

Ardent

Service Department ILT Workshop

Summary

Ardent Learning partnered with Hyundai Motor America to create a scenario-and problem-based workshop for dealership Service Managers. It uses media-rich iPad case studies to mimic the real-life complexities of managing a Service Department. This highly interactive learning solution is the platinum-level capstone in a multi-tiered service curriculum.



The Ardent Approach

The workshop begins with a decision-making and problem-solving model to be applied at the dealership and practiced throughout the workshop in the form of three complex, iPad-guided case studies. In each one, participants work in groups of three to:



Apply the decision-making and problem-solving techniques just learned, based on what they observe in video scenarios



Earn points and bonus points (and possibly lose points) along the way



Obtain additional information in written and video format

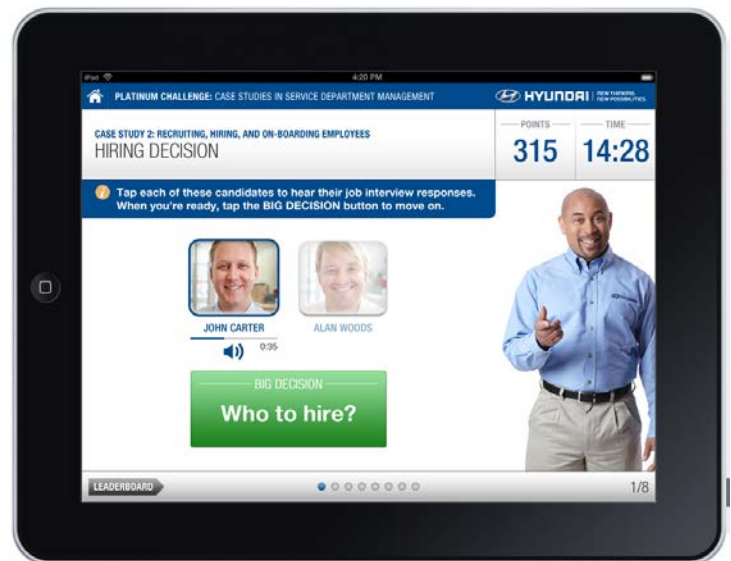
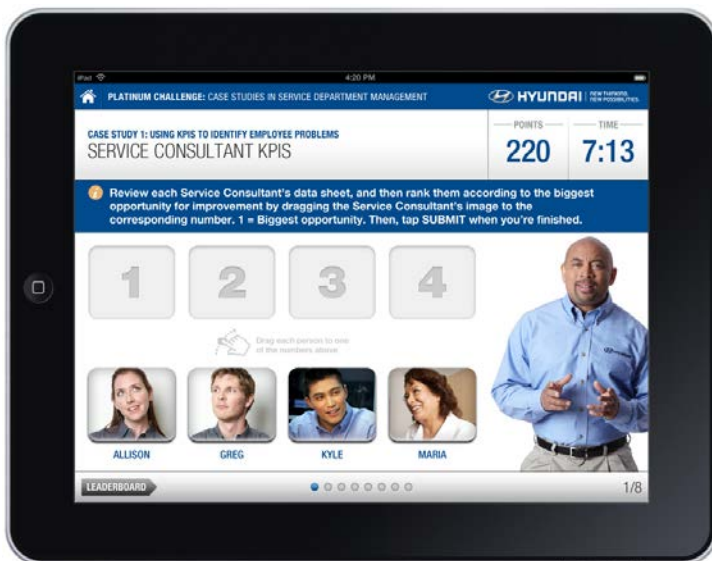


Debrief with the class before starting the next case study



Compete with other small groups, using Leader Board score-keeping

Following workshop attendance, participants are required to pass a Web-Based Assessment to earn platinum-level certification. It consists of scored scenario-based problems to assess skills learned throughout the Hyundai Service Curriculum, culminating in the case studies workshop.



The Outcome/Results

Participants consistently rave about this course, stating that it's one of the best they've ever taken due to the challenging real-world case studies and use of competitive iPad activities in the classroom.