

## SUCCESS STORY

# Implementing AI-Driven Training Solutions for a Fortune 100 Retailer

### The Challenge

## Driving AI Adoption Through Advanced Training

A major retail company was undergoing significant transformations, including expanding its e-commerce presence to compete with Amazon and launching its "Call to Campus" initiative, which required remote employees to return to the office. Simultaneously, the company introduced a new AI platform to enhance workforce productivity and needed to drive adoption among employees.

The company aimed to:

- Develop training that would help employees effectively utilize AI tools.
- Introduce advanced prompt engineering techniques to enhance productivity.
- Ensure that training was engaging, interactive, and scalable for continued use.

Given the absence of a subject matter expert in AI prompt engineering, the global retail giant sought an experienced instructional designer who could independently develop a high-quality learning solution that would become part of its leadership development library.

## The Solution

# Interactive AI Training for Optimized Productivity

To address the client's needs, Clarity Consultants deployed an experienced instructional designer with a background in AI training and leadership development. The consultant leveraged her expertise in AI learning strategies to serve as both the subject matter expert (SME) and lead facilitator for the project.

To ensure effectiveness, the program incorporated:

- Hands-on exercises using MyAssistant (a proprietary AI assistant built with Microsoft's CoPilot).
- Engaging training materials including PowerPoint presentations, Leader Guides, and Participant Guides.
- Collaborative learning activities facilitated via Microsoft Whiteboard to encourage real-world application.
- The 70/20/10 learning model, emphasizing on-the-job learning, developmental relationships, and formal coursework.

The training was designed to seamlessly integrate into the company's leadership development programs and serve as an ongoing resource for employees.



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## The Results

### Successful Training Adoption and Enhanced AI Literacy

The AI training course successfully became a permanent part of the client's leadership development library, offering long-term value to the organization. The AI training initiative yielded several key benefits:

- Employees gained practical skills in AI prompt engineering, enhancing their productivity.
- The training program became a permanent part of the company's leadership development library.
- New instructional design methodologies, including the 70/20/10 learning model, introduced fresh perspectives on corporate learning.
- The consultant's expertise and proactive approach ensured the project's success despite the fast-paced and evolving environment.

While the client's LMS lacked robust learning measurement tools, the overwhelmingly positive feedback from the leadership team confirmed the program's value. By introducing new learning strategies and AI-focused training, this initiative helped drive AI adoption and prepare employees for an increasingly technology-driven future.