



Focus. Flexibility. Crystal Clear Results.

Wachovia Learning Design

Successful Training of 50,000+ Employees

THE CLIENT

Wachovia HR Learning Design

THE CHALLENGE

Wachovia had recently developed systems for their branch network that contained all customer information, account opening and handling for retail and commercial customers in the United States. The company needed a way to effectively train more than 50,000 employees across 9,000 financial centers. With ongoing mergers and frequent updates, the solution would have to be re-usable for cost reasons, allow for quick onboarding of new employees, and include a system for training employees on regular updates to policy.

THE SOLUTION

VisionCor helped the client build a cost-effective, blended learning solution that provided consistent training to all employees across the corporate footprint. The solution included 9 web-based training (WBT) modules, 20 regional training scenarios for hands-on-learning, and 12 job aids for subsequent reference after the learning. Workbooks were also developed for financial center manager new hires and mortgage banker training. As an ongoing service, VisionCor maintained the training at production levels with updates approximately six times per year. During mergers, the training was modified to match the target audience for maximum effectiveness.

THE RESULTS

Wachovia successfully trained the employees following the rollout. The materials were easily updated as needed, and an average of 50,000 employees completed the training each year. During the process, VisionCor implemented solid procedures that reduced the client's WBT development time from initiation to production from nine months to nine weeks, and allowed reduction of the development team from 10 to four resources. As a result, VisionCor was given the project management role for the remainder of the project.

ABOUT VISIONCOR

Founded in 1990, VisionCor is a workforce learning, talent management, performance improvement, and documentation firm. VisionCor provides customized solutions and staff augmentation services to clients ranging from Fortune 500 corporations to small and mid-sized businesses. VisionCor's services include training, talent management, performance improvement, documentation, and project management to help companies implement organizational change initiatives and address their ever-changing workforce needs. Contact VisionCor at 888.299.8267, <http://www.visioncor.com>, or email at info@visioncor.com.