INTREPID™
LEARNING AT WORK, TOGETHER.

INTREPIDLEARNING.COM

BUSINESS CHALLENGE
Onboarding

INDUSTRY
Healthcare

DISTRIBUTION
Global

LEARNER LEVEL
Entry-level

LEARNING DESIGN APPROACH
Blended Learning

CASE STUDY

Health Insurance Call Center Onboarding Adds Thousands of Hours of Productivity to the Business

SITUATION

- Highly distributed global locations

- Rigorous, 18–week role-based training

- 100% in person training model

- Large team of skilled facilitators required to travel constantly to operations locations

SOLUTION

- Blended learning model enables new hires to learn at their own pace and connect regularly with facilitator for VILT events

- Includes general and role-specific training

- Leverages Intrepid for cohesive and intuitive learning experience

- Admin capability makes managing hundreds of cohorts for various courses at various start dates possible

> "Learners are ready to tackle their new responsibilities with learning that sticks with them on the job."
>
> — VP, Learning & Development

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IMPACT

- Consistent engagement and excitement from new hires (well over 10,000 and counting)

- 15% reduction in onboarding cycle time, equating to several million dollars in annual savings

- Increased instructor productivity—reduced teaching time and over-time for admin as well as increased course preparation and development time

- Increased training availability—now available worldwide regardless of new hire numbers or geographic location

- Accelerated adoption across multiple roles

"Responses regarding using Intrepid's technology have been positive from everyone across the board, learners to admins, and at the leadership level. We are very pleased with the business results. Shifting to the flipped classroom is something many organizations are doing, and Intrepid has made that fast and easy, allowing us to be agile in our responses to learning needs.

But the real bang for the buck with Intrepid has been the engagement levels we've seen. Intrepid doesn't just speed up our training time, it provides opportunity for more real-time practice and outlines a clear path to success. Learners enjoy the process and are ready to tackle their new responsibilities with learning that sticks with them on the job.

We continue to add new role-specific training to Intrepid at a fast clip due to the high quality of the learning experience using Intrepid's technology, and the results."

— Vice President, Learning & Development