



Alcatel Lucent banks on e-Learning to train its managers

Executives at Alcatel-Lucent University, the group's training body, have set an overall target of achieving a 25% distance-learning rate for all courses, and in particular for its management course. The aim is to enhance the effectiveness of its teaching

courses, to make them more accessible by optimising employees' training time and to reduce costs.

To this end, several training programmes have been reengineered to offer courses

which combine distance learning and on-site learning. Quantitative and qualitative indicators have also been set to measure their effectiveness.

The programme met with great success, as proven by the fact that all the quantitative targets for connection rates and completion rates have been reached. In the medium term, Alcatel-Lucent plans to put in place even more programmes provided entirely online in order to establish this new method of learning on a more permanent basis. ■

“Distance learning enables students to digest content at their own pace, giving them food for thought.”

Laurence Larock,
Project manager at Alcatel Lucent

GOAL

- › Encourage course accessibility by optimising employees' training time and reducing costs

SOLUTION

- › CrossKnowledge Training on Demand

BENEFITS

- › Improved understanding of content
- › Record participation figures
- › Direct impact on cost optimisation