

WorkJuggle's transition to online pays off

Speaking at an online event, WorkJuggle founder Ciara Garvan outlined the company's rapid transition to online as a result of Covid-19.

WorkJuggle, a recruitment and training company has outlined how it transformed its training model in a matter of weeks and transitioned online as a result of the impact of Covid-19.

WorkJuggle is a digital recruitment platform but it also delivers training for clients under the WorkJuggle name across a host of management competencies.

The company was founded by Ciara Garvan in 2016 and is based at the Dogpatch Labs in Dublin and has a team of highly-skilled recruiters and trainers.

Ciara Garvan was speaking at an online event held yesterday (June 30th), where she offered her support to businesses looking to transition to online following the Covid-19 pandemic.

More than 600 people registered for the *Unleash the Power of Digital Learning* event, which was organised by The Learnovate Centre in Trinity College Dublin in partnership with Enterprise Ireland. The Learnovate Centre is a global research centre in learning technologies.

Speaking at the event, Ciara said the company had to invest in new technology and upgrade broadband in employees' homes to ensure high-quality training could be provided online.

"We will continue to deliver all our training virtually until at least the end of 2020," she said. "We will then form an opinion once we see how the wider Covid-19 situation has changed. However, I do believe that we will be moving to a more blended approach to training in the future.

"It gives more people across the country the ability to attend training and it does give us a greater capacity to scale up quicker. A lot is now possible."

When Covid-19 restrictions first came into effect, WorkJuggle had just won a tender for Women ReBOOT, an initiative by Technology Ireland Software Skillnet to help women who are thinking about returning to the tech workplace.

"It involved ten days of face-to-face training and workshops with 24 women and we just presumed it would be cancelled. When the organisers said they wanted to do it virtually, we had to act fast.

“During the month of May, we delivered the full programme of Women ReBOOT, which included ten full days of training as well as some coaching sessions before and afterwards.

"We had to ensure that every session was innovative and engaging and we didn't lose people to Zoom fatigue. We were so lucky with the participants. They were fully engaged, and we had no issues with attendance. We got fantastic feedback from them as they could see how much design work and planning went into all the sessions," she added.

Nessa McEniff, director of Learnovate, added; “SMEs are undergoing rapid digital transformation of their services to ensure business continuity at this time of uncertainty about the trajectory of Covid-19.

“Our learning expert, Janet Benson, presented at the webinar on how companies can ensure engagement and collaboration with their learners and customers and how to take advantage of opportunities to innovate, analyse and scale digital learning to a global audience.”

Yesterday’s webinar was aimed at Enterprise Ireland and Local Enterprise Office clients that have recently transitioned their training, consultancy, education or technical sales tips delivery from a personal to an online delivery model.

By Stephen Larkin

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