

CASE STUDY

LIFE CYCLE INSTITUTE TECHNICAL TRAINING DEVELOPMENT

OPPORTUNITY OVERVIEW

Life Cycle Institute is the human performance practice at Life Cycle Engineering (LCE), a engineering solutions company, and the leader in asset management and Reliability Excellence®. They are a team of learning, leadership, project management and change management professionals who integrate the art and science of learning and change to help individuals and organizations learn and adapt. This is achieved by building knowledge, skills, and engagement.

CLIENT OBJECTIVE

Life Cycle Institute was looking to deliver creative and innovative learning opportunities to their clients in the areas of reliability and asset management support. The Institute has a long heritage of providing and applying sound learning science in the development of their live, instructor-led classes. They collaborated with Russell Associates to apply the same practices and learning tools to four technical self-paced eLearning modules.

TARGET AUDIENCE

People responsible for improving asset and capacity reliability, decreasing repetitive failures, building sustainable predictive maintenance programs, and creating a culture of continuous improvement.

INTRATRRAIN'S SOLUTION

Russel Associates worked with the Institute to develop four creative and innovative self-paced eLearning modules that were generally less than 10 minutes in length and focused on delivering a specific message quickly, clearly, and concisely. The Institute desired to design the technical training in a way that the modules would provide an introduction or reinforcement to longer-length instructor-led classes, in addition to providing a sound, educationally-based alternative for those who are unable to attend an instructor-led course. The modules included highly technical topics and niche-type solutions that Russell Associates organized and restructured in a method that provides end users with the information needed.

RESULTS

Modules are hosted online for access by their customers and are promoted via their website and newsletter. They are currently used as both a learning supplement and job aide as well as initial training support for customers.

“In the beginning, we were trying to figure out what the eLearning modules were that we wanted to develop. You were able to take what we sent you and adapt that to the model that worked. You (Russell Associates) were really able to be independent and run the project with very little oversight.”

Sherri Large, Business Manager, Life Cycle Institute

“Russell Associates never would have been able to develop what they did without having a strong core in instructional design disciplines. I think going through a disciplined process with Russell Associates, including defining the learning objectives and remaining very firm in that, allowed Russell Associates to parse the information we sent them in a logical and creative way. So I think the quality of the end product speaks to Russell Associates process.”

Tara Holwagner, Learning SME, Life Cycle Institute

CUSTOMER COMMENTS

“What you sent exceeded expectations in the area of effective learning design. We were betting on several different scenarios when we were deciding on partners to help us deliver our vision. What we found was that Russell Associates was able not only to exceed our expectations in the areas of creativity and learning design talent and quality, but also an ability to take our content and spin it... use it in a way that is going to be surprising for people in our space.”

Tara Holwagner, Learning SME, Life Cycle Institute

“eLearning has always been one of those “Wouldn't it be nice if...” kind of things, and now that we've found a good partner I feel like we are really getting into some of the more advanced styles of learning that we've been talking about trying to do all along. And it's consistent with our core learning principles too.”

Sherri Large, Business Manager, Life Cycle Institute

“My objective working with Russell Associates was to establish a partnership with someone that we could trust that had the same kind of values and beliefs around what makes for effective learning. That has strong technical skills but also design and development kind of project management and discipline. And in all honestly, when we started we worked with a couple of organizations. And then came back only to one and that was you guys. You were really focused on the learning. You didn't become enamored with the flash and throwing a lot of movies and videos and doing things that were not necessarily advancing the learning objectives. It would take me years to create internally the same capabilities that you've demonstrated.”

Bill Wilder, Director, Life Cycle Institute