

Enhancing Industry Expertise: How PSI's *Inside the Industry*® eLearning Transformed a Leading Professional Services Firm

The Challenge

Bridging the Knowledge Gap

As a professional services firm, our professionals consistently face the challenge of staying abreast of our clients' needs and industry nuances. While our professionals deliver top-notch consulting services, they often struggle to understand our clients' industries. This gap in industry knowledge made it difficult for our team to connect with executive decision-makers and identify key business opportunities. We needed a way to equip our team with the industry insights necessary to build stronger client relationships and drive growth.

The Solution

Building Competency with PSI's *Inside the Industry*® eLearning

To address this challenge, we partnered with PSI to implement their *Inside the Industry*® elearning curriculums. PSI's solution provided a comprehensive learning experience through three key components:

1. **Focused eLearning Modules:** These 50-minute modules are designed to build foundational industry knowledge. They cover essential topics such as current industry challenges, financial drivers, and the roles of key industry participants. This knowledge gives our learners the information they need to understand the nuances of our clients' industries.
2. **Industry Wikis:** PSI's wikis complete the elearning courses and offer in-depth, up-to-date industry-specific information. These resources were invaluable for continuous learning and served as a quick reference guide for our team, ensuring they had the necessary insights at their fingertips when preparing for client interactions.
3. **Eligible for CPE Credit:** As an added benefit, the courses are eligible for Continuing Professional Education (CPE) credits through the National Association of State Boards of Accountancy (NASBA). This ensures that our team members can continue their professional development while meeting the requirements for maintaining their professional certifications.

The Results

Boosting Confidence and Driving Growth

Implementing PSI's *Inside the Industry*® eLearning curriculums significantly transformed our approach to client engagements. Our professionals are now more confident and knowledgeable, enabling them to engage more effectively with industry executives and decision-makers. This enhanced understanding of client industries has led to stronger relationships and the identification of new business opportunities.

With PSI's support, we have not only bridged the knowledge gap but also positioned ourselves as trusted advisors with our clients. This learning approach, anchored by PSI's comprehensive and cost-effective elearning solutions and wikis, has led us to sustained growth and success.