subsidiaries & have been the fore-runners with the most immaculate projects under them.

With 32,728 employees working in 60 countries, our client designs, builds and renovates the infrastructure and buildings that are essential for a sustainable society.

They provide constructions for building, civil works, energy and services, property, roads and coals. The firm provides commercial, highway and residential construction and mobile telecommunication services.

## The Need

Being a multinational conglomerate with complex operations being carried out, they have standards & Directives in place to ensure safe, proper & diligent adherence to working procedures. And these are timely updated to make sure the latest & the best practices are made a part of their EHS initiatives & their employees are kept as safe as possible. One such standard that had an upgrade was their Revised Lifting Directive Plan. Now the client wants to ensure that this plan is comprehensively and clearly explained to the end user & ensuring that there is a high retention of information & recall value. For this the client approached ASK-EHS to avail its eLearning services

## Key Challenges

The client's businesses are spread all across the Globe, making it obvious that the employees are of different nationalities & hence speak different languages hence understand better in the language they speak in. Given that the primary objective was optimum retention of information, the language difference needed special attention.

Moreover, the client has their own Internal LMS system to host the courses on. However, their employees in Latin America could not access the same. Therefore, the solution had to be such that the Latin American employees could also benefit from it without having to compromise on any of the major aspects of training.

## The Solutions

- Course developed in multiple languages that can be assigned to the employees speaking each of it
- The course for Latin American employees were hosted on ASK-EHS LMS
- Already developed safety animated movies incorporated seamlessly in their training programs

## The Benefits

- Language Barrier was overcome with having the modules in multiple languages
- Client has complete administrative control over the training programs
- Knowledge checks & final test provided accurate assessments
- Employees are able to take training courses on their computers and their mobiles
- Click-ready reports

## Solution

The client's & ASK-EHS' association goes back to their initial project of developing Animation movies. Having greatly benefitted in the past with the animation video in their training, the client knew that ASK-EHS would be the ideal choice as they are well aware of their expectations.

ASK-EHS' SME's along with the Instruction designer got to work & structured the module to fit into 30 minutes. They then ensured that there was a generous amount of knowledge checks & interactive slides to ensure maximum engagement from the users

Once the module was structured, ASK-EHS utilized the client's existing animated videos & incorporated them in the module. This way, they explained the processes in an animated format making it much easier for the users to understand.

Once the English module was ready & finalized, it was then translated into other languages - Spanish, French & German. The translation was done ensuring that the information passed maintains uniformity & integrity of the Lifting Directive Plan.

The modules were delivered in a SCORM package that could be hosted on the client's LMS. The courses for the Latin American employees were hosted on ASK-EHS' LMS on subscription & assigned to the employees with usernames, with their administration control also provided to the client

## Resulting Benefits

The inclusion of eLearning modules was a valuable enhancement to their training efforts and was deemed a significant upgrade to their previous training methods.

The use of the client's content as the foundation of the modules allowed trainees to easily comprehend the material. The addition of animated videos, which provided comprehensive explanations of complicated processes, was particularly beneficial, as trainees were able to follow the visual medium and absorb the information effectively.

By accessing the courses through ASK-EHS' LMS, trainees had the flexibility to complete the training according to their own schedule and convenience. Additionally, the administrative access granted to EHS heads overseeing the training progress provided a comprehensive view of the training's progress.

This included:-

1. Assigning training modules to specific worker grades,
2. Tracking trainee progress,
3. Monitoring completion rates and assessment scores, and
4. Generating consolidated reports that could be exported in an excel format.

## Moving Forward...

The introduction of these eLearning modules has been a triumph and marks yet another achievement for our esteemed client. This successful collaboration is set to continue, with plans in place to customize another Incident Recreation videos for their international unit.

Undoubtedly, this partnership will enable our client to maintain their upward trajectory in digitizing their training initiatives, with the continuous support of ASK-EHS' digital solutions.