

SUCCESS STORY

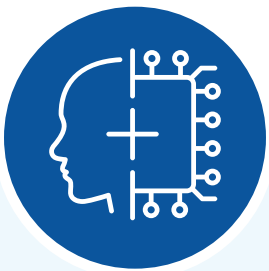


Implementing AI-Driven Training Solutions for a **Fortune 100 Retailer**

The Challenge

Driving AI Adoption Through Advanced Training

A major retail company was undergoing significant business 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 technology adoption among employees. The company aimed to:



Accelerate AI Tool Adoption

Develop training that would help employees effectively utilize AI tools.



Advanced Prompting Skills

Introduce advanced prompt engineering techniques to enhance productivity.



Scale Engaging Learning Experiences

Ensure that training was engaging, interactive and scalable for continued use.

Due to the lack of internal expertise in AI prompt engineering, the retail giant sought an experienced instructional designer who could independently develop a high-quality learning solution that would become part of their 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, existing training and would serve as a long-term evergreen resource for employees.





The Results

Successful Organizational 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 delivered several strategic benefits across workforce capability, leadership development,

- Employees developed practical AI prompt engineering skills that improved productivity, efficiency, and day-to-day application of emerging technologies.
- Modern instructional design approaches, including the 70/20/10 learning framework, introduced more experiential and application-focused learning strategies to the organization.
- The initiative generated strong employee interest and adoption during a period of significant organizational transformation

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.

Learn how Clarity can create future-ready employees through expertly-designed and delivered L&D solutions. Visit our website clarityconsultants.com or call 800.330.6558.