



LEARNSPECTRUM

LearnSpectrum Simplifies Enterprise Training Process for The Washington Post by Providing Customized Web-Based Training Request Portal

BACKGROUND

The Washington Post holds a reputation as one of the nation's most widely read news outlets, but due to budgetary cutbacks, the organization had to reduce internal personnel. Historically, the company had handled all employee training requests internally. In the process of downsizing, the company eliminated training coordinator roles and, as a result, the training request, approval and validation process was eliminated. The Washington Post turned to trusted partner LearnSpectrum to manage the external training in a simplified, efficient and cost effective manner.

TRAINING CHALLENGE

LearnSpectrum and the Washington Post had enjoyed a multi-year partnership that involved direct collaboration and communication between Washington Post training coordinators and LearnSpectrum training consultants. However, one side of the equation was removed when The Washington Post underwent corporate downsizing. The LearnSpectrum team still needed to provide the same high degree of dedicated service, but a new system was now required to facilitate training requests and approval.

STRATEGIC SOLUTION

In order to quickly and easily meet the Washington Post's needs, LearnSpectrum designed and implemented a customized web-based training request portal solution. This simplified and user-friendly interface allows employees at all levels of the organization, regardless of location, to input training requests and obtain approval from supervisors and managers electronically. The simple two-step process enables employees to submit requests on their own through the portal. From there, an automated system forwards the request to approving managers and to LearnSpectrum consultants. Managers could approve requests via email with negligible interruption to daily operations.

BUSINESS IMPACT

LearnSpectrum's customized web-based training request portal created an efficient digital workflow process where one had not existed before. The simplified interface enabled each participant in the training process – employee, approving manager, LearnSpectrum consultant – to take the steps needed for approval. Since the portal is a web-based digital solution, LearnSpectrum consultants are able to monitor detailed analytics, to identify trends in type and level of training requests, as well as provide Washington Post leadership with detailed and timely reporting. The LearnSpectrum team is able to closely monitor all pending requests, and more effectively manage the complete training process. The overall result is a streamlined, technologically advanced solution that empowers Washington Post employees and leaders to train smarter, easier, and more economically.

OVERVIEW

- Downsizing at the Washington Post eliminated training coordinator positions
- LearnSpectrum tasked with managing all external training requests
- Developed a custom web-based training request portal
- Enabled all employees to request training as needed
- Empowered managers to provide approval via email
- Simplified the training process for the Washington Post enterprise
- Provides analytics and reporting
- Saves time and money for Washington Post leadership

MISSION

We provide a simple, streamlined channel for companies and individuals to access an expansive world of IT and professional training courses. By remaining knowledgeable and agile to the changes in technology and responsive to the needs of our clients, we deliver service and solutions that ultimately make the training process easier.