



A training program on managing meetings at Vodafone

Enhancing productivity at the workplace

Vodafone is the largest mobile telecommunications network company in the world with interests in mobile networks in 28 countries across five continents. The Vodafone Group employs over 100,000 staff worldwide. Vodafone aims to be the world's leading wireless telecommunications and information provider.

THE NEED FOR E-LEARNING

Meetings were not as productive as expected and gradually lost momentum and purpose.

To counter these drawbacks, Vodafone launched a "great place to work" campaign to improve the work environment. It decided to enhance the effectiveness of its meetings as a part of this program. To achieve this goal, Vodafone approached Tata Interactive Systems to develop a training program that could be accessed by all Vodafone managers around the world.

HOW OUR SOLUTION HELPED

Tata Interactive Systems had to design and develop a training program from scratch with the following objectives:

- Provide users with the knowledge and key principles underpinning the best practices of managing meetings in the workplace.
- Serve as 'just-in-time' learning for employees who wished to opt for a short overview/refresher course on the subject of managing meetings.
- Offer an interactive, visually stimulating program that would help improve the productivity of meetings.



The soft skills training program at Vodafone highlights the six Ps of managing meetings successfully.

- Develop an engaging and interesting program, adhering to strict brand guidelines vis-à-vis the tone, style, and language of the communication.

A highly engaging and interactive Web-based training program was developed. It comprised 3 hours skill-based training with 2 main modules, "Six Ps of effective meetings" and "Essential skills for successful outcomes", further divided into sub-topics for clarity and simplicity. The special features of the WBT were:

- Meeting Monitor Card, a tool used to estimate cost of a meeting was introduced before the teaching content was presented to ensure sufficient buy-in from the learners.
- Scenarios from Vodafone's work environment were used to help learners relate to the content.
- Context-specific examples of both effective and ineffective meetings were used to reveal the significance of certain skills required for managing and participating in meetings.
- Interactive exercises were used to keep the learner engaged.
- Meeting Barometer, an informal tool for attendees to jointly judge the progress of a meeting.
- Listening Awareness Exercise for self-appraisal of the learners' listening skills.
- The program was SCORM 1.2 compliant and was deployed on Vodafone's LMS.

TECHNOLOGY USED

The program was developed using HTML and Flash. It also contained audio components and was designed specifically for IE 5.0 and above.

SOME SAMPLE SCREENSHOTS

The screenshots offer a brief glimpse of training program on managing meetings at Vodafone. To experience our products at work, you may view our demos by registering online at: www.tatainteractive.com.



Real-life scenarios interspersed throughout the program helps learner relate to the actual work environment.

The Web-based training has two main modules with sub-topics.



Innovative activities keep the learner engaged and track learning.

