**sketch**
development
Better Teams // Better Software

Fortune 100 Corporation Leverages Sketch's On-Demand Training Capability

A healthcare technology company focused on processing their members' claims, recognized the need for several training courses for their teams. Their teams consisted of various agile roles including Release Train Engineers (RTEs), Product Managers/Owners, and Scrum Masters. With packed calendars and tight delivery timelines, they were struggling to coordinate any sort of formal training.

> " Our trainers were AMAZING! Very knowledgeable, well informed, Well paced. One of the BEST trainings I've EVER received in my 15yrs of being at this company."
>
> — **Product Owner**
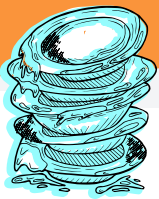
CHALLENGE

**They recognized they were in need of role-based training, deep-dive topic-centric workshops, as well as whole-team fundamental training.** The availability of these training attendees could not be confirmed more than a month in advance. Therefore, Sketch proposed an "on-demand" approach to the training delivery. Leveraging a primary Sketch trainer and Sketch's Engagement Manager, they were able to coordinate with a primary point of contact from the customer.
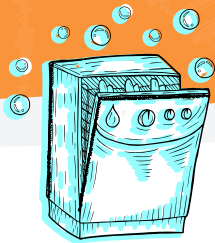
SOLUTION

Collectively, this blended cohort:

- **Uncovered knowledge/** understanding gaps
- **Coordinated opportunities and workshops** via a Kanban board to facilitate collaboration
- **Identified the appropriate attendees** for each training
- **Coordinated the date and time for each deliverable**
- **Identified the appropriate Sketch facilitator** for each training topic
- **Conducted retrospectives** with the attendees following each completed session
- **Provided comprehensive visibility to leaders** and coaches across the enterprise
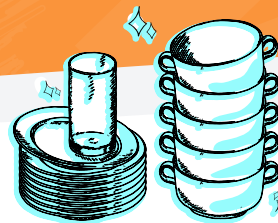
RESULTS

Over the course of one year, **team-wide agile fundamentals were delivered to several teams resulting in a shared vocabulary and understanding.** In some cases, this training served as a reboot for atrophied skills. In other cases, attendees were exposed to foundational tools and techniques for the first time. The attendees developed tighter bonds through a shared mindset and took the energy/excitement from the training back to their daily workflow.

For RTEs, a cohort was formed following the SAFe RTE training they received so they could continue the conversation that started in their role-specific session. Scrum Masters took their learnings and introduced new structures and facilitation approaches to their existing community of practice (CoP) that had gradually become stale.

Possibly the most valuable outcome that came from this on-demand approach was Sketch's ability to deliver brief, topic-focused workshops with very short notice. As challenges surfaced relating to specific topics including story writing, estimation, planning, and prioritization, Sketch was able to quickly schedule a brief deep-dive workshop targeting the respective topic often with less than a week turnaround. This ensured near real-time re-alignment and minimized friction across the team enabling them to continue to deliver quickly.