

## Business Divestment

### Education and Training - Multinational Petrochemical Company

#### The Challenge

**To educate staff in the radically revised business model following divestment of part of the business.**

#### Outcome

The divestment was completed successfully on time with minimal impact on business continuity.

Our approach was to gain a clear understanding the current frame of reference of the users then develop clear diagrams and explanations to convey the new concepts based on this reference frame. This enabled us to demonstrate our specialist skills and a strong affinity with users.

We managed the training project in its entirety from initial stakeholder and training needs analysis through training development into delivery across Europe.

Since the divestment we have remained as the business training partner providing refresher and induction training, process improvement and user support.

#### SkillSet Approach

Our client was in the process of divesting part of its business and had prepared a revised business model and associated processes. Although the extent of the process and systems changes was small the revised business model was radically different in concept. Users were now required to have a clear understanding of legal entities, European tax regulations, title transfer and other concepts.

SkillSet was engaged to develop and deliver training material to explain the changes to over 500 end users in a variety of roles from customer service to warehouse managers in 10 countries in 5 languages.

Users needed to be educated in the new concepts and trained on changes to processes and systems.