



learning  
solutions

AI

CASE STUDY

## LEVERAGING AI TO CREATE A TRAINING COURSE OF THE FUTURE

A provider of broadband telecommunications and technology training needed to enhance and update its educational offerings. Due to limited bandwidth and internal capabilities, the company partnered with The Judge Group to leverage its AI competencies to design a “course of the future” and rapidly produce high-quality learning materials.



### THE CHALLENGE:

**Overhauling hundreds of hours of learning into succinct material**

A leading telecom training provider faced the challenge of modernizing its educational content. Recognizing the need to revamp its critical but complex training materials, the company aimed to create compelling, learner-focused courses to retain and grow its client base.

The existing courses, spanning hundreds of hours, required significant updates to align with the modern learner's preference for concise, impactful, and engaging content. The goal was to offer high-quality, accessible training that would increase market share of its flagship courses.

Facing competition from newer training options, the company sought external expertise to innovate its training design. With critical business opportunities at stake, it was imperative to establish a user-friendly learning experience that would distinguish itself in the competitive market.



### THE SOLUTION:

**Utilizing AI to create dynamic, learner-centric courses**

The company initiated a strategic partnership with Judge Learning Solutions, the learning division of The Judge Group, to tap into their extensive expertise in instructional design and AI applications, aiming to transform a vast library of training content with Judge's cutting-edge approach to developing learning.

The Judge team, equipped with strong AI proficiency and instructional design acumen, embarked on a mission to infuse learning best practices into the training material, ensuring each course was not only informative but also engaging and effective.



Through a scoping conversation, Judge and the client identified the key learning elements needed to create an impactful learning experience. With the goal of accelerating the content upgrade process, Judge harnessed AI capabilities to rapidly integrate these elements, enhancing the overall quality and learner engagement.

Judge's instructional designers blended technical AI skills with instructional design and led the company through a process of using AI to transform its course design and truncate development time. This rigorous process was meticulously documented to evaluate scalability and the potential for broader application.



## **THE RESULTS:**

### **A roadmap for future success**

Judge's use of AI resulted in a 30% reduction in design and development time. The collaboration with the client also resulted in AI-supported design for a "course of the future" that transforms the way the company's customers experience its training solutions. The use of AI-generated learning elements not only made the content more appealing, but also offered a scalable solution to revising hundreds of hours of training content.

The project culminated in a structured approach and a documented process for leveraging AI to rapidly produce high-quality learning materials. Judge's learning experts helped the client gain a clear understanding of its potential. Subject matter experts expressed excitement at the newly designed training, and leadership saw the cost savings and streamlined development process as major wins.

This comprehensive solution provided the client with a significant quality boost in its content and a scalable roadmap for creating efficient and effective training development.

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