

Learning Provider

October 2023

Success Showcase

Barrington Operational Performance Services (OPS), a division of Barrington Consulting Group, provides custom programs that enable businesses to achieve long-term sustainability and efficiency. Learn how this team completely ‘flipped’ the classroom and took their training offerings to the next level with a little help from NeonTrain’s Brightspace.



Gary Cox
Senior Associate
Master Black Belt



Trish Calder
Associate Partner
Barrington OPS Co-Lead



Robert Newcombe
Associate Partner,
Barrington OPS Co-Lead

Opportunity

In the wake of COVID-19, the team at Barrington faced a new challenge: how could they take their instructor-led training courses and optimize them for online delivery while increasing both instructor efficiency and client value?

The team was offering their training sessions via MS Teams and Zoom, and depending on the course, they were being led by either a sole live instructor or a live instructor and another team member to assist and monitor the chat.

Class sizes typically ranged from 10-30 participants, and the team wondered if there was a way to maximize the number of potential participants while still providing the same level of high-impact training. They also needed to consider the increased logistical challenges of coordinating time zones and scheduling around participants’ other work commitments.

While the OPS team was able to provide well-received training online, they felt they could be leveraging online solutions that would be more engaging for participants than simply giving a virtual, sometimes multiple-hour lecture.

They found that online training delivery required more frequent breaks and additional facilitation support, making the training take longer overall and often left the team feeling pressured to ensure all the material was covered.



The project coaching I received was very helpful and available when I needed it, which was fantastic.”

– Aerospace Industry Client
(Green Belt Program)

STRATEGY

Senior team members, Gary Cox, Robert Newcombe, and Trish Calder contacted Rob Belliveau from NeonTrain to see what they could do to further enhance their online training approach.

When discussing what immediate action could be taken, the team considered taking all course materials and placing them online for learners to view and consume in an asynchronous format.

This new approach would reduce the overall duration of the courses and also allow learners to consume key course content at their own pace in Brightspace.

Instructors would be freed up from trying to facilitate all course content over Zoom, to instead move into a coaching role.

This additional time for coaching would also leave more time for Gary, Trish and Robert to guide participants on how to best implement course principles in their own organizations.

RESULTS

Barrington has fully implemented the ‘flip-the-classroom’ approach to training which has allowed them to spend the time they have with learners applying the tools and advancing their business improvements faster.

Clients are achieving results in about 1/3 of the time than with the old approach. Additionally, there has been a marked increase in assignment completion.

Gary says, “our programs now have learners completing modules on their own time and at their own pace between coaching sessions. We now walk with the trainee through their project and teach them how to apply what they covered online.”

NEXT STEPS

- The team plans to offer micro-learning modules, allowing clients to learn about the topics they are interested in on their own time.
- They plan to offer bite-sized chunks of learning on various topics, including process mapping and process efficiency.
- In addition to their custom course offerings for clients, the team is preparing to expand their market reach by placing their courses for sale on the NeonTrain store website.