

# Rapid English-language Training of Employees as Part of a Takeover by an American Group

**The Company:**

Telecommunication Company specializing in financial transactions

**Type of training:**

English-language training in both face-to-face sessions and virtual classes

**Employees affected:**

All populations taken together

**Location:**

Ile-de-France

**Thematics:**

Analysis of language skill level required by job position. Mapping of gaps in skill level, a mix of approaches including face-to-face lessons and virtual classes, complex planning, private TOEIC certification



**INTRO**

*A French company specializing in the management of secure financial transactions is being taken over by an American company that is a global leader in the industry. All employees must rapidly work with the American support services in English.*

**THE COMPANY**

Our client is a global leader in its sector, and has loyal customers in every great financial center in the world. It employs close to 400 people in France, among them technicians working in client offices.

**THE CONTEXT**

In 2016, the company was taken over by its main competitor, an American company. The English language is partly used within the company; because of the takeover, English is becoming a strategic axis for the company and for all the functions it will perform in a global context. LANGAJ is therefore entering into a context of fusion, to reinforce the collaborations between the French and American sides, and to deploy a program of analysis, training, and certification in order to achieve a rapid improvement in essential skill level among all employees. LANGAJ is giving more than 100 employees a multimodal program with 100% customized content, which includes face-to-face training and virtual class modules allowing a simulation of a remote work environment consistent with cooperation with the USA.

**THE LANGAJ CONTRIBUTION**

LANGAJ has enabled the company to structure a thoughtful, coherent and compact approach that will adhere to the realities of the merger and the constraints of the company's various services. Communicating with employees about the project was also a decisive factor both in the analysis phase and during deployment.



### ANALYSIS PHASE

Langaj has created for more than 100 employees a map of the level and skills of employees in English, including:

- Analysis of skill level required for each job, and the definition of current and target skill levels, in coordination with the HRD.
- Identification of skills necessary to each job
- The forming of 27 groups (of 3 to 4 participants each) according to skill level and job.
- The choice of the most adapted learning method.

« This step enables us to establish a dialog with the managers of each department and to validate the skill levels required for each job, and to bring together employees with common job situations. »

### CONCEPTION OF THE PROGRAM

For the most part, the employees are technicians working on-site at a client company. We've had to imagine a program that is compact, highly tuned for easy deployment, and within a tight budget. The program is structured in 3 parts: internal communication, articulation of the educational plan, choice and logistics; conception and implementing the elements of the training.

#### Articulation of the Educational Plan

With an urgent need to rapidly improve the language skills of the employees, the face-to-face method will be used in the first part of the training, in a three-hour face-to-face session complete with oral and written activities to be completed between each session. \* The second phase will take the form of a 60' virtual class in groups of 4.

#### Logistics

In a project of this type, logistics are a complex element, and must be taken into account in all parameters. LANGAJ has crafted a program of inscription within 27 training groups for the face-to-face sessions, the virtual classes, and the certification with the TOEIC test.



#### Contents of Training

LANGAJ has conceived training programs around the professional situations the employees will encounter. These programs identify the skills required by each group.

For training in virtual classes, the contents have been tailored to make them more supportable by the medium, and to account for situations frequently encountered long-distance.

Training supports are the result of a detailed and specific endeavor.

- LANGAJ has created training programs for each employee with dedicated learning resources that are accessible online in the learner's digital space and that are used by the teachers during face-to-face sessions and virtual classes.
- It was necessary to create some specific contents for the virtual classes to facilitate their use in long-distance learning.

#### TRAINING DEPLOYMENT

- Each learner is given his or her training program, evaluation results, and access codes to his or her digital space.
- In addition, the skill level required to hold his or her job position is clarified for each employee, in order to enable him or her to estimate the effort needed to reach it. Each learner then receives a confirmation of training together with the dates of training.
- In order to prepare for the implementation of the long-distance training, technical changes are made with the computer service, in order to enable the launch of virtual classes; at the start, the configuration of each computer is assessed by a diagnostic tool.
- Two teams of teachers specializing in face-to-face training, both in person and long-distance, are designated to insure the project's continuity.

## CASE STUDY



At the end of the training, employees participate in a certification with the TOEIC test that is organized directly, within the company, by LANGAJ supervisors authorized by ETS Global.

- To conclude the training, a certificate of training completion is accessible online.
- The map of skill levels is updated to prepare the N+1 training plan for employees still far from the required level.

### PROJECT COORDINATION

At every step, the LANGAJ team insures success of the project. This concerns in particular:

- The coordination of all participants in the project by : the client & project manager
- The design of programs, the organization of training and the tracking of employees' progress. throughout the project by : the dedicated head of the educational project and the referring professor
- The design of contents for virtual classes by : the Content Design manager
- The management of technical "online" aspects by : the long-distance-learning manager
- The coordination of planning by : the planning service.

### TO NOTE:

- Human resources are involved in the project by providing strong guidance:
  - Regarding HR policies on the skills required to hold the position (job descriptions they have sent to us).
  - At each step, communication between the 107 employees with whom we're working, in close collaboration with the HR service.

### THE RESULTS

- The process has the benefit of clarifying objectives and bringing a global, integrated solution that is easy to deploy and very effective
- The specialized contents bring an incredibly unique element to the training by situating the employees within their unique context, which is favorable to strong motivation and involvement.
- Human resources support more strongly guarantees the success of the project.
- The skill level of the employees evolves more rapidly thanks to strong engagement among all involved parties.
- The program allows new employees to be added along the way.



### Don't hesitate to contact us if you would like to know more about:

- LANGAJ's GPEC foreign-language tools
- On- and offline resources and training materials developed by LANGAJ for our customers
- Platforms used by LANGAJ
- Other clients' experiences with us
- How to contact other LANGAJ clients

### About LANGAJ

LANGAJ is a tailored, high-level foreign-language-training organization that specializes in analyzing the skill level required for a particular job; and in linguistic training based on specific situations and contextualized to the mode of learning, whether it be face-to-face, telephone, online face-to-face chatting, or a virtual classroom. LANGAJ brings its savoir-faire to its design of specialized educational resources both on- and offline, and develops innovative educational methods based on cognitive neuroscience principles identified by leading experimental scientists. Finally, LANGAJ develops its integrated blended-learning approach with an eye to the strong involvement of employees, managers, and directors.

LANGAJ has been called an innovative company by the minister of teaching and research for the quality of its educational method and its investments in R&D.

Further information:



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# « LANGAJ »

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