

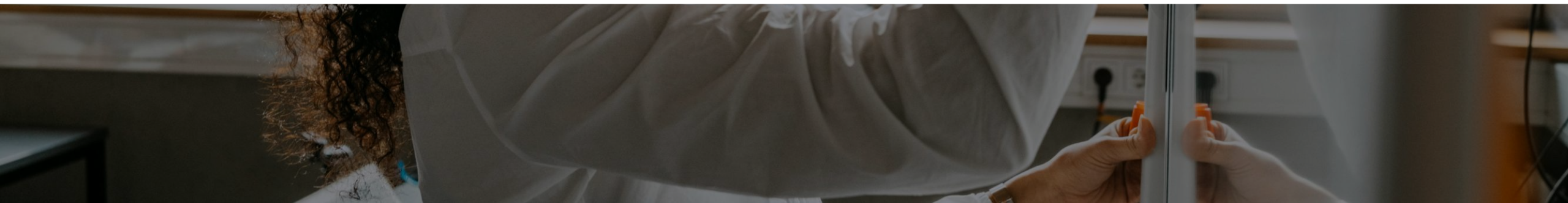
Enhancing On-the-Job Training with a Blended Learning Approach

Creating a Scalable and Sustainable Future for
Customer Experience Teams

Presented by: Ritika Chari



CURRENT TRAINING LANDSCAPE: CHALLENGES



WHERE WE ARE TODAY

Training is 100% Instructor-Led (ILT)



Inconsistent learner engagement and retention



Content relies heavily on lengthy guides and manuals





VISION OF THE FUTURE – BLENDED LEARNING

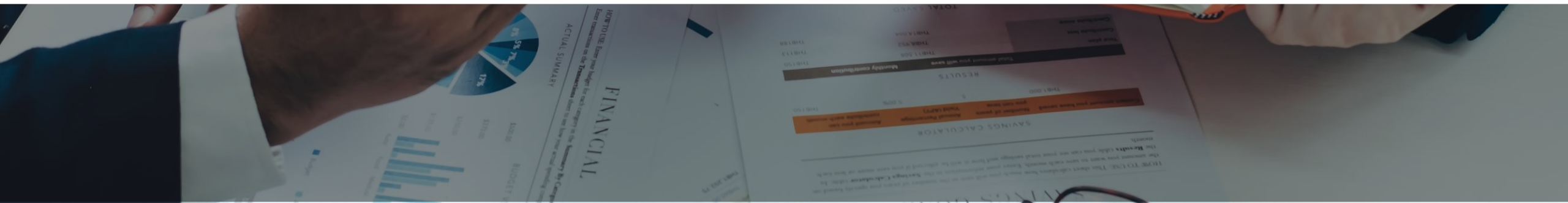


WHERE WE'RE HEADED





WHY BLENDED LEARNING WORKS



SUSTAINABLE, SCALABLE, IMPACTFUL

Content is scalable
through delivery across
multiple geographies
and roles

Content is effective
because it combines
visual, interactive,
and live elements to
boost engagement

Content is sustainable
through reusable digital
assets reduce long-term
costs

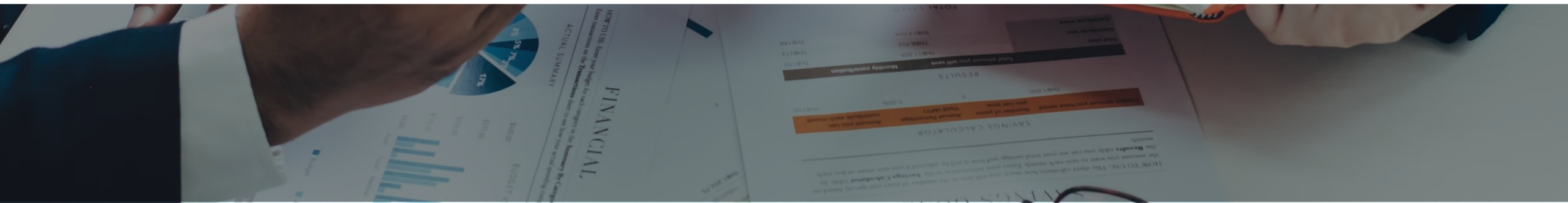
Improved consistency
and knowledge
retention



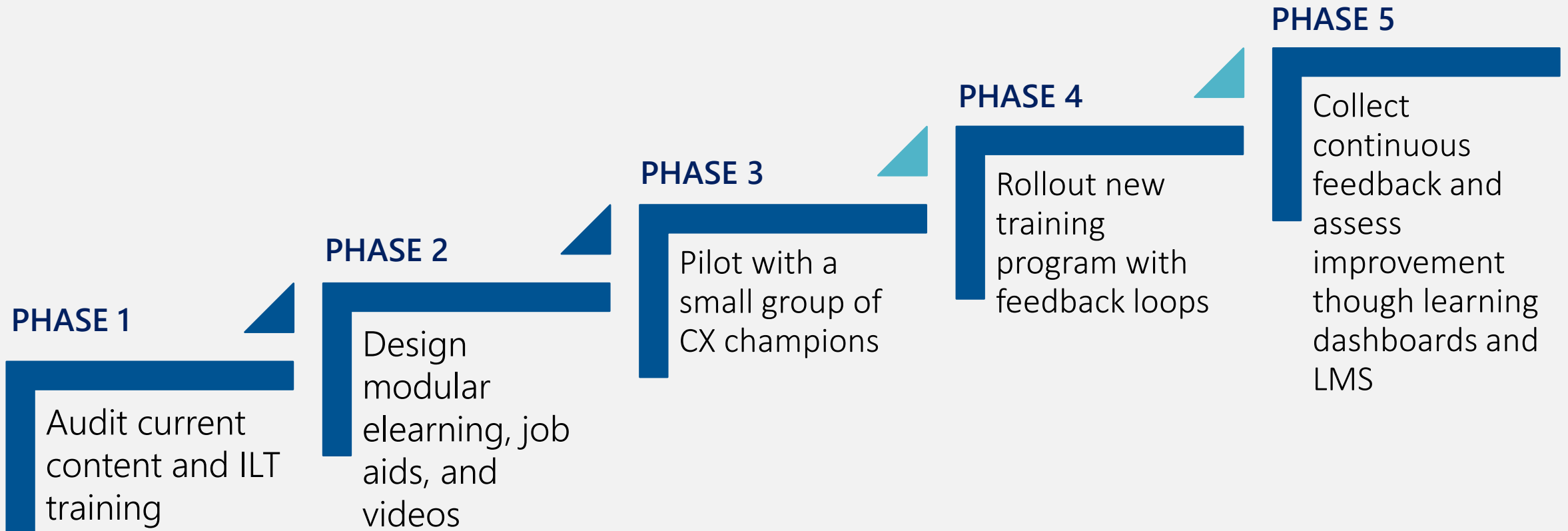
Saves time for both
trainers and learners



IMPLEMENTATION



MAKING THE SHIFT



NEXT STEPS

- Approve pilot project and budget
- Engage cross-functional teams (L&D, SMEs, CX leads)
- Define success metrics for learning impact
- Position CX training as a strategic differentiator