



E-Learning & Employee Development

THE BUSINESS OBJECTIVE

Western Union, through its business partner Complete Intelligence, LLC., sought to build competencies around **Interpersonal Skills, Relationship Building, Customer Service, Managing Change, and Team Development** for the global employee base. In addition to developing knowledge and skills in these areas, other logistical challenges included:

- **Large, Global Participant Base:** 9,000+ participants for this program.
- **Challenging Training Environment:** A dispersed employee population of all levels with limited time for traditional training.
- **Training Applicability and Metrics:** An effective method of measurement to ensure training applicability.

The company created an **Employee Development Program**, implemented it across the individual contributor employee base, and used Emergenetics to specifically focus on competency areas.

THE SOLUTION

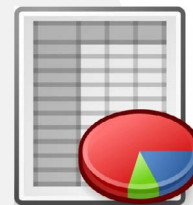
Emergenetics was implemented via a customized system of Assessments, E-Learning programs, online development tools and metrics.



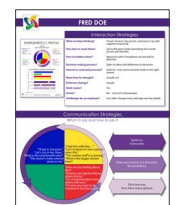
Assessments



E-Learning



Metrics



Development Tools

THE RESULTS

Enhanced
Interpersonal
Success

Greater
Self-Awareness

Stronger Team
Dynamics &
Performance

Value to Clients
& Customers

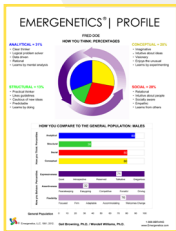
95% >> Developed new knowledge and skills via Emergenetics E-Learning modules.

98% >> Would recommend the program to other Western Union employees.



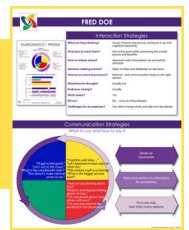
THE RESULTS IN-DEPTH

- **Emergenetics created clear, measurable value** related to work responsibilities and company performance.
- **Emergenetics was linked to tactical communication proficiency** and applied across a broad spectrum of employee roles and customer needs.
- **Emergenetics was overwhelmingly cited as the most useful element of the Employee Development Program** because it provided self-awareness and an action-oriented approach to work.



99% of participants found the **Emergenetics Profile assessment valuable to their work.** Participants were able to demonstrate a clear connection of how brain-based behavior was fused with their critical business objectives and job functions.

97% of participants found the **Tip Sheet developmental tool valuable to their work.** Participants utilized Tip Sheets to gain additional interpersonal insights to the Emergenetics Profile.



EMERGENETICS E-LEARNING RESULTS

The Employee Development Program incorporated seven customized E-Learning modules for participants to fulfill self-directed, interactive knowledge gain and enhance core development needs.

E-LEARNING MODULES	OVERALL RATING
Emergenetics Overview and Refresher	4.36 / 5.0
Interpersonal Skills	
Team Success	
Relationship Building	
Customer Service	
Managing Change	
Innovation	



“Emergenetics was quite useful to understand how I am behaving and thinking. I’m working on several projects with a cross functional team—it is important to adjust my communications to the team profile to keep the dynamic within the group. Emergenetics also helps me in my communication with our customers as well.” - Program Participant