Create Stronger, Data-Driven Learning and Training Strategies

When you have a mix of training modules and evaluation results, you may find it difficult to prioritize your data and take action. There are many strategies to make it easier to take control of the data; below are new ones we’ve approved for you to take in this next step.

Regardless of what process you use to design and implement your learning programs, and just as in quality assurance processes, measurement must be built into the entire learning development process, and not done at the end of the cycle. Conduent Learning Services experienced success when their data is understood so that going forward can be used to continuously validate knowledge or skill gaps.

Examples of Results

98.3% favorable results for improving call center support

What We Did

One of the key reasons that data comprehension, the highest impact to attrition was the effectiveness of the experience. As part of our development, we focused on the confidence of the supervisors, the supervisors’ confidence in their ability to engage employees, and the supervisors’ overall satisfaction.

Conduent establihed ‘Call Center of the Future’ by starting with the domestic call centers that had the highest.

Putting it All Together

The data and analytics that your company or department captures are as unique as your company itself, there are many different people you can leverage in improving performance, skills, or an overall change. In following a methodical process to create actionable strategies, you can help move your company forward with the data that you have.