



CLO Dashboard™ - Case Study

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Client: Global Knowledge



Key Learning Indicators

- Overall Health of Learning Program
- Operational Effectiveness
- Achieve Compliance Targets

Global Knowledge is the largest privately held provider of training, enterprise learning services, and software solutions for information technology (IT) and management professionals. It should be no surprise that a learning organization of this magnitude employs a finely tuned process to ensure that each customer engagement is successful. The process, known as the SOLVE™ methodology, contains five key steps – Surround, Originate, Launch, Validate, and Evolve. SOLVE is the vehicle that gives Global Knowledge the ability to fully understand their customer's unique learning needs within the context of their business goals, in turn allowing them to design and implement turnkey and custom measurable solutions.

“The most effective learning solutions involve a process that's continuously monitored and adjusted to meet specific measurement and evaluation criteria”, says Chris Gosk, vice president of e-learning delivery solutions at Global Knowledge. “Using the SOLVE methodology, we are able to ensure the customer's training initiatives adapt and grow as their business strategies and training requirements evolve.”

Using a series of analytical processes, Global Knowledge surrounds the customer's business in order to approach the learning initiative from all sides - their corporate culture, business goals, and learner needs. The analysis enables their learning experts to originate or create tailored solutions, including custom content development, based on sound instructional principles. They launch the solution using a combination of modalities for the learners, environment, and timeframe, guided by a project manager who ensures quality implementation throughout. Global Knowledge validates the solution by measuring and evaluating the results along the way to ensure success. They present the success metrics in an executive dashboard both internally for Global Knowledge management, and externally for the customer. Lastly, they continually evolve the solution by providing ongoing fine-tuning and recommendations so that the customer always has access to the right resources and tools for continuous learning.