

Developing

a High-Performance Workforce



Vangent helps Fortune 1000 companies and government agencies achieve mission-critical goals by analyzing key performance issues, building job-critical skills, driving behavior change, and measuring the results. ❖❖

- ◆ 33% reduction in training time and corresponding increase in speed-to-proficiency
- ◆ Raised weekly core unit profit by 34%
- ◆ 24% decrease in average errors per 1,000 transactions
- ◆ Increased course completion rates from 10% (previous course) to 90% (new course)
- ◆ 58% reduction in improper and inefficient servicing
- ◆ Improved achievement of target sales performance from below 40% to nearly 100%

By combining our expertise in instructional design, learning technologies, and project management with a thorough understanding of the factors that drive performance in sales, service, operations, and management, our **learning solutions** help you to implement change through your most valued asset – your human capital.

performance

Vangent's custom solutions utilize performance consulting, e-learning, classroom-based training, performance support systems and tools, simulations, learning evaluation strategies, and blended delivery interventions. They have been successfully deployed across a full range of business and government sectors as well as organizational functions and levels.



Representative Engagements

Leadership and Management – *improve managerial effectiveness, bolster leadership skills*

- ♦ Classroom, e-learning, and business simulations to orient new front-line managers, standardize management processes, impart advanced business skills, and roll out new leadership initiatives

Sales and Product – *increase product knowledge, improve selling skills, and build mindshare*

- ♦ Innovative product training, product information portals, sales position competency modeling, blended sales training, simulations, gaming tools, and sales reference materials

Service – *improve problem solving, productivity, quality, and increase cross- and up-sell opportunities*

- ♦ Re-invigorated on-boarding programs, performance support tools, and job, product, or system specific training for front line and call-center based personnel

Systems and Software – *arm users with critical skills and tools to support technology roll-outs*

- ♦ Highly effective systems training and emulations, job aids, and user documentation

Compliance – *achieve regulatory and corporate policy compliance*

- ♦ Tailored learning interventions to support government mandates and corporate programs (e.g., ethics, security, safety)

Orientation – *streamline the on-boarding process, increase speed to competency, build strong organizational bonds*

- ♦ Blended solutions to better orient new hires, develop job-specific skills, and support new business processes

Operations – *build job-specific skills for operations, maintenance, and field technician audiences*

- ♦ E-learning, classroom, blended, and performance support solutions to familiarize workers with equipment, train on new or automated processes, and improve troubleshooting skills

Vangent and its learning solutions have achieved distinction from many noteworthy organizations including:



TrainingIndustry.com – Selected Vangent as a 2010 Top 20 Leadership Training Company and as an Emerging Leader in Training Outsourcing for 2009, 2008, and 2007.

Bersin & Associates – Chosen as a Learning Leader for Vendor Innovation (Business Process) in 2010 and 2007. Three clients for whom Vangent developed learning solutions were also acknowledged as Learning Leaders.



Brandon Hall Research – Seven Excellence in Learning awards, including 2007 Gold Medal for Best Blended Learning Program.

ASTD – Four Excellence in Practice awards and citations.