



AIM CONSULTING ASSOCIATES

Case Study

Customized Training Program

Situation:

A Fortune 100 pharmaceutical company undergoing major changes in operations and leadership wanted to create a more strategy focused organization.

Process/Methodology:

Over a two-year period, we partnered with them to develop a comprehensive leadership, education, and development program for all the employees of the company.

The program was comprised of two key components:

1. Company-wide Leadership Training designed to teach key leadership attributes within the five perspectives of the company business: People, Customer Focus, Process Improvement, Finance, and Service.
2. Individually -focused Education and Development designed to complement and supplement on-going company initiatives and training.

We used a “train-the-trainer” methodology to quickly deploy the training throughout company’s locations in the United States and Europe.

Results:

The program resulted in higher levels of employee engagement, better customer service and a deeper understanding of their business financials. In addition, the customized training program is now institutionalized and repeated on a regular basis.