# Case Study: ALX International

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Directions:

1. Read the ALX letter and discuss in your small group. As you can see, the information in the letter is not enough to start developing the training plan. But this is all you have received from the client. Develop a list of 4-5 questions you will ask in a follow-up email. What is the most critical information you need to have to be able to start developing this training session?

Spend about 5 minutes in your small group, then come back to the large group discussion and give your questions to the instructor. The instructor will provide answers to your questions if the requested information is available.

1. Once you get the instructor’s responses, work in your small group and develop a training plan for the client. In your plan, include the following:
2. A list of main topics you will address in the training
3. For each topic indicate duration (how many hours) and training methods you will use (Be ready to explain why you think these methods are the most appropriate in this case)
4. Indicate who will conduct the training (e.g., you can use your own trainers, managers from ALX, invite recent expatriates, etc.)
5. Describe other important features of your training (e.g., location; technology used; will both Lisa and Robert participate in all activities?)
6. While you cannot provide details on all the elements of the training program, select two training segments and provide more information on these two segments. For example, if you decide to provide an overview of the Polish culture, indicate what you intend to cover (e.g., Hofstede’s dimensions? Some specific important facts about cultural patterns? Socio-historical explanations of why these particular patterns have emerged?).
7. Put a table or bullet points with a summary of your plan on the board. You will have about 10 minutes to present your plan.