

CITGO CASE STUDY



Fueling Professional Development at CITGO

BUSINESS PROBLEM

CITGO was responsible for rolling out a new professional development curriculum program to employees, across four US locations. As part of the corporate training initiative to achieve performance excellence, employees who opted into the new training program were required to attend five to seven professional skills training classes. **With a small full-time training staff, the company did not have the resources to deliver the training to hundreds of employees.**

TTA SOLUTION

Drawing from TTA's extensive network of highly-qualified training professionals, TTA promptly assembled a solution that included qualified trainers, regionally located, in each of the four company locations. "TTA shared the trainer candidate selection process with us," said Marcia Childers, Organizational Development Specialist at CITGO. "We had multiple qualified trainer candidates to choose from and I appreciated being part of the process." TTA deployed trainers to provide on-going, instructor-led training to support a multitude of professional business skills topics. **"TTA's team has been very impressive," said Childers. "They handled the training delivery logistics and provided an open line of communication every step of the project."**

BUSINESS RESULTS

The company was pleased with the training delivery results. By relying on TTA to provide local and regional trainers, CITGO was able to successfully roll out training across several locations simultaneously, while reducing the company's overall travel costs. "TTA provided experienced, qualified training professionals at each location," said Childers. **"We were able to significantly reduce our travel costs by using TTA's local training talent."** Positive learner feedback, based on internal evaluations, also measured the success of the training delivery for CITGO. "By teaming with TTA, our company has been able to increase its training offerings, resulting in the successful rollout and implementation of our professional development curriculum program," stated Childers.



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