

SUCCESS STORY

Clarity Fast Tracks New Hires at Critical Loan Center

Challenge

CUNA Mutual Group, a global provider of financial services and insurance products to credit unions, had a complex new hire training program that needed fine-tuning. The six-week training program provides new employees at the company's Loan-Link Center in Dallas-Fort Worth, Texas, to hit the ground running with information about internal systems and customer service processes.

Opportunity

The center needed a facilitator immediately to train new customer service representatives. Because of time constraints, the facilitator would need to learn the material quickly with



little supervision. Clarity provided an experienced instructional designer and facilitator with a background in call center, customer service, and systems training. The consultant learned the materials and practiced on the company's systems during

the day and in the evenings to ensure a quality classroom experience for the client's new hires.

Results

After facilitating the program for approximately two months, the consultant helped identify improvements to the training program and performed instructional design work to implement the changes. With the consultant's help, the client was able to onboard a group of new customer service employees efficiently and also make significant improvements to its training course.

► Do you have critical projects to complete, but lack the necessary resources to get the job done? Contact us.



Clarity enabled the client to:

- Efficiently onboard new employees at its LoanLink Center.
- Upgrade the quality of its employee training.



**CUNA
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GROUP**