

Building Innovative Capacity



C H A L L E N G E

To help the employees of one of the top-five privately-held U.S. companies improve their customer-focused innovation capabilities.

A C T I O N S

- Conducted interviews with innovation champions and resources, as well as learning and development (L&D) advisors, to understand current innovation capabilities. Developed an interview feedback report; utilized the information as input for design sessions to create a new L&D solution that would drive collaboration and action learning while supporting the organization's push for innovative customer solutions.
- Designed a series of three training courses that focus on imagination and creativity. Developed and facilitated the first course in the series.
- Facilitated innovation system training for champions and resources, so they can plan and prepare for rolling out innovation efforts in their business units and/or functional areas.
- Consulted with client on how to craft the challenge statement for a worldwide idea campaign.
- Consulted with client regarding which courses to offer as part of the innovation curriculum.
- Designed and facilitated a session for an internal network group, incorporating both outcomes and learning.



R E S U L T S



- Feedback from the first Imagination and Creativity training was very positive; one participant verbally commented that 'This was the best training he has ever had here.'
- Plans to develop the second and third courses in the Imagination and Creativity series are under way.
- Training to educate champions and resources regarding the innovation system will continue throughout 2009-2010. Business units are expected to deliver results based on their innovation efforts by 2012.
- Inconsistent curriculum offerings have been consolidated and refined so that employees can more easily search for innovation courses via the Intranet learning portal.
- During the internal network group's session, participants not only identified the group's priorities but they also learned useful tools that they could use in their own work.
- Additional work generated for ALCEMIS - innovation coaching and consulting for 10 business units to help them design, prepare and hold innovation sessions with business unit leadership to plan actions for goal achievement.