



LEARNSHIP:

**How to Simplify Hiring Remote
Trainers to Grow a Global Trainer
Team 3 Times Faster**



Learnship is a market leader in delivering online and face-to-face language learning and intercultural training for organizations with a global workforce. Combining progressive, human-centered learning strategies with transformational technology, Learnship offers the most comprehensive, single-source solution for online, trainer-led, and blended language training.

Learnship at a Glance:

Educating

25,000+

learners a year

200+

corporate employees

1,000+

language and intercultural trainers

Established in 2008 and Headquartered in Cologne, Germany

14

language programs

Offices in the U.S. (Chicago), Germany (Berlin, Munich, Stuttgart), France (Paris) and Switzerland (Basel).

Serving

2,000+

corporate clients

Learnship uses a highly scalable digital learning platform to offer a wide range of online programs with varying levels of trainer involvement. At the heart of Learnship's training programs is their propriety virtual classroom, which gives learners access to "the perfect trainer, wherever they are, whenever they want".

With one of the largest IT and product development teams, Learnship is an industry leader developing a new era of innovative blended learning solutions.



Challenges

As Learnship expanded into a broader global market, so did the challenges they faced in handling a growing number of increasingly complex contract requirements.

“As a global company experiencing rapid scale, we were fighting a daily battle to keep up with contract management,” explains Kerstin Bauer, Head of Contract Management at Learnship.

Challenge 1: Variations in an intricate new freelance trainer onboarding process resulted in complex contract creation struggles.

Learnship engages thousands of trainers all over the world. During application process, trainers are asked a series of questions including:

- What type of trainer they are (language or intercultural trainer, or both)
- Which language(s) and/or culture(s) their expertise is in,
- Their geographic location
- How many years of teaching experience they have If they have a teaching certificate

The Learnship Trainer Management would review their responses, then create an appropriately tailored contract. Each contract needed to:

- Include the proper signature blocks for the trainer individually or as a business entity, with other details based on trainer type, location, etc.
- Include the correct remuneration for the respective services and based on training type, language, whether the training is online vs. on-site, and the trainer’s level of involvement.
- Attach a set of policies and procedures that vary by training type.

Based on the combination of the trainer’s answers, the Trainer Management team would plunder a variety of contract templates looking for applicable language, clauses, and attachments to cut and paste into a new contract.



Challenge 2: Attempting to manage a globally dispersed workforce with manual contracting processes created delays, confusion, and errors that put Learnship's growth at risk.

Learnship's laborious and labyrinthine contract cycles often took weeks to muddle through, cluttering inboxes the entire time. It took an average of an hour and a half to cobble together a contract that would then take days to manually review and edit to completion. The manual signature process then caused further delays and extra work for all parties.

"Archaic contracting processes killed our productivity," says Kerstin, "and increased the likelihood of damaging errors and omissions. Worst of all, it would be impossible to continue our global expansion without finding a safer, faster way to manage the contracts that underpin our growth."

Solutions

"We knew we needed a single contract management solution to give us advanced functionalities and cut contract cycle times," Kerstin explains. "But, we suspected our needs were much too unique and complex to be housed within one system."

After considering numerous vendors and watching multiple demos, it became clear that Parley Pro was the solution Learnship was looking for.



"Parley Pro ticked all our boxes, and even some more," says Kerstin.

"It is a single platform that all but nearly eliminates the need for email communications. It makes internal collaboration easier and faster, which significantly expedites our contract processes.

Parley Pro is the whole package."



Leaders at Learnship teamed up with their Parley Pro customer care professional during all stages of solutions development. Their close collaboration informed many adaptations using Parley Pro's conditional template feature.

"If you need an end-to-end contract management solution, I would highly recommend Parley Pro. They are responsive, receptive, flexible, forward-thinking, and keen to solicit feedback whenever possible," Kerstin says.

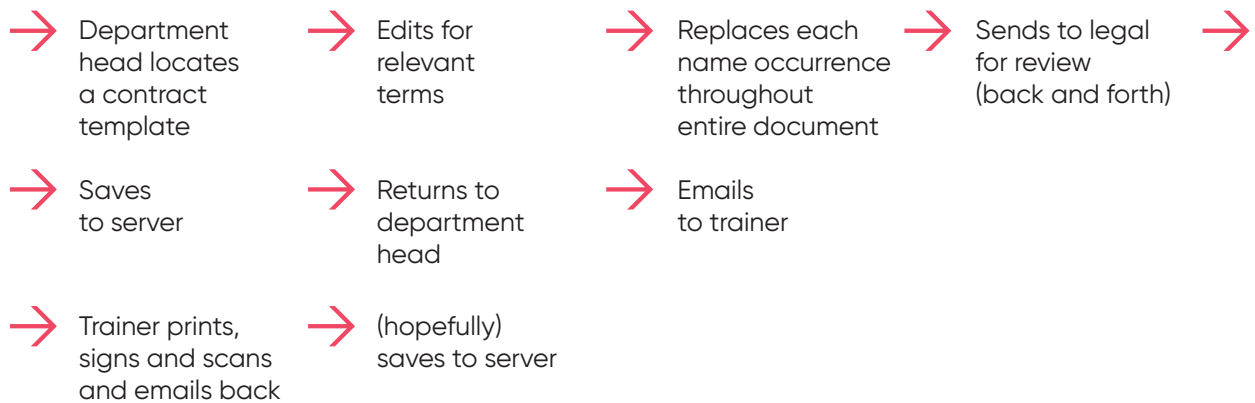


Solution 1:

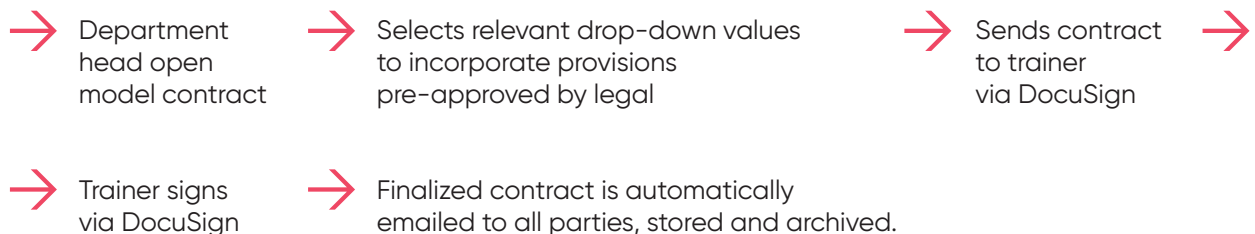
Build a single, comprehensive, decision-based model contract.

The implementation group developed a single, comprehensive, decision-based model contract that adapts to all training types. The model relies on "If this, then that" (IFTTT) decisions to automatically assemble contracts. Whatever the combination of answers given during onboarding, the model adapts accordingly and produces a situation-specific contract that contains all the required details in seconds.

BEFORE PARLEY PRO



AFTER PARLEY PRO





Solution 2:

Replace the contract creation labyrinth with automation.

The department head inputs trainers' answers, and Parley Pro automates the rest, constructing a complete, ready-to-sign contract in 30 seconds. The contract contains all the correct and required information including:

A. Personalized signature blocks.

Contracts automatically include the correct signature blocks for all parties so all corporate and legal requirements are met. The trainer's name is instantly included in all the necessary places throughout the contract.

B. Appropriate service-specific language and clauses.

Learnship's Trainer Management team can stop stressing over contract creation. Parley Pro automatically builds a customized contract that contains the appropriate provisions to meet the specific legal and service-related requirements.

C. Replace complexity with simplicity

Parley Pro replaces Learnship's complicated and error-prone manual process with an automated questionnaire-based process.

"It is a much more simple and direct process. You are carefully assembling a contract like a beautifully arranged bouquet of hothouse flowers," says Kerstin, "rather than grabbing a fistful of weeds hoping it contains what you need."



Benefits



"We've now got a secure solution that is easy enough to onboard globally diverse trainers with varying degrees of tech savviness,"

Kerstin says, "yet powerful and agile enough for a small team working remotely and focused on global growth to use at scale,"

Kerstin says.



Reduces errors and omissions in contracts.

The Trainer Management now maintains a single model contract. They no longer introduce errors from outdated templates. And they eliminate the risk of blowing someone's confidentiality by accidentally leaving in names and details from old contracts that should have been deleted.

The legal department makes any changes necessary for upkeep to the model contract, which means Learnship's contracts always include the most up-to-date provisions. Building the single model contract also helped Learnship bust through information silos, which had a significant impact on reducing contract errors.

"In today's business, questions you never thought about before arise quickly. It is a big help if you can access an accurate contract version quickly from anywhere," Kerstin explains.

Reduces new trainer onboarding time by 75%

What used to take two weeks or more now takes two or three days.

The decision-based contract model is readily available across the Trainer Management team. Team members initiate and finalize new contracts on their own, confident that the language it contains passes legal muster. The legal department does not need to be involved and the Trainer Management team does not have to manually construct every new trainer contract, saving significant resources, too.

"Using Parley Pro, we've standardized our contract processes across the organization, reducing time spent creating new trainer contracts by 90% or more," says Kerstin. "Parley Pro allows us to onboard teams across the globe faster and helps Learnship to reach its growth goals that much sooner."



Reduces contract cycle time by 3x.

Learnship's Trainer Management team now uses Parley Pro to automatically generate contracts and send them out for signature within minutes. They do not spend days ferreting out mistakes and correcting paperwork. With more accurate contracts from the get-go, they also spend much less time in negotiations. Obtaining signatures is smooth and simple.

"Even less tech-savvy trainers can now return finalized contracts within minutes instead of days," Kerstin says. "The follow-up is much easier and faster as we use the Parley Pro dashboard to monitor, if trainers have not signed the contract on time, so we do not miss a contract and are able to remind trainers much faster. We can focus on learning about the trainers' strengths and capabilities, rather than poring over monotonous contract details."

Simplifies contracting processes for complex product variations.

There's no limit to the number and types of decisions Learnship can apply to their automated contract model. No matter how many contract variations Learnship needs in the future, Parley Pro can accommodate them with ease.

Learnship's team is free to focus on building and improving their business offerings across new borders every day. Streamlined communication supports their efforts across diverse teams while still allowing them to work independently.

Partner in Global Growth.

Learnship now easily handles expansion challenges with a flexible and scalable platform that supports contemporary growth initiatives.

"Parley Pro helps us simplify the complexities inherent in running a global enterprise," says Kerstin. "We can expand our offerings, introduce new languages, cater to new learning styles, and recruit additional trainers without wondering how we'll deal with all the contractual complexities. We know Parley Pro has our back."



Interested in enjoying results like Learnship? Ask us about Parley Pro!

Parley Pro is a modern, cloud-based contract negotiation and management platform that harnesses the power of real-time collaboration to facilitate a smooth and efficient workflow.

If you'd like to explore how Parley Pro can help you, your team, and your business, get started with a **free trial** of Parley Pro today or **request a demo** to learn more.

[REQUEST A DEMO](#)