

KNOLSKAPE designed a learning journey for the L4, L5, and L6 level consultants at an American multinational computer technology corporation

CLIENT OVERVIEW

INDUSTRY: Software | **NUMBER OF EMPLOYEES:** 143,000 (May 2022) | **ANNUAL REVENUE:** USD 42.44 billion(2022)

The organization is an American multinational computer technology corporation headquartered in Austin, Texas. In 2020, the company was the third-largest software company in the world by revenue and market capitalization. They develop database software and technology (particularly its own brands), cloud engineered systems, and enterprise software products, such as enterprise resource planning (ERP) software, (also known as customer experience), enterprise performance management (EPM) software, and supply chain management (SCM) software.

OBJECTIVES

The organization wanted to develop the mindset and skills of 1441 of its senior, principal, and senior principal consultants on specific competencies. They needed to create a Learning journey which would be a holistic learning experience across their competencies. The ask was for an engaging, immersive, and contextualized curated VILT from KNOLSKAPE's library and for expert facilitators to deliver immersive learning programs / self-paced courses that would focus on developing deep skills in the required areas of expertise.

SOLUTION

KNOLSKAPE designed a series of VILT (Virtual Instructor-led training) programs for the organization's L4, L5 and L6 consultants that included:

» **OFFERINGS TO L4:**

- » Influencing Skills for Leading without Authority
 - Change Quest simulation
- » Trust simulation
- » Critical Thinking for better Decision-Making
 - Grand Prix simulation
- » Organizing and Prioritization – Inbox simulation

» **OFFERINGS TO L5 & L6:**

- » All the other offerings were the same as for L4 but instead of including Inbox simulation, which is for personal execution, L5 and L6 were offered Coaching simulation, which is for team execution.

KNOLSKAPE'S VALUE-ADD

KNOLSKAPE adopted a trifold learning approach to address the unique training requirements of the different cohorts of learners at the organization:

Developing Mindset:

- » We believe that change needs to start with individuals understanding the need for change, buying into the idea, and realizing that there needs to be a mindset shift in order for the change to be successful.
- » For the employees to change the way they manage their teams, they need to self-reflect and identify what mindset is required for them to shift to managing and developing their teams.

Building Skillset:

- » To shift from tower level management to managing an engagement, we guide participants to learn new skillsets and go through a process of unlearning and relearning.

Transforming Behavior:

- » We understand that the change in mindset and skillset will only be complete when the employees display appropriate behaviors in their everyday work context.
- » For them to make the behavioral shift, they are provided a safe learning environment to apply and practice these skills.

LEARNERS' TESTIMONIALS

"Engaging, interesting and informative sessions."

"Session was engaging, and the examples and simulations used were relatable to our projects as well."

"The presentations and case study presented was really engaging and helpful."

LEARNING IMPACT

Overall Feedback Score: 4.5/5

