



# Online Course on Termination Process

HealthCare Equipment Manufacturer

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#### Background

CommLab India has designed and developed many online courses on providing certification to managers. This particular course was on process training. The target audience was managers who needed to understand their role in the termination process. The performance goal of the course was to make managers use the process effectively and help employees leave the organization in a respectful and dignified manner.

#### Client Requirement

Our client, a leading manufacturer of health care equipments such as hospital beds, approached us for development of an eLearning course on "Employee Termination Process". The objective behind developing this course was to make managers follow the termination process for exiting employees and guide them properly while exiting.

The client needed a quiz at the end of the course. The score needed to be tracked, and on achieving 100% score in the quiz, learners would receive a certification.

The client provided inputs in the form of word documents, checklists and PPTs. The course needed to be built using Flash, adhering to SCORM 1.2 standards, for deploying on their LMS.

#### Challenge

The inputs we received for developing the eLearning course was far too many and disconnected mostly – there was no proper structure or links. The challenge here was to sort out all the information and put it in a proper sequence. Another challenge was in getting managers to implement the process as well as follow the checklist in an effective manner. The client had a portal on their intranet where the data related to exiting employee needed to be filled in. However, it was not getting used by managers because of a lack of awareness and lack of procedural information on how to use it. The challenge was to develop the course in such a way that it kept the learners engaged and helped them retain the required information throughout the termination process.

#### Solution

We first defined the basic structure and content of the course, followed by mapping the objectives for the course content. Then we identified the individual units of learning along with probable content for each unit. Finally, we established a general flow of content between the units.

To meet the learning outcome i.e. making the managers implement the process - in the introduction, we emphasized the consequences of violating the process and then explained how following the process would ease their job. The key points from checklists were identified and included in certain pages and a few checklists were given as downloadable job aids. To explain how to fill the exit data of employees, we used simulations showing data of an employee being filled in and gave an opportunity for learners to practice it. For retention of steps in the process, we used scenarios where we tried to simulate real-life situations and asked learners what they would do in each case. For example, in case of a voluntary termination, who should be involved in the process and what steps should be taken for completing the termination transaction etc. In the end, we gave the key take-a-ways of the course to re-enforce learning.

## Result

The response from the client was very positive and overwhelming. They were delighted that the eLearning course had the desired degree of high learner engagement and interaction. It was a success in terms of its easy delivery of learning across their geographically-distributed workforce in a consistent manner.

## About CommLab India

CommLab India ([www.commlabindia.com](http://www.commlabindia.com)) is a Custom eLearning Solutions Company based in India. Since 2000, it has been providing state-of-the-art eLearning services to organizations across the world in the areas of Learning Consultancy, Custom Courseware, and Learning Technology. Some of our reputed clients are **BC Hydro**, **George Washington University**, **Kawasaki** and **Deloitte**. We are preferred vendors to some of the Fortune 500 companies like **Alcoa**, **Unilever** and **Pepco Holdings Inc.**

## Sample Screenshots:

