How a Trucking Company Ensures 700 Employees Across 14 Locations Receive Consistent Training

Made creating courses **8x faster**

New hires contribute up to **60%** sooner

Saved **20+ hours** for every course created

A trucking company with more than 700 employees distributed across 14 locations in different states relies on Paycom Learning to ensure its employees – including nearly 650 truck drivers – complete the required training in order to succeed. Tracking which employees have taken the training courses – and when – is crucial to staying compliant, especially because such instruction is mandatory for companies that transport fuel and hazardous chemicals.

PROBLEM

The company was using an employee training tool developed in-house. However, it was utilized largely as a way to upload information to keep track of who had taken training, but was not a true learning management system (LMS). Noting attendance was a manual process, including a sign-up sheet that employees filled out and then was submitted by the manager into the company's homemade software.

"You could not really track training," the company's chief learning officer (CLO) said. "We had some ways with submitting the form, but other than that, there was no real way to track it."

With only one person – the CLO – responsible for creating, organizing and tracking trainings for its employees nationwide, the company had to rely on managers at each of its 14 locations to conduct the sessions.

"Managers were having to be trained to give the trainings, which, in turn, wasn't the best training, because it was very much like playing Telephone," she said. "Sometimes you wonder, 'Do they even do it or are they just signing off on it?' You always kind of questioned if they were fully trained."

"Instead of being in the nitty-gritty and trying to plan the things we have to get done every day, Paycom Learning allows me to take a step back and look at what's going to propel us forward and allow us to grow."

SOLUTION

At first, the company started to incorporate Paycom's LMS, called Paycom Learning, with its in-house software. However, when the company's homemade tool crashed, management decided to rely on Paycom Learning to handle all of their training needs.

Newly hired truck drivers must take approximately 20 training courses, covering material both job-specific (like driver fatigue, rollover prevention and defensive driving) and basic (such as general safety). Paycom Learning's built-in library of foundational topics takes care of many courses the CLO would have had to create herself, including harassment prevention and leadership training.

For drivers, four of the five mandatory trainings on transporting hazardous materials are completed through Paycom Learning. (The remaining session is function-specific and must be hands-on.) Because the other four trainings can be managed through Paycom Learning, the company can spend more time focusing on the hands-on training.

RESULTS

With Paycom Learning, the company now has clearer insight into who has taken training and who hasn't. Plus, the CLO now can afford time to train more than just the truck drivers. For the first time, the company is able to implement training for the operations team at the corporate office, managers included. She's also been able to build courses more quickly as they are needed.

"Right now, guys are tripping over hoses that they're using, so we can put a training in there that's about the ergonomics of using a hose correctly," she said. "That influences our business as well, being able to address those trends in safety."

Using Paycom Learning's built-in library of foundational courses in conjunction with its company-specific training helps the business better manage routine training, while giving the CLO time to focus on other aspects of her job.

"Some of our customers require certain trainings done every single year," she said. "It's nice to be able to set that up through Paycom, so it's going to show up every single year on our employees' profiles and I don't really even have to worry about it."

> "Anyone who's taken the Paycom Learning courses likes them. They are concise and get to the point."

BEFORE PAYCOM LEARNING	AFTER PAYCOM LEARNING
⏳ 23 HRS per course*	⏳ 3 HRS per course**

*2 hours planning course + (1.5 hours x 14 locations to conduct training) = 23 hours per training course
** 2 hours planning and creating course + 1 hour recording and building course = 3 hours per training course