

Training for

CHANGE

Sysmex America Customer Care Training Program



SITUATION ANALYSIS

As an organization, Sysmex was forced to find innovative solutions to problems brought on by the pandemic, problems of an unknown duration due to so many unknowns surrounding the pandemic. Moving Customer Care Training to VILT was the solution to keep training going and up-to-date, so when travel was allowed again, field-based associates would only need to complete the hands-on portion of their training.



EVALUATION

The new training program is a better learning experience for both the learners and the instructors. The learners are more prepared and more participatory in VILT training sessions because of the foundational work completed via eLearning prior to the VILT class. With the resumption of in-house ILT, the instructors find the learners eager to get their hands on the instruments, as well as more focused on completing the assigned tasks, and they are able to successfully demonstrate application of the lessons.



SUMMARY

The Sysmex America Customer Care Training Program (CCTP) had been assigned a global corporate initiative starting in 2020 to move from 100% in-house, instructor-led training (ILT) to a blended model of

30% — e-learning — **30%** — virtual instructor-led training (VILT), — **40%** — ILT by the end of 2022

Initially a two-year plan, the lockdowns and restrictions due to the COVID-19 pandemic, along with the unexpected acquisition of new instruments, led to a warp-speed acceleration of this transition, which was implemented by the Sysmex America Customer Care Training Program in 2 months.



METHODS/APPROACH

The Customer Care Training Team began with an examination of the current curriculum and identifying which content could be redesigned for eLearning and VILT. Once the curriculum was divided into its appropriate buckets, the instructional designers began work on the eLearning modules. At the same time, the instructors began reformatting the curriculum and retooling their facilitation skills for a virtual environment, including the addition of more technology and interactivity.

CONCLUSION

The Customer Care Training Program was able to record nearly the same number of training completions in fiscal year 2020 as years prior, despite many months of being on lockdown and associates being unable to travel in for training.

The new training format, with an average

50%

TIME SAVINGS on in-house, instructor-led training resulting in

\$804,900 **COST SAVINGS** in fiscal year 2020
WITH IMPROVED WORK-LIFE BALANCE

The success of the revised training program, and the satisfaction with the training by the associates, helped the Customer Care Organization come to the realization of the positive impact VILT plays in the associates' learning process.

ABOUT SYSMEX

Sysmex America is lighting the way with diagnostic solutions that transform the future of healthcare. Its innovative hematology, urinalysis and flow cytometry technology is reshaping the world of diagnostics across the U.S., Canada and Latin America. Sysmex America, Inc. offers diagnostics that equip patients and the health care professionals who treat them with the information needed to make decisions with greater trust and confidence.