



## CLIENT: A GLOBAL FORTUNE 500 OIL FIELD SERVICES COMPANY

### Client Request

- A program that would guarantee a change in behavior, and achieve their safety and service quality mandate

### Audience

- 17,000 employees and leaders in 20 different countries

### Eagle's Flight Delivered

- A 100% customized course, specific to the client's needs and request
- A two-day in-class program with three experiences and two activities
- Eagle's Flight facilitated the initial run of sessions, across six countries, followed by client delivery via a "Train-the-Trainer" approach

### Tools Provided

- 30 days worth of discovery and a detailed analysis of the company
- Videos of senior leadership speaking to the program and its importance
- Helmet stickers and easy-to-carry "key learning" cards were created specifically for employees without a permanent workspace
- Client specifically requested not to have pre and post class work or follow-up

### Approach for Distributed Workforce

- 20 trainers spread across the organization and countries
- Five-day training process and certification for each trainer

### Executive Involvement

- Executive leaders participated in two off-site, all day meetings prior to the roll out for initial buy-in and involvement
- Executive leaders also provided videos for each in-class session, speaking to employees about their convictions around safety and service quality