



# Nova Scotia Health

Sue Meagher, Consultant

**Nova Scotia Health is a provincial health authority. It is the largest employer in the province, with more than 23,000 employees, 2,500 physicians, and 7,000 volunteers working from 45 different facilities.**

## THE CHALLENGE

The Talent and Organizational Development Department at Nova Scotia Health is charged with delivering training across the organization. Before 2020, this training occurred face-to-face and required travel to remote areas across a large geographic area.

Two presenting challenges of a scattered workforce were lack of awareness around talent and development and cancellations due to low registration. Training consultant Sue Meagher turned to The Bob Pike Group for a repeatable process and structure for virtual training. Meagher adopted BPG techniques to convert classroom training to online, and the ripple effect created an increased appetite for training—and huge savings.

## OUR SOLUTION

After attending virtual trainings with The Bob Pike Group, Meagher invited her training colleagues to experience the difference of ILPC (instructor-led, participant-centered). Moving training to an online platform tore down barriers like travel and time away from the desk. Word spread about online training that was exciting—not the typical webinars where information is fed to participants. In Meagher’s session, learners were actively involved in the discussion and taught to use the interactive features of Zoom.

## THE RESULTS

By revamping its training with BPG strategies, Nova Scotia Health has experienced a surge in training activity and nearly eliminated class cancellations. Removing the barrier of travel has decreased expenses by \$2 million and redirected 6,000 employee travel hours into productive work. The small but mighty training team is being recognized for their contributions and catching the interest of internal and external partners.

**“You have completely changed our world! With the skills and resources that your team have provided, we are now seen as leaders in education within our organizations ... almost VISIONARIES!”**

- Marg McClean, Consultant

**Cost Savings**

**\$2 MM**

**Employee Hours Redirected**

**6,000+**

**Attend Virtual Leadership Forums**

**35,000**