



**How a major payroll solutions  
company solved inducting new  
staff in record time with the  
help of One Day Training**

---

## The Client

Technology is everywhere. The client provides cloud based services that enables small to medium sized enterprises to pay their staff on time. The technology is available via computer and phone apps. With a nation-wide reach, the client takes on new staff in groups to service their users to ensure a seamless service. Induction events needed to be streamlined, efficient, and comprehensive.

---



## The Problem

The client needed to onboard nine new staff to help with the call centre workload. The new hires needed a range of skills beyond just the knowledge of the software. They needed skills in customer service, call handling and transfer, solving problems, payroll and NZ legislation knowledge. These new employees needed to be up to speed quickly with a range of tools to help them succeed in their role.

---

## The Solutions

One Day Training worked with the client to design, develop and implement the following solutions.

- **Facilitator guides**
  - **PowerPoint summaries**
  - **Online learning – quiz and knowledge summary**
  - **Video**
  - **Learning exercises and search activities to become familiar with software**
  - **Learning case studies to implement the learning during the training sessions.**
  - **Search and resolve examples of previous help desk calls**
- 

## The Results

The results of the partnership helped the client achieved a great result with the new starters.

The client's staff were able to start on the phones and email in box with little supervision and get productive with helping their clients. The learning process made a difference to the confidence and speed of getting the new starters engaged with the payroll systems and their supporting databases.

*"We needed help. I had new starters joining our company and needed a 10 day induction programme created. Carol was able to jump into the task, gather the data and create detailed, interactive facilitator guides. She included exercises, video, online quizzes and more. We also had a need to document client onboarding and she was able to pull together the documents into a useful guide. One of the complex tasks was to create an information session for our staff on an updated application. Carol completed this task, understood the need and delivered sessions to various groups, tailored to their needs. I'd be happy to recommend Carol for instructional design and workshop delivery."*

Senior Manager

---

## How One Day Training can help you achieve on boarding results

If your company is looking to achieve the same results as this client contact us.

One Day Training has a proven track record of helping clients achieve induction and onboarding activities and we'd like to help you do the same. Contact us today to find out how we can bring winning results to your next induction session.

Contact us today

**One Day Training**

E: [carol@onedaytraining.co.nz](mailto:carol@onedaytraining.co.nz)

W: [www.onedaytraining.co.nz](http://www.onedaytraining.co.nz)

