Comprehensive 360
Training

Case Study

Hussmann's Retail Services division successfully developed & deployed a comprehensive training program from 2023 - 2025 in partnership with multiple business teams to launch the Branch Operations System (BOS) system software platform to branch & field employees.
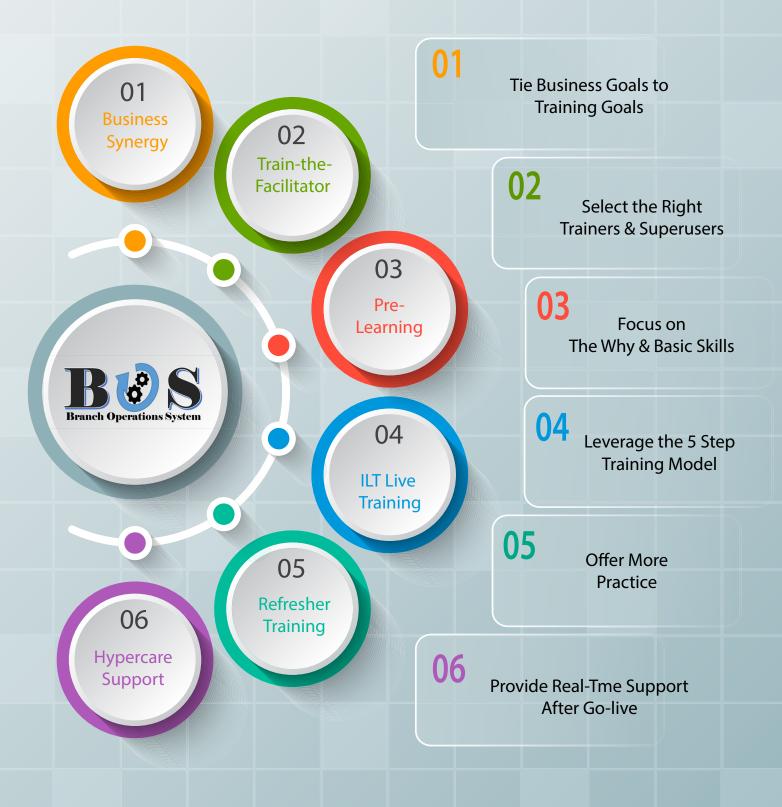
BOS was developed using Microsoft's Dynamic 365 software platform.

Hussmann, a Panasonic Company, is a leader in providing display merchandisers, refrigeration systems, installation and services to food retailers around the world.

Connect with Hussmann: www.hussmann.com

01 Business Synergy

02 Train-the-Facilitator

03 Pre-Learning

04 ILT Live Training

05 Refresher Training

06 Hypercare Support

BOS
Branch Operations System

Comprehensive 360
Training

01
Business
Synergy

02
Train-the-
Facilitator

03
Pre-
Learning

04
ILT Live
Training

05
Refresher
Training

06
Hypercare
Support

BOS
Branch Operations System

01
Tie Business Goals to
Training Goals

02
Select the Right
Trainers & Superusers

03
Focus on
The Why & Basic Skills

04
Leverage the 5 Step
Training Model

05
Offer More
Practice

06
Provide Real-Tme Support
After Go-live

Comprehensive 360 **Training**

01 Business Synergy

- Leverage critical business goals to craft performance goals.
- Align performance goals closely to learning goals.
- Develop learning solutions to target audience, behaviors, conditions, and degree of performance needs.
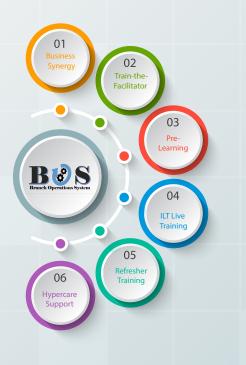
02 Train-the-Facilitator

- Select Trainers who have both business expertise and acumen to teach others.
- Train-the-Trainers using the Five Step Training Model: Purpose, Objectives or Goals, Activities, Evaluation, & Feedback.
- Select & train Super Users by utilizing a sandbox platform site.

03 Pre-Learning

- Leverage virtual & e-learning solutions to deliver initial training that focuses first on THE WHY.
- Build awareness, desires, & knowledge.
- Start to build fundamental skills.
- Create tasks/assignments to help prepare for ILT Training.

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04 ILT Live Training

- Create comfortable & engaging environments to stimulate learning.
- Build on pre-learning content to increase abilities.
- Closely monitor Trainers' use of the 5 Step Training Model to ensure quality.
- Ensure learners have ample time to practice target skills & ask questions.
- Fully utilize the platform sandbox site for practice exercises & tasks.

05 Refresher Training

- Offer optional opportunities to practice target knowledge & skills.
- Leverage Super Users to help learners master skills and answer questions by offering 1:1 & small group refresher sessions.
- Task leaders to monitor new processes & reinforce during team meetings.

06 Hypercare Support

- Support and monitor platform utilization that occurs after launch.
- Create Super User-led channels & chats to ensure a smooth transition and to address any issues that may arise.
- Provide 1:1 support to end users.
- Provide Super Users with refresher training.