

How Amnet enabled a global organization transform employee performance conversations through a focused goal-setting eLearning program

Background

The client, a travel technology team, faced a recurring challenge across teams—employees were engaged and working hard, but performance reviews consistently lacked clarity on measurable outcomes. Effort was visible, but impact was not. The organization needed a scalable, practical eLearning solution that would work across functions.

Operational and Delivery Challenges

As this was the client's first eLearning initiative, the project required navigating several key challenges.

- Multiple stakeholder review cycles and evolving change requests during the alpha stage.
- Tight turnaround timelines aligned with the client's performance appraisal cycle.
- Need for seamless LMS integration and deployment readiness ahead of launch.

Solution Approach: From Development to Deployment

Amnet took a consultative approach—guiding the client on eLearning best practices, review processes, and LMS integration, providing end-to-end support throughout the engagement. Accordingly, the Amnet team ensured the following:

- Analyzed the requirements and allocated the right instructional design, development, QA, and PM resources to ensure effective coordination and delivery continuity.
- Adopted a structured, outcome-driven approach to design a course that effectively builds both conceptual understanding and practical application of goal setting.
- Closely managed stakeholder reviews and incorporated change requests while maintaining quality and timelines.
- Prioritized the project through proactive project management and accelerated turnaround planning.
- Supported LMS integration and deployment activities to enable a smooth learner experience at launch.

Outcome

The Amnet team developed a 28-minute, self-paced eLearning program designed for all employees across technical and non-technical functions.

Across five focused modules, learners build requisite skills to set meaningful, outcome-based goals. The result is a workforce that moves from good intentions to measurable impact.

- Employees clearly articulate their goals, timelines, and success metrics with confidence, driving ownership across levels.
- Managers lead more structured, evidence-based performance conversations.
- Teams adopt a shared goal-setting language, strengthening cross-functional alignment and collaboration.

Course duration: 28 minutes

Complexity: Level 2 interactivity

Number of modules: 5

Tools and Technologies: The course was developed using Articulate Storyline and deployed on the client's LMS.

The course successfully transformed goal setting from an annual formality into an ongoing performance practice—shifting the organization's culture from intent to measurable impact. Subsequently, the client selected Amnet to develop additional eLearning courses for their organization.

About Amnet

With 25 years of experience, Amnet offers end-to-end traditional and digital publishing solutions including peer-review management, editorial, project management, production, accessibility, and technology for university presses and other publishers in all sectors and around the globe.

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