

emtrain®

OTG®



CASE STUDY:

How OTG Is Using A Single, Consolidated Product To Meet All Of Their Harassment Training Needs

A Scalable Workplace Training Solution For Their 5,000+ Employees

A Solution That Serves OTG's Business Goals

OTG Management is a technology and hospitality company which develops and operates restaurants and retail markets in airports across North America. Combining world-class hospitality, award-winning cuisine, innovative design, and state-of-the-art technology, OTG delivers a superior guest experience to patrons at its 350 vendor locations. With almost 5,000 crew members spread out across 8 states and 2 countries, OTG needed a **workplace training solution** that could keep up with its dynamic and quickly growing business.

“We knew we needed something new: a lot of local laws were changing. The more I looked into it the more complex things were getting.”

said Katie Hintz, Senior Manager of Learning Development at OTG

Having recently switched from a rigid, pre-recorded training program, OTG was looking for an employee learning system that could serve its large workforce while still remaining flexible to the needs of individual, on-the-job learners. This meant a training system that:

- Could adapt to meet the requirements of different local training laws
- Offered trainings in several languages for OTG's diverse workforce
- Was responsive to customer feedback and individual cases
- Would instill real values of respect and create a workplace culture of growth

This part about creating a growth culture was particularly important for OTG. The Great Resignation has hit the food service sector particularly hard, with hiring becoming difficult for all companies in the sector. Aside from offering industry competitive pay and top-tier benefits, OTG wanted to give employees opportunities to grow in their job. Taking all these factors into account, OTG landed on Emtrain as the solution of choice for its workplace training needs.

Using Emtrain to Achieve Their Goals

OTG started out using Emtrain for its **workplace harassment training program**. The Emtrain solution offers different training options depending on a worker's location, tailoring the curriculum to comply with local mandates around workplace training. Thanks to Emtrain's adaptable software, OTG was able to use a single consolidated product to meet all of its harassment training needs.

OTG was so impressed with the Emtrain solution that it began using it to bolster the company's unconscious bias initiatives. The company had been holding workshops on unconscious bias at all 10 of its airport locations as well as its corporate offices. OTG made use of Emtrain's new **unconscious bias microlessons** to reinforce the lessons from the workshops, creating an environment of continuous learning.

“The microlessons Emtrain has on so many of the different biases and how to continue the DEI conversation (like the one about using proper pronouns) have been great. There are so many in there that are so beneficial to the different initiatives that we’re doing.” said Hintz

Bridging Gaps Together

Before OTG rolled out the Emtrain solution, they came to Emtrain with a special request. OTG wanted its training to be available in Amharic (an Ethiopian regional language) and Haitian Creole: two languages that are often overlooked in most training programs. Emtrain jumped into action, producing translations of its materials in Creole and Amharic so that OTG employees could experience the training no matter what language they spoke.

“Another thing that attracted us to Emtrain was its level of customer service,” said Nabeela Aysen, OTG Vice President, Communications & Marketing. “We’re so focused on the customer [at OTG] and it was great to see Emtrain showcase that same outlook.”

OTG’s Great Results With Emtrain

Since OTG first began using Emtrain, the company saw quick results. “In only the first month, I already saw adoption of the calling out behavior that Emtrain teaches,” says Hintz. OTG also used Emtrain to recertify all of its teams across 350 vendor sites in workplace harassment training. In total, the Emtrain solution has educated more than 5,000 OTG employees with training designed for retention and deep level skill-building.

Learn how the Emtrain Solution and its workplace training can build respectful interactions at your organization. [Schedule a free customized demo today](#) or contact sdr@emtrain.com