



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.



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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



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