

# WORKPLACE ANSWERS

## Case Study: Primex<sup>3</sup>

*“The content itself is excellent, and the way that the transfer of learning is built into the course is important to us. There are checks that help us to understand that members are getting the information. It’s all about change of behavior.”*

– Elaine St. Jean, Education and Training Program Coordinator

### Customer Service and Customization Keys to Success

As a risk management pool for public entities in the state of New Hampshire, New Hampshire Public Risk Management Exchange (Primex<sup>3</sup>) is focused on providing its nearly 48,000 members with training that mitigates risk. Primex<sup>3</sup> offers online and other training with a focus on risk management, including leadership training and human resources topics, such as sexual harassment. Many of these training courses are state mandated, and Primex<sup>3</sup> works with its members to ensure the training is completed in a timely and convenient manner.

However, as Primex<sup>3</sup> looked to offer training to meet state requirements and to manage risk, it found that its current Learning Management System (LMS) fell short in the courses that it provided. As the organization looked to LMS system providers to fill the need for their expanded training offerings, Workplace Answers' (WPA) wide selection of proven, effective training products came to the top of the list. Primex<sup>3</sup> quickly discovered that WPA complemented its field training by empowering the organization to train a larger array of members which saves the organization time and money.

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### The Situation

Educating the workforce about liability and safety risks is critical to risk management. New Hampshire state law requires public entities to complete a variety of mandated trainings. For example, the state requires bullying prevention training for employees in K-12 schools, from custodians to bus drivers and teachers to administrators. Primex<sup>3</sup> wanted to be able to provide online training on each topic that was convenient and accessible to all members, no matter where they accessed the information. Primex<sup>3</sup>'s current system couldn't provide that functionality. “We had a limited LMS with only about four or five courses available to our members,” says Elaine St. Jean, education and training program coordinator at Primex<sup>3</sup>.

### Case Study



#### Organization

Primex<sup>3</sup>  
Concord, NH  
[www.nhprimex.org](http://www.nhprimex.org)

#### Industry

Public Entity Risk Pool & Risk Management Training Provider

#### Solution

Data Exchange & 20 Course Bundle

#### Why Choose WPA?

- Website portal for easy member signup
- Breadth and depth of quality content to meet state training requirements

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## Case Study: Primex3

### The Solution

Having been familiar with WPA's sexual harassment product, St. Jean looked into Workplace Answers to help meet their LMS and additional training needs. "When I saw what else they offered and the different suites, I was impressed with the depth and breadth," she said.

Working together, WPA and Primex3 were able to create a unique solution for member training needs. Members can now sign into the Primex3 website and complete their training using WPA courses. In the case of the bullying prevention training, teachers and volunteers alike can access the course at any time of the day, from home or in the office. Additionally, WPA worked with Primex3's website to allow member access to be easily added and tracked; lists of members who are granted access to the system are updated regularly.

Through the WPA courses, Primex3 also has a chance to assess its members' understanding of the information. Stats on learner completion dates and times are conveniently available.

"The content itself is of a high quality, and the way that the transfer of learning is built into the course itself is important to us. There are checks that help us to understand that members are getting the information. It's all about change of behavior. If they are clicking through, they are getting the information reinforced to them. This convenient type of member assessment and gauging isn't possible in classroom training," St. Jean says.

In addition, WPA was also able to provide immediate access to certification and learner completion reports. In the past, Primex3 members had to wait 24 hours until their course completions were recorded in the learner management system. With WPA's SLATE LMS, they can instantly access their records.

### The Results

Primex3 successfully uses around 20 different courses from WPA, and is looking into adding more courses.

"The members have been very happy with what we can offer," St. Jean says. "One course that has been very well received has been bullying prevention. That has been the training that has excited the most members. We have had a couple of hundred members access it in this first year, and I think it is really going to be big. We're also interested in providing members with WPA's safety content in the future."

The key to the success has been WPA's ability and willingness to customize courses and work with Primex3 to meet its needs.

"They've just been so responsive and the customer service has been above and beyond what you would expect. From beginning to end, Workplace Answers has been great, and very willing to make it a beneficial experience. We ask, and they respond to pretty much everything we've asked for."

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## About Workplace Answers

Workplace Answers provides industry-specific compliance solutions for enterprises, universities, and government organizations. Human resource leaders, general counsel, risk mitigation and compliance teams trust our award-winning training content, services, and software to develop more engaged workforces and minimize exposure from complex legal requirements.

For more than 20 years, Workplace Answers has worked with over 10 million users and thousands of organizations, including Johns Hopkins, Coach, Whole Foods, American Express, City of San Francisco, Human Rights Campaign, and NTT America.