

# Orbitz Worldwide:

On-the-job learning “levels up” frontline managers.



## Executive Summary

At Orbitz Worldwide, helping employees learn and grow is part of the cultural DNA. When an engagement survey revealed that employees craved more opportunities for career development, the HR team knew the solution had to involve frontline managers, and it had to be something they could use on the job.

To help these managers build the necessary skills to engage and develop their direct reports, Orbitz partnered with *Jhana*.

### Challenge

Frontline managers needed additional skills to develop direct reports. The engagement survey made it clear that employees wanted more career-development opportunities than their managers were providing. To Laura Jones, director of talent development

at Orbitz, that signaled an important skill gap.

“Managers don’t always understand that developing direct reports is part of their responsibility,” she said.

Legacy eLearning software didn’t deliver. “Our previous eLearning

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“Jhana helps us develop our frontline managers and keep them engaged. They’ve been proactive and helpful from the beginning and are a significant value add to our business.”

– Laura Jones, Director of Talent Development

vendor didn't do much to help us engage learners," said Jones, "and we didn't have the resources to drive adoption internally." The result: Consistently low usage. Jones and her team needed a partner that would be more involved, tailored, and—most importantly—proactive to ensure success.

## Solution

Orbitz Worldwide rolled out *Jhana* to fifty-five frontline managers and five HR professionals. Unlike previous eLearning solutions at Orbitz, launching *Jhana* was far from "set it and forget it." After the initial launch, *Jhana's* customer success team worked with Orbitz to support ongoing key milestones in the HR calendar.

For example, the team curated relevant *Jhana* articles to assist managers with performance management, goal-setting and employee engagement. They also curated custom *Jhana* content to send out to managers around analytics-driven areas of interest.

## Results

In a company survey, frontline managers said that *Jhana* helped them more effectively coach, motivate, and develop their direct reports, addressing the career-development skill gap that Jones had earlier identified.

*Jhana* adoption has also been much higher than Orbitz's previous eLearning solutions, and the content has been well received by managers, HR business partners, and senior HR leaders. At the executive level, strong usage reports and positive manager and HR feedback help Jones demonstrate *Jhana's* value both qualitatively and quantitatively.

For Jones and her team, *Jhana's* proactive approach has helped increase the stickiness of manager trainings and drive global manager alignment around critical business processes like performance reviews and goal-setting.

"We want our managers to be the best people managers they can be," said Jones. "It gives me peace of mind to know that *Jhana* is there for for them 24/7, proactively monitoring usage and helping ensure they get the on-the-job learning that they need."



### Website

[www.orbitz.com](http://www.orbitz.com)

### Industry

Travel

### Number of Employees

1,500

### Opportunity

Help managers build the necessary skills to engage and develop their direct reports.

### Solution

*Jhana*®



The FranklinCovey All Access Pass® allows you to expand your reach, achieve your business objectives, and sustainably impact performance with unlimited access to FranklinCovey content. The pass comes complete with tools, assessments, videos, digital learning modules, and all of FranklinCovey's training courses—available Live-Online, On Demand, and Live In-Person.

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