

Case Study Solotel

"By utilizing Typsy to complement our existing face to face training initiatives, our employees have a suite of content available that assists in closing skills gaps, allows them to learn at their own pace as well as playing a proactive role in their personal and professional development."

Kurt Bos - People & Performance Advisor, Solotel



SOLOTEL

Introduction

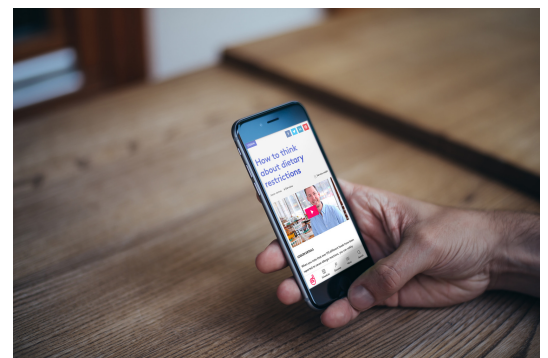
Whether it is face to face or online, training and professional development is a fundamental component of any successful organisation. It empowers your staff to do their job well and grow with your business.

One of the many benefits of online training is that it allows businesses to deliver consistent training to many staff and encourages staff to learn at their own pace.

Solotel was one of the first corporate customers for Typsy. With iconic names like Aria Sydney, Aria Brisbane, Golden Sheaf and Opera Bar under its umbrella, we had an exciting and challenging adventure ahead. Typsy was briefed by the senior Human Resources team at Solotel. This included Kurt Bos- People & Performance Advisor, Sarah-Ellen Maxwell-Group Human Resources Manager, and Justine Baker-Chief Executive Officer.

Objectives

The first objective was to provide a training solution that allows Solotel to deliver high quality, consistent training in an effective, measurable way to a large number of employees across a number of venues. Secondly, the objective was to provide staff with a resource to develop their skills and learn at their own pace.



Strategy

Solotel has 32 hospitality businesses across Australia, with more than 1,700 staff. The joint plan was to bake microlearning into Solotel's operations, hence our rollout was going to be crucial.

Initially, Typsy was introduced to all managers across all venues, with Kurt designing and integrating Typsy training into the internal mid-year review for each manager. Not only did this generate immediate engagement, but it also created curiosity from staff who were not yet familiar with Typsy.

For the first three months, Solotel managers had the opportunity to explore the Typsy content library and platform, so they could understand how to schedule training to their own venues. Typsy was then launched to remaining Solotel staff over the course of the next three months. The uptake was strong and there was high engagement immediately.

The initial rollout to managers had created internal champions - people who were going to encourage others to jump on and participate in online training on a peer to peer level.



BEST PRACTICE TIP: Always identify internal champions who are leaders (or aspiring leaders) who will support the culture of learning as you rollout this new learning management system.

A secondary objective for Solotel was to provide a resource to their staff that would help them further their career in hospitality. Aria Brisbane is a great example of this. Initially managers found it difficult to motivate their staff to complete their scheduled training. However, when Michael (the training manager at Aria Brisbane) was able to relate Typsy training to career progression both within the hospitality industry and as a foundation for other industries, they found great success.

Michael Newbury - Manager, Aria, Brisbane.



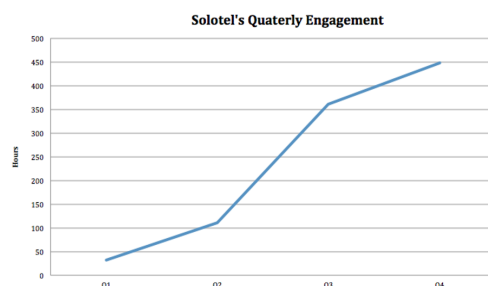
"Typsy has been amazing because we now have training sessions on a Saturday and then send out a schedule that helps reinforce/explain in more detail and help answer any questions that weren't asked on the day. I have found that it has also sparked a thirst for knowledge where people can now keep learning for individual growth and don't have to wait until next Saturday to learn something new."

Michael Newbury, Manager at Aria Brisbane.

The result

With the stage one rollout via the Solotel Leadership and Management team, we saw 40+ hours of accumulated training in the first month.

As the group-wide rollout was implemented, Solotel's engagement levels really started to increase. After 3 months, 110+ hours of training was completed, and by 12 months, Solotel staff had over 1000 hours of training!



Typsy has been a great success at Solotel because of the commitment of staff and the strong learning culture the company has. At Typsy, we're excited to continue to work with Solotel, to learn and grow together.