SUCCESS STORY

clarity CONSULTANTS

Clarity Creates Blended Learning Solution for Chiquita Brands

Challenge

Chiquita Brands International (Chiquita), a global food product marketer and distributor, was implementing a new human resources (HR) system. The company had planned to roll out the system in several phases, but it did not have the internal resources needed to deliver training support for the system implementation.

Opportunity

Chiquita determined that training support was needed for the first two phases of the new system release. There were three distinct audiences: employees, managers, and HR super users. Training courses were to be delivered using the Web, but user manuals and reference guides were also needed to support the implementation. Clarity provided an instructional designer with extensive experience with projects of this scope.

Results

During the first phase, the consultant participated in initial requirements meetings and leveraged internal Chiquita resources to respond to questions or to assist in overcoming any project hurdles.

The consultant used PowerPoint® and Articulate® to develop Web-based training courses that focused on system navigation and basic task completion processes. She wrote three companion user guides that encompassed all HR-related tasks (e.g., benefits administration, personal data, new hires, staff movement, and compensation). The consultant also wrote 12 quick reference guides for key procedures and a training manual for the instructor-led sessions that were held in the second phase of the implementation.

To ensure effective project management, the client implemented detailed project planning and weekly status meetings. Key deliverables were tracked and the right resources were available when needed for material reviews.

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

Clarity enabled the company to:

- Get employees up-to-speed quickly on new HR software.
- Have training resources in multiple formats readily available for new hires.

Chiquita®