CASE

area9 LYCEUM

EARLS KITCHEN AND BAR

Company-wide implementation and training of a new policy addressing harassment and discrimination from customers

Earls is a family-owned premium casual dining experience, with 6500 employees in 68 restaurants, across the United States and Canada.

Challenge:

- Address the challenges employees face when serving disrespectful customers
- Clarify expectations for managers on their responsibility to support front-line employees when they experience discrimination or harassment from customers
- Confirm, with confidence, that managers are equipped with the intention, definitions, produces, and skills required to uphold the new policy

Solution:

- Earls built adaptive learning courses that were highly relevant and responsive to exactly what employees needed to learn
- Replace traditional, non-adaptive, unengaging, online offering
- Revenue share model to reduce up-front development costs to this non-profit organization
- Earls used the data collected from the adaptive learning courses to tailor virtual learning sessions to build upon the foundational knowledge and prepare managers effectively

Outcomes:

- Over 92% company completion of the adaptive courses
- Improved competency from 66% to 99%
- 81% of learners found the adaptive courses helpful in their studying
- 96% of learners found the training helped them to confidently apply the skills and concepts taught
- Reduced the time required to thoroughly train managers on the policy by roughly 50%

“As we continue to develop our managers and front-line employees, the need to ensure they have the confidence and knowledge required has never been greater. The landscape of our business is constantly changing which means we rely on Area9’s Adaptive Learning technology to rapidly author, deploy, adjust, and evaluate curriculum.”

Rob Craig
Manger, Training and Development

EARLS.CA

BORN 1982