



Chambliss, Bahner & Stophel, P.C. Creates Positive Learning Culture

SavvyAcademy LMS Supports Individualized Learning Paths

Client

Chambliss, Bahner & Stophel, P.C.

- **Janine Nash**
Training & Technology Services

Challenge

- Build a law firm training program that caters to each individual learner's specific needs, ultimately improving efficiency and work product quality

Solution

This successful training program relied on:

- Upper management buy-in
- Custom-tailored assessments and learning paths delivered through the SavvyAcademy LMS
- A culture that made learning safe

Results

- Trainer reports that learners' skills are improving, work speed has accelerated, work product is enhanced and even the overall enthusiasm for learning has grown firm-wide

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Janine Nash,
Training & Technology Services

THE STORY

When Janine Nash arrived at Chambliss, Bahner & Stophel, she had a mandate from management: train our employees to work more efficiently.

"I was fortunate that upper management was a driving force behind my training efforts from day one," recalls Nash. "Our HR director got buy-in from the top before ever hiring me."

Additionally, when she arrived, the law firm already had a learning management system at her disposal: the SavvyAcademy LMS.

Therefore, Nash was able to roll up her sleeves and put together a robust training program from the ground up. Here are the steps she took:

- **Interviews with assistants:** Nash interviewed each of the firm's 20 assistants to better understand their work load, the tools they were using to complete their work, and the systems they employed as a team.
- **Inventory the LMS:** Using information from her interviews, Nash took an inventory of the training materials available to her on the SavvyAcademy LMS. She found that most of the materials she needed (courses, tutorials, quizzes, QR guides, exercises and more) were in the system.
- **Assessments:** Nash tweaked the baseline assessments available on the SavvyAcademy LMS to match her firm's systems and protocols. She used the survey tool in the LMS to schedule each assistant into an assessment.





- **Individualized learning:** Using results from the assessments, Nash put together individualized learning paths for each learner in the SavvyAcademy LMS.
- **Accountability:** Nash met with each learner to discuss their custom-tailored learning path and to get them to sign off on the process. The learning paths were not a mandatory requirement. However, those who successfully completed the paths were given a bonus.

Culture:

A key to Nash's success was the positive learning culture that she fostered. In the beginning of the process, many of the legal assistants were concerned that the assessments would be used against them. Nash explained that she would never share the results with anyone and, actually, upper management did not want to see any of the scores.

"No one in upper management ever asked to see someone's results," says Nash.

Additionally, Nash adjusted the LMS so that it didn't give the learner a score at the end of their assessment.

"I didn't want this to be a pass/fail conversation," explains Nash. "It was simply about areas where the learner had opportunities for growth."

Success:

Nash estimates that only 50% of the assistants were interested in the training program initially, but that number is now 90%. She also says that she couldn't have created such an individualized learning program without the SavvyAcademy LMS.

"Savvy's LMS is tremendous," she says. "Having all of the tools, the exercises, the materials – that was more than half the battle. Now, I'm learning how to use even more of its capabilities."

Nash has already launched a new hire training module and has plans to add more trainings over the next year.



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