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Global eTraining is a Canadian EduTech company with over 30 years of experience in developing and delivering exceptional computer-based learning. Our world-leading technical training platform is home to thousands of hours of technical content integrated with custom content developed directly by subject-matter experts through The Generator. We are a strategic training partner to some of the world's largest and most diverse multinational design, construction and software organizations, government bodies and Fortune 500 companies, and the global leader in designing and developing training for the 21st Century.

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# Our Values



GeT is an award winning team of Go GeTters connected globally by our passion to Our Mission.

We are the smartest, hardest working, most fun team everywhere we go.

We enthusiastically accept the challenge to define and design 21st Century Training.

**Learn Faster. Retain More. Save Time.**

## Core Values

- We produce A+ report cards.
- We use technology, both internally and externally, to be more personal and efficient.
- We all wear a sales hat.
- We understand and articulate how our products solve our customers' needs.
- We are faster than our competitors.
- We communicate effectively through positive vocabulary.
- We take ownership and provide thoughtful solutions to every problem.
- We WOW everyone every day.
- We celebrate our everyday successes.
- We work hard until the job GeTs done.
- We care.



# Superior Learning Technology

Global eTraining patented learning methodology is superior because it adapts to each student's unique combination of learning styles with text, audio, demos, exercises, and videos, engaging all the senses and anchoring learning with action.

The Global eTraining cloud-based technical training platform is the foundation for comprehensive corporate, educational and government knowledge management solutions. The GeT platform combines our advanced training libraries alongside your proprietary know-how, which is converted to interactive and engaging courseware using The Generator.

## Learn Faster. Retain More. Save Time.



## Awards



## Join Our Team

Global eTraining is a team of dynamic training experts passionate about leveraging technology to the maximum to create a better, more personalized learning experience. Join our team: [team@globaletraining.ca](mailto:team@globaletraining.ca).



# GeT The Generator

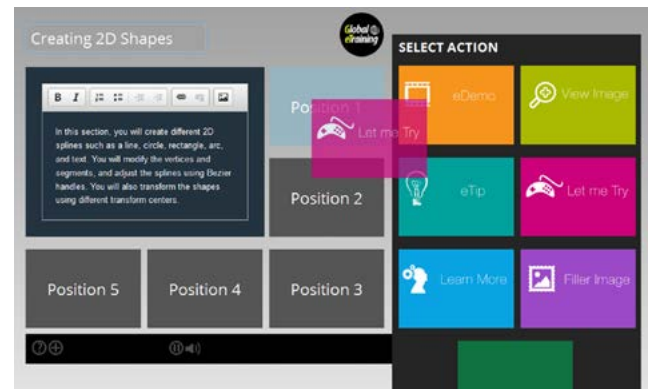
## Build Your Own Courseware



## Easy as 1-2-3

-  1. Develop
-  2. Publish
-  3. Deliver

The Generator is an easy to use and effective interactive course building tool. Our system puts proven learning templates within easy reach of subject-matter experts with intuitive drag and drop functionality. Generate video, audio, text, images, interactivity, practical exercises and quizzes for engagement of all learning styles. You can even publish your course in multiple languages.



# Brent Darnell International



Global eTraining has joined forces with AEC industry leader Brent Darnell to offer the Total Leadership Library. The smart manager's guide to working better and more effectively with people through the development of Emotional Intelligence (EI), the Total Leadership Library focuses on AEC. Brent saw GeT's established track record in learner engagement, retention, ease of use anywhere, any time; and the ability to put practical skills to use immediately as a natural fit for what he has to offer.

Brent earned his Bachelor's Degree in Mechanical Engineering from Georgia Tech in 1981 and began his own construction career. He was an MEP Coordinator and Senior Project Manager on complicated projects like the Brook Army Medical Center and housing for the 1996 Summer Olympic Village. Because of these first-hand experiences, Brent speaks with a deep understanding of his audience and the problems they commonly face. His passion is to transform the industry into one that is more collaborative, more relationship driven, and more fun. The impact of Brent's unique programs spans the globe

and his clients include Skanska, Kiewit, Balfour Beatty, Clark, Manhattan, McCarthy, Heery, Beck, Barton Malow, Batson Cook, Granite, Brasfield & Gorrie, Jacobsen Construction, the AGC, ABC, DBIA, COAA, and CMAA. He is also an adjunct professor at Auburn, Penn State, and Virginia Tech, teaching emotional intelligence and people skills to their technical students.

"I found Global eTraining through total serendipity. One of their salespeople found me on LinkedIn and asked me to help her with a presentation at the last AU on the people side of projects. I did. One thing led to another and we entered into this partnership. I had great content. GeT had a great platform. And they already were well established in the AEC industry, which my sole focus. It was a marriage made in heaven.

"I needed an intuitive, easy to use platform that lent itself to my style of teaching, which is very interactive and experiential. I also need a robust LMS and an easy way to track learners. GeT helps me solve these problems.

"We use applied improvisation, activity based learning, storytelling, and other experiential learning along with videos, audio and great case studies. We also provide TONS of bonus material, including all of my books and many evaluations and supplemental materials to help implement and apply the learning. We also offer support with webinars, face to face training, and also a peer-to-peer concept that will help reinforce the learning. We can also train the company's internal trainers to do this follow up and reinforcement.

"GeT helps me innovate by giving me a platform that incorporates all of the learning styles. Most online platforms don't do that. Also, the instructional design help provided to me was very innovative. We collaborated together to come up with an innovative approach to experiential learning for these critical people skills.

"I always believed that you couldn't teach emotional intelligence and people skills in an online format. I was wrong. I just needed a great platform and a great instructional designer (Lauren Gilbert from GeT). This stuff really works. An example right now is a person I am coaching in Mexico. He is making amazing changes in his life and work with the Total Leadership Library and some one-on-one coaching.

"My mission is to help transform the industry into one that is more relationship driven, more collaborative, and more fun. With an online platform, I can reach more people and create greater change. I am also giving a percentage of the profits to help train and place homeless in Atlanta in the industry to help solve both the homeless problem and the construction industry's workforce development problem. When this model takes off, we intend to expand the reach to other cities and countries and perhaps to prison populations and veterans groups.

“Global eTraining is great to work with and they have the best training platform I have found that supports a more interactive teaching style. I experienced great collaboration with GeT and Lauren Gilbert. We managed to do a virtual collaboration that was stellar. It is a real case study in collaborative projects. It was highly successful and way ahead of schedule. We created 10 courses from scratch in less than 7 months.”

## IBI Group



Ted Martin, CET, is the Global Portfolio Manager, Software, Hardware, Support and IT Liaison, and Brent Mauti is the Global Director for Design Technology for IBI Group, a globally integrated architecture, planning, engineering, and technology firm.

IBI Group describes itself this way: From high-rises to industrial buildings, schools to state-of-the-art hospitals, transit stations to highways, airports to toll systems, bike lanes to parks, we design every aspect of a truly integrated city for people to live, work, and play.

Our collaborative and combined approach focuses not only on creating the best solutions today, but also creating the right solutions for tomorrow. We believe cities must be designed with intelligent systems, sustainable buildings, efficient infrastructure, and a human touch.



At IBI, we're defining the cities of tomorrow.

IBI Group started with Global eTraining in June, 2014, and made a long-term commitment after one year. We asked Ted and Brent why IBI chose GeT, and what it's meant for them.

“We wanted to provide an opportunity for online, self-paced training for employees who are best suited to learning in this manner. Many employees also were familiar with the program from previous employment. And we like the ability to access the system from within our BIM software.

“GeT easily covers our ad-hoc training needs where we don't have enough volume to assemble a class, or where trainees are located in remote locations.

“We tie the training to our performance review process and ensure trainees accept that they are accountable to use the system and thus justify the cost. We hold lunch-and-learn sessions with trainees to jump-start targeted courses, and then assign modules for completion within a stated timeframe.

“Successful trainees have built familiarity with how to use the applications, and thus can apply IBI-based workflows efficiently.

“Our training needs are satisfied with GeT as one of the training options. One key feature is continual access to the system by our trainees for furthering knowledge.



"We would tell other companies that are considering partnering with GeT to think about how to deploy it and who you are deploying it to. Don't assume that this mode of training will satisfy all training needs. Don't assume GeT will remove the need for in-house / in-class training. Monitor use and hold trainees accountable. Don't shy away from asking why trainees aren't using the system in the manner they agreed to.

"GeT staff are always helpful correlating and helping to interpret reports, suggesting course corrections via emails to keep staff motivated and progressing, and simply being there to help advise us on how to administer the system within IBI Group."

## University of Oklahoma's College of Architecture



Dr. Tammy McCuen is the Robert E. Busch Professor in the Haskell and Irene Lemon Construction Science Division with the University of Oklahoma's College of Architecture. She's an Associate Professional with the Design-Build Institute of America, and a LEED Accredited Professional. When it comes to qualified instructors for Autodesk software training, Tammy would be high on anyone's list.

However, Tammy's PhD. is in the field of educational psychology and technology. So when it comes to qualified evaluators of educational materials for Autodesk and Synchro software training, it's hard to imagine anyone better positioned.

Tammy first brought Global eTraining into her classrooms in 2015. Tammy has created a classroom atmosphere that uses a combination of instructor and online training, serving as an example of blended learning the way it should be done. She has seen continued success, and even brought in the Global eTraining Microsoft Office courses for another class, when they became available.

We spoke with Tammy recently about her experiences with Global eTraining courseware, and this is what she had to say:

"I teach the technology courses for all the construction science students. In the past I was using textbook references for my Autodesk courses—Revit and Navisworks, as well as Synchro. I was using books for students because I have them follow along in the classroom. They're all novices, so I always required a book for them to have as a reference. But a book is not as convenient as something online, so that's what prompted me to think about an online solution.

"I met Susan Brattberg at a DBIA conference a few years ago. She was asking about what courses I teach, so it naturally evolved into me learning about Global eTraining, and the fact that it was a developed curriculum that was complete with tutorials and also with exercises to practice influenced my decision. It fit well with what I was needing for my courses because I teach from beginner to advanced. That's why I chose them.

"We have access to Lynda.com, and Autodesk also has online tutorials, but they weren't as comprehensive, and they didn't include all the modules that Global eTraining walks the students through or includes in their courses. I didn't think they were developed to the extent I saw with Global eTraining. Plus, Global eTraining keeps the tutorial up to date to align with the latest version of the software.

"I felt assured that Global eTraining were curriculum developers, which is my background, so I felt confident that they would continue to maintain the quality in their curriculum and their design for instruction.

“From an educator’s perspective, it helps me solve the need for coursework that’s developed in a logical sequence, that’s comprehensive, and reliable. The fact that it’s more convenient than carrying a book around is a bonus for the students’ purposes.

“The students are familiar with online references, and they’re always using the technology. The way I set up my classroom, on one screen they’re looking at tutorials and following along with Global eTraining, and on the second screen they’re able to work on their computers, to practice while we’re in the classroom. It’s just really convenient.

“From the perspective of moving toward adopting a delivery method for their tutorials and their practice exercises, the fact that it’s digital, it’s online, I think that’s different than what my colleagues do. It is a new experience for the students in our college.

“I really have noticed that students feel comfortable with using the online curriculum and tutorials; it’s a medium that they work with easily. I think they are doing better in the course as a general rule, because in each Global eTraining lecture there’s a mid-lecture quiz, to see if they’re comprehending the concepts as they go along, and at the end of the lecture, there is a lecture test. I think that helps students craft concepts of what the features of the software are, so they can easily go back and practice that over and over.

“I also like that the students buy a one-year subscription, so it doesn’t end with my class. The way we have the curriculum designed for our department, the next course may require students to complete an assignment using the Revit skills they learned in my class. If they’ve forgotten something about a feature or how to accomplish something in Revit, the students can just open their Global eTraining course again and go back in and refresh. It’s very convenient. Students at the university level, when they have to buy a book for a class, they’ll return it at the end of the semester, and the next time they try to recall something related to that course, they don’t have the reference material any more. So I think that it’s helpful for my students as they move on into their next courses.

“I think that I’ve actually been able to expand some of the students’ utilization of other tools; other softwares that are available in the Global eTraining Autodesk Library, and I feel much more confident that they are receptive to this way of delivering the content. In my class, each session, they know ahead of time what we’re going to be covering. I can walk them through the navigation of the software, and then we can open Global eTraining and go through the tutorials. So I walk them through the basics, but I am confident that Global eTraining’s coursework is comprehensive in the sense that if they have a task or an assignment for my class, and I have developed it related to the lecture in GeT, then students can go and find the information. The resources are there.

“I think that they’ve certainly validated my expectations because of the ease of access and how well designed the coursework is—the sequences, and the flow, and there are plenty of demonstrations and images to view. Students working on their assignments can easily find an answer to a problem they are having with the software, so it helps them to feel more confident that what they’re doing is right. I think the students are more self-reliant as well. They feel confident they can find the answer if they’re having a problem at 1:00 in the morning when they’re actually doing their assignments. I plan to continue using Global eTraining in my courses.

“I would recommend it also because there’s so much in the library that the users have access to. It will develop their skillset in the software and their understanding of the concepts, of why things are built the way they are. I know Global eTraining offers even more options than what I’m using, but in the sense of the built environment, any architecture, construction science, planning, or interior design student could find the Autodesk Library helpful in advancing their learning and knowledge about their technology. It’s embedded in our industry today, so that is what I tell my colleagues in the college. Over time I’m hoping that some of them will give up the books they are still using and get on board with GeT.”

# Digital Node



Rebecca De Cicco is the Director of Digital Node, an international BIM consultancy with a focus on design, technology, and innovation.

Digital Node works with clients to develop their strategic and technical capabilities through supporting, guiding and building their knowledge. Using their extensive project delivery experience, Digital Node helps clients plan, implement and achieve their goals in a BIM environment.

The Digital Node approach is to support clients in providing a series of strategic and technical solutions to ensure increased productivity, enhanced staff technical skills and more efficient execution of regular duties.

Through a process of consultation, the Digital Node team identifies the areas where an alternative digital approach, supported by BIM, will ensure clients are meeting the latest industry requirements while delivering a significant ROI.

We asked Rebecca to reflect on her experiences with Global eTraining.

“GeT is an innovative and exciting organisation that I have supported from the very early days of BIM uptake in the UK. Having met with Susan Brattberg personally and understood the ethos and way the company works, I was excited to work with them to support both technical courses and a consolidated BIM Library.

“GeT have been a fantastic partner, not only in supporting my organization in promoting and creating a BIM Library, but also in supporting our projects with GeT such as ReCap, Navisworks and Infracore. Working with GeT is always a pleasure as they support not only the way in which I work, but also the objectives of the courses I help to create with them.

“Having a commercial relationship with Global E training allows Digital Node to be as open and innovative as possible when creating courses. The BIM Courses, for example, are currently being developed to include global reach in regard to BIM learning and understanding. This is critically important in the BIM landscape as there is a huge amount of confusion globally in regard to terminology and concepts. This course uses innovative practices by supporting a ‘global’ viewpoint regarding BIM, whilst focusing on more advanced regions such as the UK.

“Having been a partner with GeT the last few years, it has brought about great opportunities for Digital Node. Having created a variety of differing courses, and partnering opportunities, the visibility both in the UK and the US has grown for Digital Node. This has been a fantastic development as I have could ensure the organisation continues to support the upskilling and training of those involved in the AEC field. This is something Digital Node is very passionate about and hopes will continue to grow.

“Success comes in a variety of differing forms. For Digital Node, success reads as innovation and technique that can positively affect an industry. As we are so passionate about training and support, to be able to have a global reach in training professionals within the context of BIM or other BIM-related technologies enables us to be more innovative. This also supports our greater goal of promoting and influencing young people and diverse groups into entering construction-related fields and we partner with schools and universities to support this cause.

“Not only are the team of people fantastic, but The Generator is a great, easy and very straightforward tool to support the collation of all training material. There is currently nothing like this in our industry and the interface provides a very easy and clear format for use. GeT are an innovative, open and professional organization supporting training on all levels and within differing regions. Working with GeT both in the UK and in Australia has also been successful and GeT support global working and interaction with suppliers across the world. It’s been a great experience, one I am sure will continue in future.”

## COX Architecture



Eldon Borkwood is the National BIM Manager with COX Architecture, a multidisciplinary practice which integrates architecture, planning, urban design and interior design. COX Architecture has offices in Sydney, Melbourne, Brisbane, Perth, Canberra, Adelaide, Kuala Lumpur, Abu Dhabi, Dubai and Muscat.

COX works to a defined design ethos in all studios, based upon principles of structure, craft, art and nature.

We asked Eldon to describe COX’s experiences with Global eTraining.

“GeT presented itself as a refreshing methodology on how digital learning is structured and delivered to an audience. With the variety of learning methods, it was seen to fit within the needs of a robust training system.

“The GeT platform solves the issue of enabling training on demand and in an easily accessible environment.

“The courses on GeT span a large spectrum of training topics, therefore to refine the knowledge into specific topics that are needed within the company, we are in the progress of developing 2 streams of outputs called:

### Cox Byte

A series of 30min training courses hosted on the Cox LMS that will engage staff in short bite size training on Cox best practice, such as how to draw Revit stairs to using Python scripting for shadow studies.

### Cox Learning Path

A series of custom created learning path curriculums for staff members to reduce the sheer amount of content seen in a course. For example, a collated learning path for Window documentation may include How to Create Windows, Creating Sheets, Annotations, etc.

“Currently we have not been with GeT for a long period, therefore the current success/es are minimal. However, we have noticed certain individuals are taking their own initiatives to self-learn without direction from management.

“Success is about enabling users to have a means of obtaining high level training knowledge on demand and at their own convenience. Being able to create and supply staff members with Cox proprietary courses that are developed once and delivered multiple times, on demand, with no further time investment by internal trainers.

“Companies that are considering to partner with GeT should ensure they are completely utilizing their GeT Customer Representative. One of the main reasons that helped decide to partner with GeT is the staff were attentive to the needs of Cox. They assisted in catering the training experience to create a positive and fun learning environment.”

## Digital School Technical Design College



Digital School Technical Design College needed an efficient way to deliver its Computer Aided Drafter Certificate to online students anywhere in the world. We spoke with Online Course Development Project Manager Brady Sylvester about working with Global eTraining's The Generator.

“We were already using GeT software courses for blended learning in our classroom courses, so students in our AutoCAD, Inventor, and Revit classes were getting the benefits of the anytime, anywhere resource a GeT course provides.

“GeT released The Generator at roughly the same time as we were working on the problem of how to become Canada's first college-level, online CAD certificate program. We knew how the typical GeT course worked, and we saw an opportunity to develop our own material in the same format.

“What we didn't foresee was how The Generator's tools and the options it provides allowed us to step outside the typical GeT course format and be really flexible with what we were developing. We were a bit lucky in how the first course we built required us to develop our own material from scratch. That way we worked out all the kinks in our own process and had a nice, easy learning curve for working with The Generator.

“When we moved on to other courses that had elements like separate textbooks and materials, though, we found that although the typical GeT course approach of having all the material in the slides themselves and videos that were basically screen captures didn't fit what we needed to do, that's only one way of using The Generator.

“The main issue we've had is courses that require material we couldn't develop ourselves or license. In those cases, we've been able to send students ebooks they are directed to from the slides. For some courses, it's mostly the ebook material; for others, it's been a true hybrid of original material and the textbook. In either case, though, the slide, video, and exercise content is used to supplement and expand on the textbook material, just as a classroom instructor would.

“We also had to come up with a way to design a final exam that was secure and reasonably cheating-proof. Thanks to The Generator and the can-do people at Global eTraining, we were able to create a process for that fairly easily.

“The Generator lets us do what we need to do. We really like how we're not limited, not only in how we're able to present material, but also in how we have the options of using text, audio, video, downloadable files, and hands-on exercises in whatever combination works best, whenever we need them.

"We've really been able to move quickly through the course creation process. And we're able to release courses to our students as soon as they're completed and checked. Global eTraining has been very helpful in every step, from answering systems and tech support questions whenever we need to working with us on quizzes and tests.

"We've also been able to add the online course materials to our in-class students' experience as each course has been released. As mentioned, we're already experienced with the blended learning approach inherent in using the GeT Autodesk software courses for those classes. Everyone here, from Student Support Services to our instructional staff, is a big believer in it. So the opportunity to add it to every class has been embraced fully. And the students really appreciate it as well.

"Our goal has always been to develop not only Canada's first licensed, post-secondary, online CAD programs and take them to the world; but to make it a world-class offering from any viewpoint. Thanks to Global eTraining and The Generator, we're able to do that efficiently without sacrificing quality. In fact, I'd say we're enhancing it."



# WorleyParsons

resources & energy

## How online learning lends a competitive edge

Company: WorleyParsons  
Founded: 1976  
Business: Project Delivery and Consulting Services  
Clients: Construction, oil & gas, metals, nuclear power companies  
Locations: 166 offices in 43 countries, with largest presence in Canada, UK, US, Australia/New Zealand, and China  
Size: Net profit was A\$101 million in the first half of 2014

In the competitive world of consulting and executing on major energy and infrastructure projects, training is critical. “Technically capable personnel are a key contributor and differentiator for WorleyParsons to deliver what we promise our customers,” says Andrew Sheedy, Global Engineering Systems.

To keep its competitive edge, WorleyParsons turned to Global eTraining for more flexible and effective online courseware in early 2013. More than a thousand WorleyParsons employees were using GeT training a year later.

“Through Global eTraining,” Sheedy says, “we are able to provide our personnel with Autodesk training that is current, content specific, task relevant and delivered in formats that meet the needs of our personnel, whether that be on a desktop or a mobile device.”

### Incorporating new learning tools

For WorleyParsons, GeT is more than a courseware provider – the startup is a training partner that continues to innovate and introduce new tools that will extend the possibilities of online learning at the company.

“Global eTraining is very responsive to our requirements,” Sheedy says. “Their customer experience manager has provided invaluable insight into what our personnel require and the value they are receiving. They’re always looking for new ideas for improving the user experience. Their new tool, ‘The Generator,’ for creating internal custom training content, can be migrated into our learning portal for all our users to leverage.”

“We have many other products we use apart from Autodesk, and are looking at utilizing the GeT portal as a central area for consolidating all that. So something we create here in Calgary could be used in Australia or Africa. We can produce the content once and share it out to multiple people.”

Initially, Sheedy says, WorleyParsons plans to use The Generator with key company individuals to develop courseware, while partnering closely with their Human Resources and Learning and Development departments.



## Huge ROI

Besides innovation, GeT trainings bring strong return on investment and cost-savings for WorleyParsons compared with traditional, in-person training, which used to be the company's norm.

"What would it cost to have offsite training with a group of five users, plus the cost of the meeting room, the cost of the instructors time?" asks Sheedy. "It's far more cost-effective to use GeT. A lot of our people log on and perform the training outside regular work hours, when they don't have deadlines."

Because GeT trainings are broken up into small modules, it's easy for an engineer and designers to pop into the course and quickly locate and learn a new skill, he notes. "They can complete a module of the course in 10 minutes. GeT has an app for iPads and iPhones, and you can watch parts of the training at home on your iPad as well. That portability and flexibility is another key feature."

## Measuring results

Besides saving time and money in training, GeT's online courseware offers another advantage – the ability to precisely track results.

"Classroom learning gave us little measure as to the level of understanding and how engineers are actually applying that new training back in the project or real-world environment," he says. "Through GeT's competency assessments, you can understand what people know and don't know, and then it almost customizes a solution to meet the gaps in their skill set. One of the benefits of their training is it's multi-modal – it's visual, audio, read/write, and kinesthetic or hands-on, so it's more effective."

Having access to on-demand, online training also means GeT courses are there in the future to refresh trainings – a distinct advantage compared with in-person, one-shot training.

"Personnel can look back and go over a step again, and then start applying it straight away. You don't have that benefit if it's classroom training."

## Positive feedback

WorleyParsons has been tracking user feedback – and it's come back raves.

"In my mind, the real value comes in how our personnel are receiving it," Sheedy says. "We've asked our highest performers, who've done 2-4 GeT courses, what drove them to use more GeT courses? We found people were able to apply the learning, or if they had a challenge on a task, they could quickly go into the GeT portal, learn or reinforce a skill, and then go directly back to the project. That's real-time value, as opposed to the traditional methods of training."

To learn more about implementing eTraining in your organization, contact Global eTraining at [getstarted@globaletraining.ca](mailto:getstarted@globaletraining.ca).





# Autodesk Reseller enables flexible learning for professionals

Company: A2K Technologies  
Founded: 2013 (Merger of KarelCAD, AEC Systems and ADA CADPartners)  
Business: Design Technology Consulting, Training, and Management; Platinum Autodesk Reseller  
Clients: Manufacturers, Architectural and Engineering firms  
Locations: Australia, New Zealand, Beijing, Singapore  
Size: 150 staff

A2K specializes in “getting clients going with their software,” says Chief Technical Officer Shane Morris. “That can involve anything from basic fundamentals through to high-end systems integrations.”

A predecessor company that merged into A2K first began seeking an online, on-demand training solution to supplement its in-person trainings in late 2011, says Chief Technical Officer Shane Morris.

“Traditionally, we followed the classic instructor-led model,” he says. “Customers would come into classrooms for 3-4 days. We would use a courseware book and the instructor would deliver the training.”

Around mid-2011, Morris became aware some competitors were offering video-style training. But on investigation, he wasn’t impressed with that approach. “To me, it didn’t really stack up as a viable alternative to instructor-led training,” he says.

## In search of a solution

The company was investigating creating its own online-learning system to offer a more multi-disciplinary combination of practical exercise and videos, when Morris became aware of Global eTraining’s solution, which fulfilled exactly what he’d been hoping to develop for his customers, and more.

“Because their background is as educators,” Morris says, “they’d looked at different learning styles people use and built their system around that. So customers can watch videos, and if they’re more advanced, they could look at a tip or trick, read text, or listen to the voiceover on the text. It really gave a range of learning methods all in one environment, and customers could access that any time of day or night.

“It’s great for that initial process of learning, because they can work through a course the same way we would do an instructor-led course, but in their own time, instead of spending three consecutive days out of the office. It would not interfere with their work time, and they’d get a similar end result.”

Implementation of GeT’s online learning solution went smoothly, Morris says, and clients quickly saw the added value of having technical trainings in an on-demand, online format. The affordability of GeT’s platform allows companies to train all the staff who need the knowledge, he says.

## How online training helps cut costs

Often, due to budget concerns, small firms might send three engineers out of a staff of 20 to take a traditional training from A2K – and then task those engineers to train the rest. This consumed the trained engineers' project time, while delivering second hand information to the rest of the staff. Now, many companies are sending a few key staff and giving the rest the GeT training. This way, everyone gets top quality training – and with GeT's online system, professionals can return to the training whenever they need to review.

"If they learned how to create curtain walls in the training, but for their first few projects on the software they hadn't a need for that functionality, six months down the track, they have the ability to go back in, quickly find that section of the course, and run through that again," he notes. "It allows them to get back up to speed quickly. They may not have time to book more traditional training time with us to relearn the feature – especially when they've got a project deadline and it's 10 p.m. at night."

"Some of our clients have stopped using physical courseware altogether, and use GeT instead," he says. "That's been massively successful for us."

## Learning anytime

A2K began using GeT in mid-2012, introducing a single experimental, hybrid Autodesk training course that supplemented in-person training with GeT courseware. Client acceptance was rapid, and in the first quarter of 2014, Morris reported that the vast majority of all A2K's essentials-level training courses now use this hybrid model. A2K sees up to 400 people a month in its instructor-led courses.

In analyzing GeT usage patterns, A2K made an interesting discovery: While employers might hope designers would do online-based trainings in between projects to save on lost work time, the reality is even better than that.

Pulling a sample month's data for November 2013, Morris found over 3,000 lessons were accessed by its customers -- and 62 percent of those lessons were done after business hours. The other 38 percent were accessed in the afternoons, from 1-5 p.m.

"Apparently, when you give an engineer a cloud-based training," Morris says, "They often take advantage of the ability to log in to up-skill themselves in the evening."

Morris says A2K plans to continue rolling out GeT trainings through more of its course offerings.

To learn more about implementing eTraining in your organization, contact Global eTraining at [getstarted@globaletraining.ca](mailto:getstarted@globaletraining.ca).



# Keeping students from falling behind

Organization: George Brown College  
Founded: 1967  
Division: School of Architectural Studies & ADZ School of Construction Management Centre for Construction and Engineering Technologies  
Location: Toronto, Ontario, Canada  
Size: 3 Campuses and 5 Separate Schools in Construction Management, Apprenticeship and Trades, Architecture, Mechanical Engineering and Computer Technology

Teaching busy young Architectural and Construction Management students is a challenge. At George Brown College, Architecture and Construction Management Programs Chair Clint Kissoon found a persistent problem amongst students learning Autodesk software programs such as AutoCAD and Revit Architecture, which the college uses throughout the Architectural and Construction Management programs.

“Many of our students work part-time and coming to school full-time can at times be challenging,” he says, “but in reality their work may take priority instead of coming to a class when the AutoCAD teacher is demonstrating.” If students busy with work and other commitments or students with a disability accommodation missed a class session that included a hands-on demo, Kissoon says, they fell behind. Often, it was the start of a downward spiral that led to the student earning a poor grade or even flunking out of their course. Kissoon was searching for a way to supplement classroom learning with on-demand online training students could use to catch up.

## “Flipping the classroom”

Discovering Global eTraining’s on-demand, online trainings for Autodesk products opened up a new era in George Brown’s Construction and Architectural programs, Kissoon says. By introducing GeT’s online trainings in Fall 2013, the college could use the online learning for AutoCAD and Revit to support in-class training. This allowed the college to use a cutting-edge learning model known as “flip the classroom” to help keep students on track.

Instead of the traditional college model of seeing an in-person classroom demonstration and then puzzling out questions on their own, with GeT’s solution, students do the online training on their own time, and then attend class to ask professors their questions and learn more through hands-on project work.

“GeT enables us to have students view a demo prior to coming to the classroom. Now, students have a resource to keep them from falling behind.”

## Acceptance – and results

If you think professors might balk at having their lectures supplemented by online courseware or students might resist the change, you'd be mistaken.

"We found faculty are really learning how to complement the GeT material with their own, to enhance student learning," Kisson says. "Our vision at the college is to seek out innovative ways in teaching and learning. That's why blending online courses with classroom instruction is a strategy we've embraced here. And students are quite happy to have this additional resource."

The forward-thinking college will soon complete its first full year of GeT training and undertake an assessment of retention rates and grades for the classes using online training compared with traditional classroom-taught versions of the same courses. But, so far, the evidence is strongly positive that the addition of GeT's online courseware is making a difference in student success, Kisson says.

"We're finding they're not falling behind in submitting assignments. That's a change. Instead of having outstanding assignments, they're able to catch up now, knowing they have this secondary resource they can check. That should make a big difference – the main reason for failing the courses in the past was that the student wasn't there for the demonstration or felt that the teacher was going too fast."

As of early 2014, George Brown had 1,000 licenses for students to take GeT trainings, ranging from beginning to advanced levels. "It's great to not have to re-create instructional material like this," Kisson says. The college plans to continue using GeT trainings through the spring and summer 2014 semesters, he adds.

To learn more about implementing eTraining in your organization, contact Global eTraining at [getstarted@globaletraining.ca](mailto:getstarted@globaletraining.ca).



# Cultivating Change Through Comprehensive eTraining

Organization: Kleinfelder  
Founded: 1961  
Industry: Architecture, Engineering, and Science Consulting  
Locations: United States, Australia, and Canada  
Size: 1800 employees

## Fostering Growth

Remaining attuned and flexible to the needs of their clients and users is a priority for Kleinfelder, an 1800-person firm with around 400 Autodesk software users in a number of different time zones. With the firm poised for growth, Kleinfelder needed to expand the skills and knowledge of their current employees.

Dusty Ramsey, Systems Analyst, explains that, "arranging comprehensive training", while addressing and respecting employees' time constraints and varying schedules across many time zones was difficult. Consequently, Kleinfelder needed a training tool that could be available anywhere, anytime, and on any device.

## Cost-Effective, Comprehensive eTraining

"Not only is Global eTraining effective," says Dusty, "it's cost-effective."

Prior to engaging Global eTraining, Kleinfelder was faced with providing instant yet extensive training for their initial target group of 100 people, not to mention a constant influx of new users who may have never used Autodesk software. The reality was they simply didn't have the budget for this.

Executive management approached Dusty and her team and asked them to come up with a solution to reduce the hefty \$130,000 price tag attached to conventional vendor prices. Dusty explains they initially considered preparing themselves for instructional delivery internally but quickly realized they lacked sufficient internal expertise and were not equipped to produce quality training. As a result, Kleinfelder sought online training elsewhere, eventually retaining the services of Global eTraining.

Engaging Global eTraining afforded Kleinfelder huge savings, with the implementation costing a fraction of the quotes from other vendors and traditional training methods.

## Engagement and Knowledge Retention

Kat Sullivan, an administrator of the Global eTraining courseware within Kleinfelder, praises the comprehensive and interactive quality of the courses. Learners can take in as much or as little of the modules as desired, at a time that works with their work schedule and in a format that is best suited to their learning style.

Kat also appreciates how Global eTraining's learning material functions as a resource library after training, helping users move beyond basic training and building on the fundamental skills they gain through the eTraining process. In fact, AutoCAD employees are expected to continually use Global eTraining as an important reserve of knowledge, and new hires at Kleinfelder recognize early on the benefit of the Global eTraining courses, which they are required to complete within their first week. As a result, these learners successfully face the challenges of working on larger, more intricate projects.

## Cultivating Change to Increase Productivity

Dusty and Kat both refer to a "culture change" surrounding the training implementation. A key goal was to alter the perception of training within Kleinfelder from "punitive" to rewarding. Understandably, people are often reluctant to take on new kinds of training, but because Global eTraining provides what Dusty and Kat describe as "a safe environment for learning," which was then "supported by mentoring from internal staff," Kleinfelder succeeded in changing the perception of training as burdensome and as something that interferes with utilization. Instead, users at Kleinfelder experience professional growth and an increase in productivity as they learn more effective ways to execute tasks.

"That knowledge," says Kat, "increases ownership of performance."

Kleinfelder is gratified to see users gain not only that knowledge but also confidence – this, Kat says, is the "biggest, most evident and profound effect" from the Global eTraining implementation.

To learn more about implementing eTraining in your organization, contact Global eTraining at [getstarted@globaletraining.ca](mailto:getstarted@globaletraining.ca).



## Project management software firm sees urgent demand for online training

Company: Synchro Software Ltd.  
Founded: 2007  
Business: Construction Project Management Software  
Clients: Contractors, Subcontractors, Owners, Consultants, Suppliers, Engineers  
Locations: Birmingham, UK; Boston, USA; Amman, Jordan

When you develop and update complex software, it's critical your training is effective. Otherwise, your product doesn't achieve wide acceptance and you're out of the running. In the competitive construction-software niche, UK-based Synchro Software recently went looking for an online training solution for its award-winning 4D Building Information Modeling (BIM) software, and found success using Global eTraining's course-creation tool, The Generator.

Synchro Software's advanced technology focuses on improving the process of construction. The company uniquely offers the ability to visualize a project and to simulate it in real time before ground is broken. While the technology is innovative and advanced, they have made it simple and intuitive. Nevertheless, new technology requires training and after reviewing options in the market, Synchro chose GeT because of its proven multimedia approach. Choosing a course-development partner is a major business decision, and in the case of Synchro Software, referrals from existing clients played a strong role in GeT's selection, says Synchro Software Chief Executive Thomas Dengenis.

"At the BIM forum in Miami in April 2013, no less than three different customers came up to me and wanted to make an introduction between me and [GeT CEO] Susan Brattberg," he says. "People kept saying, 'Oh, I've got to introduce you to Susan, she has an online, Internet-based training facility, and I'd love to have Synchro on it.'"

### Rapid course development

After meeting Brattberg and company COO Jacqui Wenzel shortly thereafter at another industry conference, Dengenis says the plan came together quickly to offer GeT's online training – and implementation was rapid. By the end of June, a process was agreed upon and course development began. Course production began in fall 2013 and was in the testing phase in January 2014. Our first course was released near the end of the first quarter.

Developing the training using The Generator was easy and self-serve, says Dengenis.

"We did all the content creation," he says. "All the training material was already organized for a traditional delivery mechanism of 1-2 days of in-person training.

“We had to do very little modification to the raw content that was available through our tutorial format, which was good news. We very easily transformed from our 100-page document to their online format, without editing the content into the online platform. We did the 60-odd video captures for the multimedia aspect through our staff. Then the audio voicing was done by the production crew at GeT. We provided imagery and assessment materials and the production crew at GeT packaged it up.”

Early feedback from the 100 beta users at 80 client companies Synchro allowed to use the test version of the GeT course was wildly enthusiastic, reports Dengenis.

“It’s early days,” he says, “ but the feedback from our customers is literally: ‘When are you going to get this out?’ They are pounding on the door! We had steady pressure from customers to deliver on our promise to get it out in Feb. 2014. Feedback was very excited. They loved the three elements of the system – learning, assessment, and the ability to use it as a long-term resource.”

The GeT team helped Synchro develop not just the course, but the format in which it would be delivered, says Dengenis.

“During the beta process, we rethought the way we would release the training. We originally thought we’d make the course available over the course of 3 months. Based on user feedback, we changed that to one year. Any user can subscribe to the system as part of their license for Synchro Professional or Synchro 4D Scheduler.”

## Built-in help desk

There was another advantage to using GeT’s online learning platform –“We saw it as a way of providing 24/7 user support,” Dengenis says. “Our beta community told us this is a well-organized, multimedia environment that goes way beyond learning. It gives a context for those times when our customers need a refresher, and it was very quickly assessed as a staff resource that diversified and enhanced our user support capacity. It’s a 24/7, self-service environment people can access globally.”

Degenis says in the test, up to 95 percent of user questions appeared to be answered within GeT’s support Q&A feature in the test course, a major timesaver for the company.

“GeT supplements our support staff in 3 cities which has peaks of demand around the clock. There’s no queuing, filling out a ticket or searching for a document to try and find the answer to something straightforward. That’s fantastic.”

## Instant access

“It’s a ready-to-hand software application,” he says. “The day you buy Synchro and download our trial is the day you start generating benefit for your project delivery team. Synchro is as intuitive and easy to use as any application in this universe, yet there are things people need to be guided on.

“In the past, that guide has been written materials and 58 five-minute videos on YouTube.”

“What GET offers is a logical sequence that pulls people along, tracks them to the next module, and gives them the ability to go back through things where they need reference material.”



## Multimedia learning

The GeT content is oriented around learning, not simply finding a search term, Dengenis notes. GeT's multimedia training approach gives learners not only something to read, but someone reading it along with them and videos, all organized around what users are trying to learn.

"They break it down into multiple buckets separated by silos of types of materials. The multimedia approach is organized around topics, instead of having to dig through a mine of information to find what you need, that's the essential change."

## Next steps

Synchro Software plans to rapidly roll out GeT's online training solution to its customers, says Dengenis. Their initial plan is to grow from the first introductory online course up to three more modules which will be rolled out to the company's user community.

"We will have thousands of people come into the environment very quickly," he says. "We already have a next-phase production commitment to go on to develop the next course. We are also committed to bringing a learning environment for Synchro and 4D BIM to the massive Crossrail public-works project in London. They expressed a commitment to us to work together to bring project-specific content and learning environments across four types of users within the Crossrail project community, which has adopted our 4D technology. We have a Crossrail BIM Academy resource facility with eight workstations there. That's the next phase for us."

"From there," Dengenis says, "We'll be moving into translating the courses into multiple languages, which is available through GeT's production capacities. And from there, into additional project-specific training and support materials for major projects."

To learn more about implementing eTraining in your organization, contact Global eTraining at [getstarted@globaletraining.ca](mailto:getstarted@globaletraining.ca).



# UNIVERSITY OF CALGARY

## FACULTY OF ENVIRONMENTAL DESIGN

Building Information Modeling Course / Master of Architecture (MArch)  
Program / Faculty of Environmental Design (EVDS) / University of Calgary

## Fostering Future AEC Professionals Through Blended Learning

Company: Faculty of Environmental Design (EVDS), University of Calgary  
Founded: 1971  
Division: Building Information Modeling Course in the Master of Architecture Program  
Location: Calgary, Alberta  
Size: 24 students per course

### Keeping Curriculum Current

Building Information Modeling (BIM) technology plays an integral role in promoting innovation and efficiency in all aspects of the AEC industry. The University of Calgary's Master of Architecture (MArch) Program ensures its curriculum reflects this new and constantly evolving professional standard, and so fourth-year students take a course in the digital representation of building design, learning about and analyzing the essential concepts and methods associated with BIM.

David Burch, instructor for the BIM course, explains that so many of the high-level topics addressed in the curriculum are "dependent on more advanced software capabilities" with applications like Revit and Navisworks. The time constraints of running this course over only one semester means that the students need to be able to transition quickly and smoothly into these complex concepts and software skills.

### eTraining Helps Meet Course Objectives

Nuances of the software are reinforced for the students because they are able to run through the Global eTraining Revit modules on their own time and at their own pace, reviewing topics whenever necessary. As a result, students come to class prepared and can engage easily with the course's complex concepts, building a strong basis from which they move forward into their own BIM model projects.

David maintains that the eTraining modules allow the students to observe directly "some of the challenges faced with [executing BIM] in the real world." Global eTraining courses help enhance this important connection for the students – namely, that they fully understand both the technology and the implications the technology has on, not only their course projects, but also on the projects they will encounter in the field.

## Readying Students for the AEC Industry

Michael Chu, a student recently enrolled in the BIM course, says that the eTraining modules helped him “gain a great deal of knowledge,” specifically in Revit, which he feels confident gives him a “competitive edge in the workplace.” Michael’s sentiment reinforces the value of implementing Global eTraining as an important part of the BIM course curriculum. In fact, David emphasizes that the BIM course “would be difficult, if not impossible” without the support of an online technical training platform like Global eTraining.

The overall outcome of implementing the eTraining courseware as part of the BIM course is gratifying, as students show much promise with their project outcomes. David goes on to say that at all levels of the most recent intake of students, “really good projects were completed” – which is impressive when one considers that all but one of the students had limited Revit experience when starting the course. The students who come out of this program, says David, show excellent abilities with BIM-related technology.

To learn more about implementing eTraining in your organization, contact Global eTraining at [getstarted@globaletraining.ca](mailto:getstarted@globaletraining.ca).

# eTraining Advances the BIM Plan

Organization: Hatch Mott MacDonald  
Founded: 1996  
Industry: Full-Service Engineering  
Locations: Canada and United States  
Size: 3000 employees

## Technology Brings Change

For thousands of years, architects, engineers and designers drafted their work in two dimensions – chisel on rock, sticks on clay, pencil on paper and computer-aided design software. Cory Dippold, Project Engineer and Champion of the Building Information Modeling (BIM) technology group at Hatch Mott MacDonald, speaks enthusiastically about the changing role technology currently plays in the AEC industry. “For the first time, [the AEC industry] faces an entirely new operational model.”

Cory goes on to explain, “We always started with an idea, and then to communicate that idea effectively, we had to deconstruct it to a simple 2-dimensional format.” But the new technology for BIM now enables AEC professionals like Cory to conduct 3D modeling, creating a vivid picture of what a project will look like throughout the entire design-development process.

While this is an exciting place to be, the biggest challenge, says Cory, “is engaging an entire culture of design professionals” who are entrenched in the 2D-workflow legacy. The move to applications like Autodesk’s AutoCAD 3D represents a massive shift in design paradigm.

## Progressive eTraining

At the outset, many individuals viewed the 3D tools required to maximize a BIM plan as complicated and difficult; however, following the smooth implementation of a customized eTraining solution, Hatch Mott MacDonald is now receiving much positive feedback from the people who have started the courses. These employees describe the eTraining modules as “beneficial,” and they are happy at “having learned much more than they initially expected.”

Global eTraining “uses plain English to deliver self-guided training,” notes Cory. This is particularly valuable when keeping in mind the complexity of many of the Autodesk applications in use across the organization. He feels this feature of Global eTraining’s courses aids the practitioners in learning and understanding how to use these tools effectively – and in entirely new ways.

## Learning Technology in New Ways

The reality is that today's learners are not interested in traditional instructional delivery; they do not want to – nor have the time to – sit in a classroom for several days with instructor-led curriculum. Instead, they are eager to learn in their own time and at their own pace. Global eTraining's online and on-demand delivery privileges the users, allowing them to start and stop the modules with ease and to make use of the courses and tools wherever and whenever needed.

Cory is looking ahead with confidence as more employees engage with their Global eTraining solution. He feels that the strong adoption of online learning for Autodesk products at Hatch Mott MacDonald demonstrates an appetite for learning BIM-enabled technologies and an openness to learning them in new ways.

To learn more about implementing eTraining in your organization, contact Global eTraining at [getstarted@globaletraining.ca](mailto:getstarted@globaletraining.ca).



# Adapting to Students' Needs Through eTraining

Company: Department of Engineering Education, Utah State University  
Founded: 2004  
Division: Computer Engineering Drafting Course (ENGR 2270)  
Location: Logan, Utah  
Size: Fall and Spring Intake of 130-150 Students

## Tech-Savvy Students

Students today are “tech savvy,” says Kurt Becker, PhD, Professor of Engineering at Utah State University. They don't want to be saddled down with heavy textbooks, preferring instead to complete assigned readings on electronic devices like their phones.

This change in student trends is reflective of how “the online world is growing in popularity and students are now taking in information much differently than they did ten years ago,” notes Kurt.

For this reason, the Department of Engineering Education at Utah State University is eager to adapt to its students' needs, offering them the opportunity to work through course material on their own time rather than in the traditional structure of a classroom environment.

## Flexible and Versatile Online Courseware Helps Students Become More Self-Directed

Implementing Global eTraining's online and on-demand AutoCAD, Civil 3D, and Revit modules was attractive to the Department of Engineering Education because it meant that students could become more self-directed in their learning.

Students are able to complete the required AutoCAD eTraining on their own time and on the type of media they prefer, at any time – a versatility and flexibility that the engineering students appreciate as they work through their rigorous program.

## Providing eTraining That Fulfills Industry Demands

“Industry expects that students have exposure to AutoCAD,” explains Kurt. But because “engineering programs today tend toward the heavily theoretical,” Kurt continues, “the challenge remains in giving students ample hands-on time with the software” so they can acquire that “high-end [technical] competency” demanded of them when they enter the field.

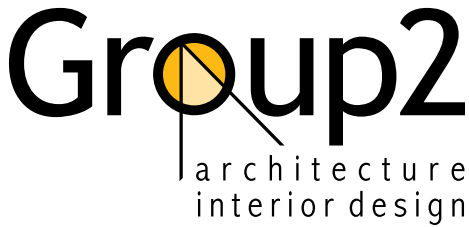
In this regard, the engineering students at Utah State University are well prepared after completing GeT's technical training platform as part of their degree. They come out of the program with valuable skills that are desired in the workplace, giving them a competitive advantage in the job application process.

## Blended Learning Is Effective for Engineering Students

Kurt happily reports that since adopting blended learning and supplementing the Computer Engineering Drafting course with the eTraining component, there has been no increase in the number of students who either drop, fail or withdraw from the course. What is more, there has been no decrease in students' GPA.

These positive outcomes indicate that acknowledging and respecting the contemporary student's desire for access to online learning results in delivering more effective instruction.

To learn more about implementing eTraining in your organization, contact Global eTraining at [getstarted@globaletraining.ca](mailto:getstarted@globaletraining.ca).



# Outcome-Driven eTraining Facilitates a Better Project Team

Organization: Group2 Architecture Interior Design Ltd.  
Founded: 1985  
Industry: Architecture and Interior Design  
Locations: Calgary, Red Deer, Edmonton, and Saskatoon  
Size: 80 employees

## Confronting Construction Challenges

Times have changed for the AEC industry with an increase in the complexity of building construction. Allan Partridge, Principal at Group2, explains, “What we could do with ten drawings twenty to thirty years ago, we do with fifty drawings now.” Thus, the onus is upon architectural and engineering firms to produce more drawings in less time but with the same high degree of quality in order to prevent problems on site. In this sense, Allan maintains, the AEC industry remains “highly challenged.”

Allan, who also serves as President of the Canada Building Information Modeling (BIM) Council (CanBIM), is at the forefront of implementing a BIM strategy for the Group2 Edmonton studio – a strategy he believes addresses challenges in construction by developing innovative solutions for the built environment.

## eTraining Facilitates Efficiency

Training is an important part of Group2’s BIM transformation plan. Allan believes that “if people are working faster and smarter, then there is a net benefit.” To achieve this improved efficiency, Group2 has implemented Global eTraining’s technical BIM training platform throughout the organization.

Gareth Leach, Associate and Senior Architectural Technologist at the Edmonton Group2 studio, administers the Global eTraining modules internally. He has noticed many new workforce entries lack a basic understanding of foundational BIM software applications like Revit and Navisworks, both by Autodesk.

By implementing Global eTraining, Group2’s new hires can learn at a time and pace that supports, rather than detracts from, their focus on the technical aspect of their jobs. Gareth especially appreciates the set-up of the Global eTraining modules, which start clearly at the beginning and build from those essential basic skills. “Developing this base skill set,” Gareth observes, “gives many people confidence when they initially have apprehensions,” leading to what he calls a “mindset change” – one that encourages less resistance, specifically toward the software needed for BIM.



## Personal and Outcome-Driven Learning

Individual learning styles differ greatly, and Allison Leggatt, a self-described “hands-on learner” and an interior designer, also at the Edmonton Group2 studio, appreciates how the Global eTraining courses gave her the opportunity to “do” rather than to sit passively and simply observe traditional instructor-led curriculum.

Speaking further to Global eTraining’s appealing and easy-to-follow visual and audio delivery, Miranda Scharf, an architectural technologist, was excited to learn more efficient ways of executing certain tasks after completing eTraining’s Revit modules.

## Positive Results

The employees who have worked through the eTraining modules now have the confidence to further explore software that advances Group2’s BIM plan. This increase in confidence translates to individuals who are a great benefit to the project team, as they work more effectively together and can contribute to meeting objectives more quickly.

To learn more about implementing eTraining in your organization, contact Global eTraining at [getstarted@globaletraining.ca](mailto:getstarted@globaletraining.ca).



# Learning While Working Bolsters Productivity and Skills Acquisition

Organization: DIALOG  
Founded: 1960  
Industry: Architecture, Engineering, Interior Design, and Planning & Urban Design  
Locations: Calgary, Edmonton, Toronto, and Vancouver  
Size: 600 Employees

## Creatively Confronting Varied Skill Sets

Striving for “innovation and creativity,” explains Jennifer Cohen, National Learning and Development Manager, helps DIALOG reach its goal of maintaining efficiency while developing new avenues of learning for its staff.

However, Bruce McCallum, Associate and Manager of Design Technology, highlights that the influx of “people in the AEC market with a wide range of skills” presents a challenge because in order to effectively integrate a technical training program, DIALOG first needs to identify and assess skills gaps amongst new hires and users.

## Closing the Learning Gap

“What we implemented,” says Cohen, “was a bridge between the assessment, the assessment report, and the learning.” By pairing Global eTraining’s courseware with Knowledge Smart, a web-based assessment tool honed for the analysis of skills gaps in AEC professionals, DIALOG successfully confronts the challenge of addressing its employees’ diverse skills and diverse geographic locations.

Cohen and McCallum speak animatedly about this remarkable and powerful bridging process, one that categorizes learning gaps through a customized report. For example, once a DIALOG employee completes an initial assessment, the report may reveal that this individual requires more work in, say, stair elevation learning. The report is so tailored to the employee’s needs that it suggests the precise eTraining module within Global eTraining’s courseware library. What’s more, this specialized report incorporates hyperlinks so that the employee can simply click and arrive at the exact spot where the needed information and training is located.

Being able to access such a focused record of learning is invaluable for DIALOG employees individually and also for the firm collectively.

## eTraining – A Better Alternative

Whether the employee is new to Building Information Management (BIM) software or to DIALOG, this process reduces the time needed to acquire technical knowledge and makes the learning that much more effective.

McCallum mentions that in the past DIALOG used traditional modes of face-to-face instructional delivery; however, having employees attend workshop sessions off-site and in classroom settings was not productive; as Cohen points out, this kind of instructional delivery results in workshop participants “missing billable hours.” Because DIALOG’s employees can access Global eTraining’s courseware anywhere and at any time, they are able to keep working while learning – a much more productive way to bolster skills acquisition.

## Instant Availability and Continuous Access to eTraining Keeps the Workforce Current

Global eTraining’s online, on-demand tools offer DIALOG’s employees “the flexibility to start and stop a course whenever needed” – a feature McCallum views as valuable. In fact, employees can target and prioritize their own learning needs by working only on the modules that deal with the kind of training they require.

Providing access to eTraining courses “all the time,” adds Cohen, “is key to keeping our workforce as current as possible.”

To learn more about implementing eTraining in your organization, contact Global eTraining at [getstarted@globaletraining.ca](mailto:getstarted@globaletraining.ca).



# Flipping the Classroom Results in Accessible and Practical Training

Company: Stantec  
Founded: 1954  
Division: Planning, Engineering, Architecture, Interior Design, Landscape Architecture, Surveying, Environmental Sciences, Project Management, and Project Economics  
Location: 230 Locations Across North America and Internationally  
Size: 14,000 Employees

## Delivering Accessible Training

Delivery of “traditional face-to-face training in a lab-based format” is difficult, says David Spehar, Corporate BIM Leader at Stantec. David is eager to offer users “standardized” technical training, but he finds the main challenge facing Stantec is its “sheer size.” With upwards of 14,000 employees across hundreds of geographic locations, availability of training is vital to Stantec’s employees.

In order to address the challenge of training such a large staff located across so many locations, Stantec teamed with GeT to implement a training program that is “more accessible at a user level,” and actually “scalable to an organization of Stantec’s size,” explains David.

## Flipping the Classroom

Working with GeT gave Stantec the opportunity to flip the classroom. David says that his team was excited to embrace an eTraining approach that uses blended learning to “let people learn the basics” first at the convenience of their own “self-paced” schedules before then leveraging Stantec’s in-house experts to execute the more “specialized” instruction.

## eTraining Makes Sense

David reflects on how training took place before. Vast amounts of preparation were involved in setting up a process that usually involved a “week’s worth of full immersion training in a lab.” Because it was such an elaborate undertaking, the feasibility of this occurring often was low, and, what is more, this method often wasted “huge amounts of resources,” observes David. Implementing GeT, David continues, is a “more economical solution,” because of wide availability, volume discounts and the virtual environment.

Moreover, users have the added value of putting into immediate practice the foundational concepts they learn through the GeT modules. David also appreciates how the dashboard gives administration a way to track user participation, showing “what modules they’ve completed and when they’ve completed.” Stantec can then target their employees’ training for specific projects, facilitating a stronger project team.

## Online Training Program Generates Positive Results

Since implementing a blended learning approach with GeT's courseware, "we are seeing more offices reaching out and asking for assistance in training, and this has been very positive," David observes. David believes that this "encouraging trend" of embracing quick and efficient digital training across departments is the result of an effective eTraining program.

To learn more about implementing eTraining in your organization, contact Global eTraining at [getstarted@globaletraining.ca](mailto:getstarted@globaletraining.ca).



# Striking a Balance with Direct Application of eTraining

Company: Golder Associates  
Founded: 19560  
Division: Consulting, Design and Construction Services in Earth, Environment and Energy  
Location: 180 Offices Worldwide  
Size: 8,000 Employees

## Finding the Balance Between Training and Chargeability

“When we get busy,” explains Bob McDonald, Associate and Information Management Division Manager at Golder Associates, “our CAD and GIS teams are hit the hardest.” For this reason, the implementation of a good technical training program is vital for Golder Associates. However, Bob maintains, a balance must be struck between “training time” and “chargeability pressure.”

In order to strike that balance, Golder Associates sought a training platform that was what Bob describes as both “innovative and time-saving.” Golder Associates was eager to team up with GeT to offer accessible elearning to its employees, because GeT offers the flexibility of access to technical courseware that is available on any device, any time, anywhere.

## Boosting the Project Team’s Efficiency

Bob points out that GeT’s resources “helped the drafting team gain speed on CAD and Civis 3D, especially,” pointing out that users became more efficient through their training. More efficiency and productivity led to a team-size reduction, in one case of nearly half – a project that previously took 13 technologists, now only required seven, and these seven users were able to “produce just as many reports, figures, and drawings.”

## Improvement in Core Competency

Golder Associates is pleased to see that the people who have engaged in the training are benefitting. In fact, Bob explains, after working on GeT modules, the “core competency” of users has improved, allowing for the added bonus of “more predictability” in meeting estimated timelines.

The users who have trained on the GeT courseware describe it as “comprehensive” and as a valuable tool that has helped some of Golder Associates’ employees to successfully pass their certification exams.

## Direct Application of eTraining

Employees at Golder Associates take advantage of their dual monitors by keeping related GeT modules open on one screen and continuing their project work on the other. Not only does this enable the users to “apply their learning almost immediately,” but this practice also allows the users to become “more engaged in the whole aspect of training,” says Bob.

Golder Associates’ Prairies and North Region office initially adopted GeT’s program as a “pilot project,” but Golder Associates now looks forward to rolling out this effective eTraining platform across the organization. Golder Associates witnessed GeT’s direct positive effect on their productivity, efficiency and growth.

To learn more about implementing eTraining in your organization, contact Global eTraining at [getstarted@globaletraining.ca](mailto:getstarted@globaletraining.ca).

# Integrated Training for an Integrated Industry: The 4-Step BIM Solution

Implementing BIM throughout an organization is more than simply loading the right software onto the right devices. It is about educating an entire workforce about tools, processes and workflows to meet stringent standards, and then having them use the software timely, effectively, and on demand.

BIM implementation is no longer an option – governments and regulatory bodies globally are now mandating the use of BIM and making it a prerequisite for winning bids. In fact, from 2007 to 2012, BIM adoption in North America jumped from 28% to 71%<sup>1</sup>. In 2014, three quarters of contractors were using BIM globally, with the expectation that the next two years will see a 50% increase in the percentage of work using BIM<sup>2</sup>.

Strengths of BIM modeling, such as the cloud-based central repository of all project elements, the ability for collaborators to access, add and amend elements on demand, and the whole-of-project viewability, are the same strengths that can provide a solid foundation for the development of any BIM training program.

One approach that has been proven successful for AEC organizations globally is the 4-Step BIM Training Solution. It reflects the BIM hierarchy of needs; meeting the basic software training and professional skills needs of the organization makes it possible to jump to the desired level of strategic initiatives, which determine a firm's competitiveness.

Global eTraining's new white paper explores the challenges of BIM transformation, the role of training in achieving a successful BIM implementation, and the 4-step solution that can improve training outcomes.

You can download the full whitepaper here:  
[www.globaletraining.ca/pdf/whitepapers/4-step-bim-solution.pdf](http://www.globaletraining.ca/pdf/whitepapers/4-step-bim-solution.pdf)



<sup>1</sup> McGraw Hill Construction, The Business Value of BIM in North America

<sup>2</sup> McGraw Hill Construction, The Business Value of BIM for Construction in Major Global Markets



# Achieving Organizational Agility through Just-In-Time Training

The world is changing at an exponential rate and it's pivotal that organizations keep pace with those changes in order to remain competitive and profitable in today's knowledge-based economy. Organizations need to implement a comprehensive learning strategy incorporating quick, interactive training solutions to keep their workforce up-to-date with technology and skills, and to respond quickly and efficiently to the changing business conditions around them.

In this challenging environment, technology-based Just-In-Time Training (JITT), first flagged in Meister's book "The 2020 Workplace," is finally coming into its own, providing significant benefits to forward-thinking businesses. Ultimately, less valuable employee time is spent in learning activities, and knowledge retention is substantially improved as new knowledge is immediately consolidated through real-world application.

*People learn well and fast when they need to learn—when they encounter specific skill or knowledge gaps that prevent them from completing a task or achieving a desired tangible result. If a training tool anticipates the learner's real-world skill and knowledge gaps and makes the right information easily available to fill those gaps as needed, it's just in time.<sup>1</sup>*

This new whitepaper provides a checklist, recommendations and examples to use when evaluating a JITT solution for any organization. In summary, key considerations should include:

- Speed to implementation
- On-demand access and mobility
- The right content
- Effective learning methodology
- Customization
- ROI and reporting functionality
- Technical support
- Level of adaptability for future technological changes

There are a number of benefits for organizations implementing an effective JITT implementation. These include:

- On-boarding new staff faster, supporting rapid role and priority changes more effectively
- Maximizing retention and keeping existing staff up-to-date and certified where necessary
- Minimizing training expenses by providing only what's necessary when it's needed
- Engaging more effectively with millennial employees who demand skills development as a matter of course

You can download the full whitepaper here:

[www.globaletraining.ca/pdf/whitepapers/just-in-time-training.pdf](http://www.globaletraining.ca/pdf/whitepapers/just-in-time-training.pdf)

<sup>1</sup> Bruce Tulgan, Learning Just In Time

# It's About Time: How to Reduce Training Development Costs

Over the last few years, L&D expenditure per employee has been increasing. In fact, organizations across the U.S. have spent \$1,169 on learning and development (L&D) per employee on average in 2013<sup>1</sup>, close to the pre-financial crisis average of \$1,202 in 2008<sup>2</sup>.

Online learning technology removes many of the costs associated with instructor-led training such as trainer salaries, travel and materials, and thus improves the ease and efficiency with which courses can be scaled. However, the increasing per-employee L&D expenditure suggests that this isn't producing significant cost savings for a majority of organizations.

One of the key reasons for this disparity is that the variable costs of custom online learning are not predominantly in the delivery platform or LMS. They are in:

- Time spent by committee members in training committee meetings
- Time spent by instructional designers
- Time spent away from revenue-earning jobs by subject-matter experts sharing their knowledge
- Time spent by developers, HR, IT, communications staff, etc
- And time spent by you managing it all

Time is the ultimate variable cost, and the magic ingredient that can be controlled. It may be challenging in a complex corporate environment, but reducing costs by reducing the time spent in eTraining development is possible. This whitepaper goes into additional depth on how to reduce the time spent in training development by:

1. Using proven course templates
2. Reducing complexity of content
3. Capturing directly into templates
4. Streamlining collaboration
5. Developing, hosting and rolling it out on a single platform

For more detail on how these can be achieved, download the whitepaper here:  
[www.globaletraining.ca/pdf/whitepapers/how-to-reduce-training-development-cost.pdf](http://www.globaletraining.ca/pdf/whitepapers/how-to-reduce-training-development-cost.pdf)

<sup>1</sup> Bersin: The Corporate Learning Factbook 2014: Benchmarks, Trends, and Analysis of the U.S. Training Market  
<http://www.bersin.com/Practice/Detail.aspx?id=17187>

<sup>2</sup> Bersin: The Corporate Learning Factbook 2008: Benchmarks, Trends, and Analysis of the U.S. Training Market  
<http://rgsbusinesssolutions.com/LibraryPDFs/Industry/2008%20Corp%20Learning%20Factbook.pdf>

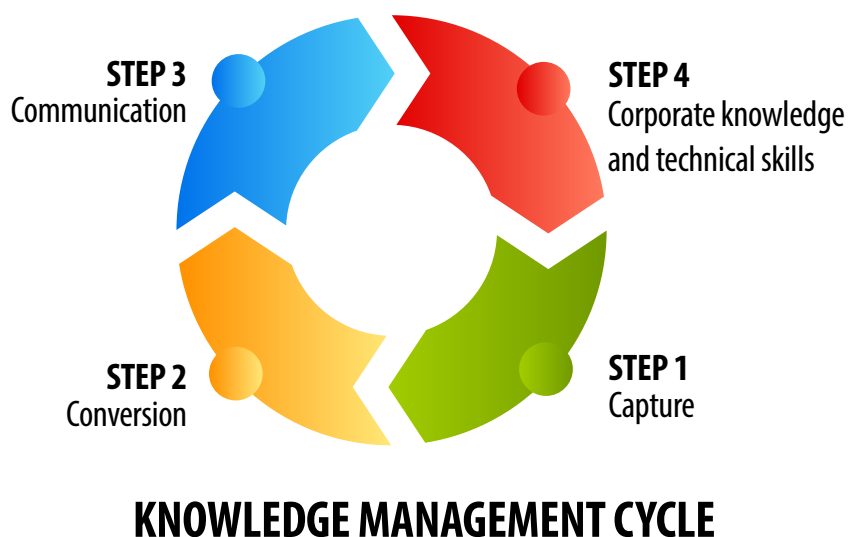
# Capture, Convert and Communicate: The Future of Corporate Knowledge Management

How do you liberate valuable corporate knowledge from your subject-matter experts, package it into something comprehensive and digestible, and then share it across your dispersed employee population?

In an age of corporate cost-cutting and a highly mobile workforce, a comprehensive knowledge management solution is a fundamental competitive advantage: not only does it reduce training costs and the cost of lost knowledge, it maximises organizational agility and efficiency. All of which makes your organization more productive and competitive in future bids.

In today's society, knowledge is power and the knowledge your competitors don't have is your organization's competitive advantage. Knowledge Management – capturing, harnessing, disseminating and exploiting – your organization's unique corporate intelligence should thus be of prime consideration by organizational leaders.

A majority of mainstream knowledge management solutions are 'step-by-step' tools that provide a solution to a specific stage of the knowledge management cycle. The inefficiency of moving to different tools and platforms for each stage of the cycle can result in significant time delays and compliance issues, and the loss of knowledge before it can be captured.



By taking a comprehensive approach combining capture, conversion and sharing into one tool, managing corporate processes, workflows and skills can be done far more efficiently.

Benefits of a comprehensive approach include:

- Improved knowledge transfer/learning outcomes
- Accessibility across devices
- Reduced costs
- Collaborative knowledge capture
- Just-In-Time efficiency
- Timeliness of knowledge sharing
- Improved return on knowledge management investment

Global eTraining's whitepaper discusses in more detail the knowledge management cycle, breaking it down to analyse the strengths and weaknesses of alternative knowledge management solutions, and illustrating the options available to forward-thinking organizations.

For more information download the white paper from:

[www.globaletraining.ca/pdf/whitepapers/the-future-of-knowledge-corporate-management.pdf](http://www.globaletraining.ca/pdf/whitepapers/the-future-of-knowledge-corporate-management.pdf)

# Training shouldn't be an HR Check-Box: Know your Return on Investment

## The Paradox of Effective Training

Training and learning has become a competitive necessity for high performance and employee engagement.

"...learning and development is at the core of what high impact performing organizations do..."

**Todd Tauber, Vice President,  
Learning & Development Research, Deloitte**

"...more than 70% of organizations cite "capability gaps" as one of their top five challenges,"

**Bersin, Deloitte**

Average spend on employee training & development - **\$1,208 per person**

This amount **DOES NOT INCLUDE** learners' travel time, conference fees, or lost time from travel and learning hours

Average annual learning hours per employee - **31.5 hours**

In fact, according to the Association for Talent Development (2015), learners forget **58%** of what they just learned within an hour after training ends.

**Training your employees takes a large commitment of money, time, and opportunity cost – making anything you can do to GET MORE IMPACT and GREATER RETENTION from the same training investment, WITH A SMALLER opportunity cost a BUSINESS COMPETITIVE ADVANTAGE FOR YOUR COMPANY in today's global arena**

## How to Measure ROI for Training

There is a time-tested model for measuring the ROI for training: Kirkpatrick's Four-Level Training Evaluation Model AND we use it here at GeT every day! Level 1 - Reactions: Do learners have access to training? Do they view it positively? Most training reaches this level only. Level 2 - Learning: To what extent to learners increase their knowledge of the subject matter? Good news! 96% of GeT Learners increase their knowledge of the subject matter! Transfer - Level 3: Do users apply what they learned to their job? More good news! 95% of GeT Learners put what they learned into practice. Results - Level 4: Are learners more efficient or more effective at work? Best news yet: 94% of GeT Learners are more efficient at work. When you are looking at training solutions, don't look for a check-box on an HR form. Find a solution that gives you a return on your investment!



### RESULTS

**94%** of GeT Learners are more efficient at work



### TRANSFER

**95%** of GeT Learners put what they learn into practice



### LEARNING

**96%** of GeT Learners increase their knowledge of the subject matter



### REACTIONS

Most training reaches this level only

# How People Learn

Learning is more than watching a video or reading a book. You know the feeling when you watch a great action movie? You walk out of the theater, you try your best ninja kick (that was so well orchestrated in the movie), and pow, you are sitting on your bum on the sidewalk? We have all done it. Only 4% of people (3.9% if we are being exact) learn from video alone! Reading a book? Not much better, only 10% of people learn from reading alone.

People learn in a few different ways, or more correctly, in a combination of various methods. Many people call this VARK, short for Visual, Aural, Read/write, Kinesthetic. All learning falls into one of these methods and most learners need a combination of these learning styles to retain information. In fact, 64% of people require a combination of these methods to learn materials. Making matters even more complicated, when learners are hungry, tired, or stressed, their learning style and needs may change.



If you are training an organization, you need a solution that fits everyone. Videos alone, don't work. Books alone, also don't work. Telling people to learn on the job? Do you really want your new staff picking up habits (good and bad) from their cube-mates? True training requires a system that employs all four learning styles, so that no matter who needs learning or what their current state-of-mind might be, they still learn! Welcome to Global eTraining!

# GeT 21st Century Training

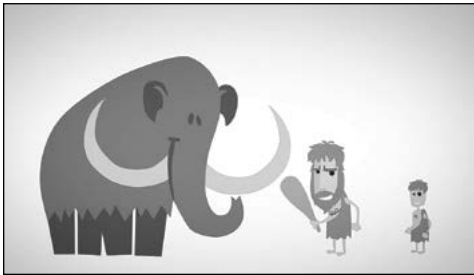
Learn Faster. Retain More. Save Time.

We know you're smart. We know you work hard. We are simply suggesting that we can all GeT Smarter and increase our daily efficiency and productivity, by learning smarter and working smarter.

Just like you wouldn't use hand drafted blueprints, a slide rule or a protractor anymore, the days of traditional corporate training - sending a trainer around the world to each office - are over. The mentorship approach of asking whoever is sitting next to you for guidance is twice as inefficient, and basic learning technologies like video tutorials or ebooks, are outdated and simply ineffective. **So, let's stop taking steps back and start moving forward!**

**GeT the Difference.** Most online learning is passive and one-way with limited trackability. Global eTraining's award-winning GeT Interactive learning template adapts to each person's unique learning style, anchoring learning with action. The proven blend of multiple learning styles including text, audio, visual, video, interactivity, hands-on exercises, skills assessments, and help desk support means you learn faster, retain more and access the right information sooner. **That's learning smarter.**

## Prehistoric Training: Mentorship



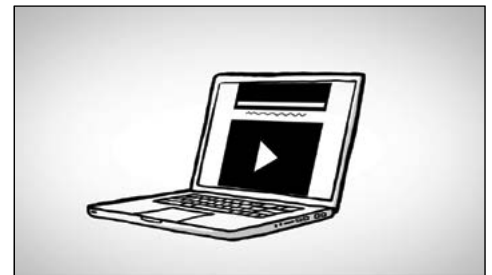
Mentorship has proven to be an effective training method throughout time, however the one-to-one approach is just not scalable enough in today's age. GeT can capture the expertise of subject matter experts and harness the one-to-many training approach designed for instant and scalable training.

## 19th Century Training: Classrooms



Even the best trainers are challenged to provide a truly immersive, interactive classroom experience that ensures learners keep up while others aren't held back. Only with GeT's ground-breaking technology does this challenge become an accomplishment.

## 20th Century Training: Video Tutorials & eBooks



Video tutorials and online ebooks use basic technology that is both out-dated and ineffective in a world of multi-media and fast information. Instead of advancing learning, these models regress to passive learning systems, which are shown to have lower learning outcomes. Most people don't learn from video or reading alone.

# GeT 21st Century Training

GeT integrates advanced technology to deliver an immersive hands-on learning experience. Adapting to each unique learning style, people learn faster and retain more. That's leveraging technology to personalize learning. **That's learning smarter.**

The Generator cuts your content development time in half, so people spend more time applying knowledge to real-world projects. **That's working smarter.**

The Global eTraining knowledge management platform connects your proprietary organizational know-how with world-leading content in a just-in-time cloud-based learner experience. Integrate the knowledge between a team of 5 in a single office or 50,000 users dispersed globally.



**GeT provides more efficient learning for immediate skills application and therefore more efficient working. Learn Faster. Retain More. Save Time.**

*"Global eTraining collaborated with us to create a custom BIM Standards course that was commissioned by the Australia government and is being delivered to Architecture, Engineering and Construction firms throughout Australia. We are pleased with the customer service and expertise of the Global eTraining team and recommend their course development and delivery services."*

**Shane Morris - AZK Technologies, Australia**

*"I believe Global eTraining demonstrates a superior skill set in instructional design as well as multimedia design and development."*

**Reva Bond Ramsden - Academic Chair: Architectural Technologies, SAIT Polytechnic School of Construction**

*"One of the key benefits of the course structure is the modular nature which means it can readily be slipped in over a lunch hour or after work and the multi-device compatibility makes it easier to kill the odd 30 minutes with some productive training when on the move."*

**Mike Aldous - Mott MacDonald**

*"Do it, it's painless, worthwhile, you can only benefit. Learn something new or update existing skills, show your team you're interested in team and personal growth."*

**David Siddons - WorleyParsons**

*"I loved the layout and overall look of the pages and lessons. The colors were appealing and helped keep my interest as well as the simplistic theme. The different methods of teaching were great!"*

**Patrick Nye - Olympia High School**

*"We've really been pleased with the quality of the instruction. Our Virtual Construction department has really benefited from it and I've personally done the Revit and Civil 3D courses and been really impressed."*

**Drew Teal - Construction Modeling Manager, PCL Construction Management Inc., Canada**



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