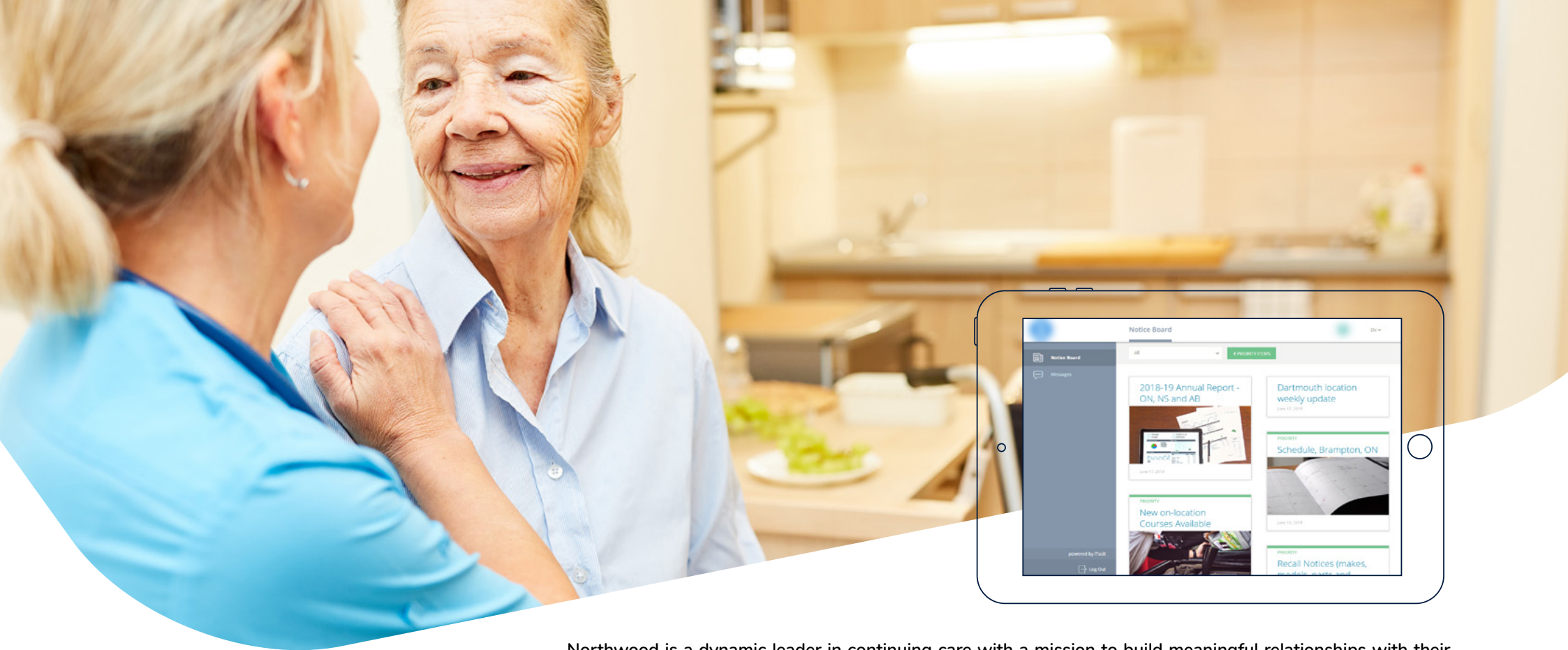# Northwood conquers training and communication challenges with a robust employee hub.

Northwood
LIVE MORE

itacit

Northwood is a dynamic leader in continuing care with a mission to build meaningful relationships with their clients everyday and make a positive difference in the communities they serve.

With a robust operation spanning multiple facilities and levels of care, Northwood has a longstanding reputation for their ability to integrate new ideas and technology into their responsive care model. Northwood promotes itself as an organization committed to innovation and change with a primary focus on their people, both those in their care and those providing the care.

Profile

» 2000 EMPLOYEES

» MULTI-SITE OPERATION

» 500+ UNIQUE EMPLOYEE ROLES

Challenges

PAPER-BASED EDUCATION PROGRAMS

Northwood needed to reach all employees with compliance and education materials. With multiple locations and approximately 2000 employees, the organization had a roster of unique employee roles and varying operational requirements that were difficult to address with existing paper-based training programs.

LICENSING AND COMPLIANCE

Northwood operates within an industry that must meet strict compliance and licensing requirements. These include regularly renewed procedures that demand comprehensive reporting. Various collective agreements and operating unions further contribute to the complexity of the operating environment.

The staff made it known that they wanted to be consulted, and heard, on a regular basis but navigating such a complicated landscape made establishing a two-way dialogue difficult.

To meet these challenges head-on, the organization recognized the need for a modern employee hub that could handle compliance tracking, education and internal comms.

Solution

TRAINING AND COMPLIANCE

Northwood adopted iTacit as an all-in-one employee hub, but as training and training-related communications were an immediate concern, the team opted to first introduce the education modules within the platform.

Prioritizing roll-out in phases, the implementation team targeted specific roles before introducing it to the whole organization.

After a successful roll-out, education at Northwood has become increasingly consistent. Role-based targeting ensures everyone with the same role/business unit receives the same learning content. Reporting and analytics allow managers to track compliance and see where employees are, relative to completion objectives.

The LMS tool enhanced the quality of employees' learning as well, meeting education painpoints with dynamic media which included video, external URLs and uploading features. Modules were now interactive and compelling, motivating employees to stay on top of their training.

NOTICE BOARD

The iTacit Notice Board is the employee hub that the Northwood team had been looking for.

Whether it is posting updates, important announcements or policy changes, the organization and its staff appreciate their new social base for communications.

Serving as a way to boost engagement as well, 50/50 draws and instructional clips are a way for employees to have fun with their interactions and sharing online.

Formal, corporate communications can also be found on the company Notice Board, with CEO messages and time-sensitive posts reaching the audience much more effectively than before, thanks to push notifications.

" We are thrilled with the positive impact iTacit has had on our organization.

We have a complex set of roles and requirements, but iTacit brings everything together in a way that is both robust but easy-to-use. Their support team is second to none. "

Tasha Ross
Quality Associate, Northwood

Notice Board

What is the Notice Board?
Designed to keep employees informed and engaged, targeted Notice Board posts and polls reach employees with content that's relevant to them and their role.

HOW THEY USE IT:

+ Engagement and HR announcements such as 50/50 draws, construction projects on-site

+ Promote and discuss internal committees

+ Distribute important announcements that are crucial and time-sensitive

+ Post policy and process updates or changes

+ Share tips and tricks, including how to use the Northwood employee hub

+ Share CEO messages

+ Corporate news and communications

+ Reinforce education for top of mind

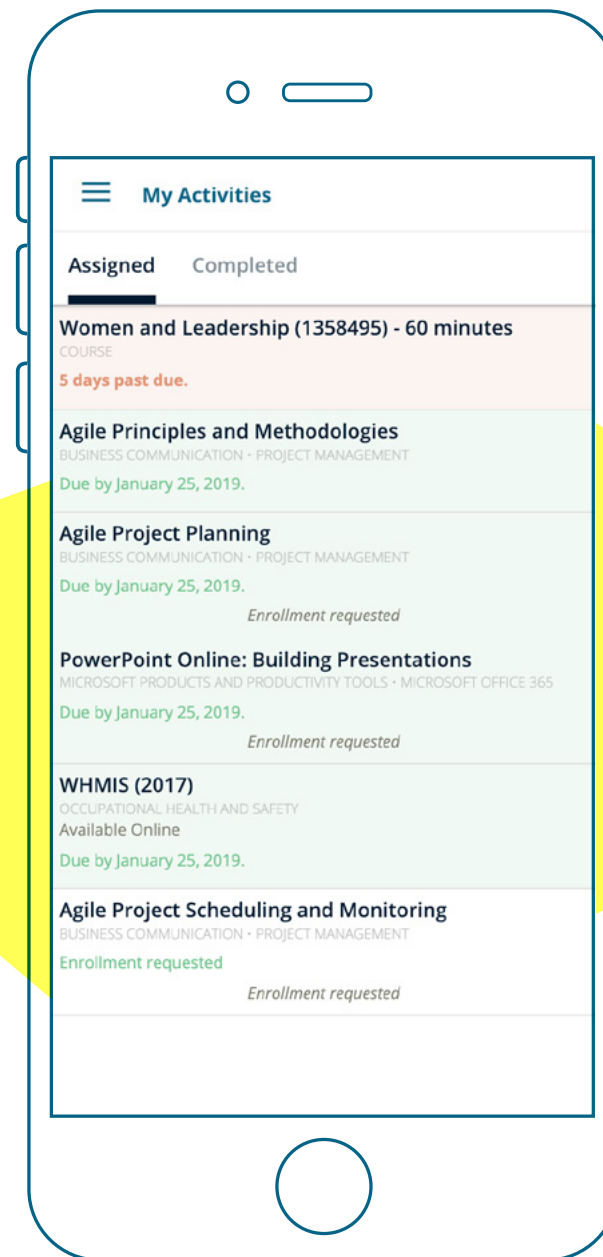+ Promote workshops and events

Learning Management System

What is the LMS?
Designed to eliminate paper-based training, mobile-enabled training includes compliance tracking and independent learning paths for employees. Includes course authoring.

HOW THEY USE IT:

+ Self-directed education and learning paths

+ Targeted training programs by role

+ Tracking and compliance for regulatory purposes

+ Activity and task management

The team also uses comprehensive, anonymous surveys to solicit employee feedback.

My Activities

Assigned   Completed

Women and Leadership (1358495) - 60 minutes
COURSE
5 days past due.

Agile Principles and Methodologies
BUSINESS COMMUNICATION · PROJECT MANAGEMENT
Due by January 25, 2019.

Agile Project Planning
BUSINESS COMMUNICATION · PROJECT MANAGEMENT
Due by January 25, 2019.
Enrollment requested

PowerPoint Online: Building Presentations
MICROSOFT PRODUCTS AND PRODUCTIVITY TOOLS · MICROSOFT OFFICE 365
Due by January 25, 2019.
Enrollment requested

WHMIS (2017)
OCCUPATIONAL HEALTH AND SAFETY
Available Online
Due by January 25, 2019.

Agile Project Scheduling and Monitoring
BUSINESS COMMUNICATION · PROJECT MANAGEMENT
Enrollment requested
Enrollment requested

Results

+ 'Information at our fingertips'

Managers can see how employees are doing, employees can see what is next. Throughout all locations and every department, staff know that they are receiving the education they need and that they are being heard.

+ Communication and 'the pulse':

Staff can be as interactive as they want, whether it's by 'liking' a post or sharing something they find - it's all positive. Managers know that their employees are engaged, thanks to the visibility and analytics tools.

Improved communications and training has enhanced the organization's operations - teams can see the positive effects first-hand.

Now, internal social is just that - internal - thanks to their Notice Board, staff also benefit from the additional transparency and feedback loop.

/ **Engage your workforce with a proven employee experience platform:**