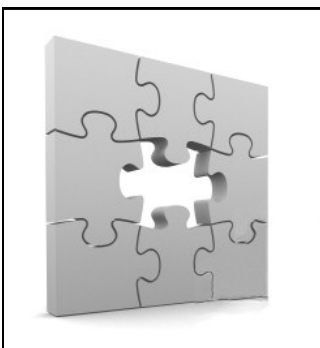


TALX, a global business services company, helps clients control unemployment costs by deploying a contextualized learning solution aimed at reducing unemployment claims. The compilation of training lessons and interactive case study assessments augments the core services provided by TALX and is proving highly effective for TALX Fortune 500 clients.

An Overview

TALX (Nasdaq: TALX) is the human resources and payroll services division of Equifax, a global leader in information technology and consumer and commercial data. TALX provides more than 9,000 companies, including 75 percent of the Fortune 500, with consultative and web-based services related to hiring, payroll reporting, employment and income verification, unemployment tax management and I-9 management.



The Challenge

Managers of all levels of companies, including the Fortune 500, rely on TALX as their “go-to” resource on employee relations issues. TALX identified the need to disseminate to its clients

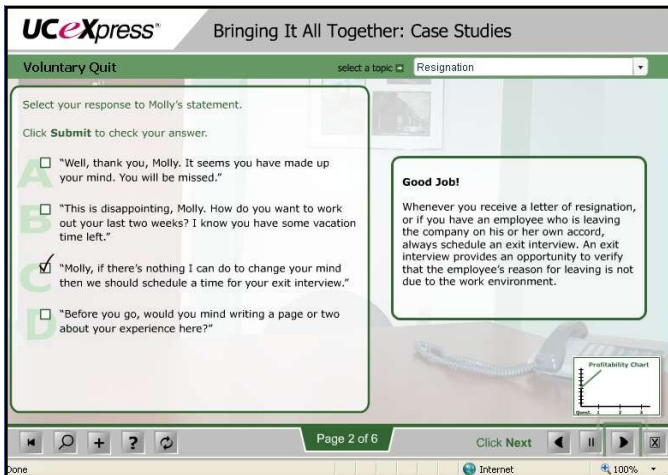
best practices knowledge on how clients could minimize employee issues and ultimately, employee dismissal costs. Wanting to create a marketable, effective training solution, TALX turned to SSE for assistance.

The Solution

Initially, SSE collaborated with TALX to identify needs and evaluate suitable e-learning alternatives. TALX ultimately opted to develop the program, “Controlling Unemployment Costs,” as a contextualized training solution that immersed the learner in linear based training lessons and interactive role plays. The program focused on providing foundational knowledge and skills on the subjects of employee discipline, discharge and appeal hearings. In order to capture a realistic picture of common issues with unemployment costs, SSE leveraged multiple instructors with specific background and expertise, including a retired bench judge to assist with the hearings section of the training lessons.



During the course of the training, learners first completed a few pre-tests, then moved into a number of training lessons, and finally conducted a series of role plays where they could apply newly consumed knowledge in the context of scenarios relating to employee dismissal costs. Within each role play, each question was tied to the overarching effect on the organization. A profitability meter was displayed on each screen that showed managers how each decision could affect the overall universal health of the organization.



During the Case Studies section of the training, a profitability meter was displayed on each screen that showed managers how each decision could affect the overall universal health of the organization.

AWARDS

This solution was awarded the **Brandon Hall Bronze Award for Excellence in eLearning**. Brandon Hall is one of the eLearning Industry's leading research and consulting firms.



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By tying in the importance of every manager-employee interaction, managers were left with a compelling understanding of how each interaction could have a positive or negative direct impact on the organization.

Results

The contextualized training solution allowed the learners, in this case, managers of various companies, to witness the repercussions of their daily decisions in a safe environment.

By tying in the importance of every manager-employee interaction, managers were left with a compelling understanding of how each interaction could have a positive or negative direct impact on the organization. Since completion of the project, TALX has been successfully selling the new best practice training solution to its Fortune 500 clients. The eLearning solution also won a Brandon Hall Excellence in E-Learning Award from Brandon Hall Research, the leading research/consulting firm in training and personal development in the U.S. The solution was recognized for its excellence in instructional design and innovative approach of contextualizing content by allowing the learner to apply their newly acquired knowledge in an interactive case study assessment.

