

An Immersive IT Training Program to Enhance Business Partner Collaboration

The client is a rapidly evolving biopharma company with a focus on genetic therapeutics toward the treatment of serious, life-threatening diseases with limited treatment options for patients and their caregivers.

The client's IT team has a varied level of proficiency around certain key business analysis and collaboration capabilities, including communication and conflict management skills, business process analysis, requirements gathering, facilitation, and project management skills. Within this fast-growing team, there was a multitude of different ways the IT team interacted with the business partners, which resulted in mixed experiences and expectations. The client sought to standardize this experience and elevate the team's core capabilities.

Clarkston worked closely with the client's VP of IT to design a training program that addressed these key need areas. The program combined various learning modalities to optimize learner engagement and knowledge retention. Each session was deliberately crafted with a balance of instructor-led content, group discussions, and hands-on application-based learning. The program culminated in a Capstone Project that allowed participants to showcase the skills acquired throughout the program and demonstrate the direct value of the experience.

Life Sciences Case Study

PROJECT OVERVIEW

INDUSTRY:



Biotechnology

PRODUCTS AND SERVICES :



Discovers, develops, and commercializes gene therapy products

PRIMARY OBJECTIVES:

- Understand standards and baseline capabilities expected of the client IT team to design a training program targeted at enhancing collaboration between IT and its business partners
- Identify opportunities for practical application of the concepts taught in class
- Create an immersive experience that fosters support, trust, and accountability among the cohort of participants as each participant progresses through their learning journey

RESOLUTION:

- Designed a curriculum based on the client's highest need areas, with examples and exercises tailored to the client's environment
- Delivered training curriculum with interactive sessions that artfully combined various learning modalities: instructor-led, facilitated peer discussions, and application-based learning
- Facilitated a final Capstone Project that enabled participants to showcase skills acquired throughout the program and provided an opportunity to demonstrate direct value of the program to the business
- Developed a plan to incorporate the training program into the client's organizational learning curriculum to support the elevation of key analysis and collaboration skills across functions

KEY BENEFITS:

- Participants' increased proficiency and more consistent use of the organization's key project management tools and templates
- Facilitation and meeting management skills enhanced the participants' ability to run efficient meetings and more effectively collaborate with business partners
- The final Capstone Project enabled participants to directly apply the skills learned in the program, among other application-based learning opportunities throughout the program

CLARKSTON
CONSULTING

8.2 out of 10

An overall participant rating of 8.2 out of 10 in educational value of the program

8.5 out of 10

An overall score of 8.5 out of 10 on the participants' confidence in applying the concepts and skills taught in the program

91%

91% of the participants would recommend the program to other colleagues

