

... CASE STUDY

PNC Bank Scavenger Hunt Training for New LMS Adoption



The scavenger hunt offered an innovative and interactive approach for learners to learn the new system.

Challenge

Prior to the implementation of a new system, PNC Bank employees had to search various locations on the intranet to locate internal resources. This caused frustration for the employee and the customer due to the time it could take to locate information. PNC employees needed to learn about the new system, what it was for, and how to use it.

Solution

By exploring PNC priorities for learner outcomes and the learning experience itself, the GP Strategies team developed the idea for a scavenger hunt—an interactive exploration of the new system using scenarios provided by subject matter experts. This innovative and interactive development approach got learners using the system and thinking on their feet about real-world scenarios. As learners completed each scenario, they received a virtual badge, completing the course by receiving all three available badges.

Business Impact

The scavenger hunt provided learners context for using the new system to locate resources in real customer situations. This hands-on practice resulted in greater adoption of the platform than initially anticipated.

Similar hands-on practice experiences are currently being developed for the next phases of the platform.

RESULTS

Greater adoption of the platform than initially anticipated

Similar experiences **being developed** for the next phases of the platform

