



# Xerox Delivers a Professional Management Program

Case Study

"TTA made it possible for our company to formalize and deliver a successful professional leadership program."

— Robin Paragone  
Learning Strategy and  
Solutions Manager  
Xerox

## Background

For more than a half a century, Xerox has been a leader in document technology and services. Today, Xerox is the world's leading enterprise for business process and document management, offering global services from claims reimbursement and automated toll transaction to customer care centers and HR benefits management. The new Xerox is dedicated to innovation, service, and giving customers the freedom to focus on what matters most: their real business. Xerox has more than 140,000 employees, serving clients in 160 countries, and generates over \$22 billion in annual revenue.

## Business Problem

Xerox needed to revitalize the company's existing leadership development program to meet the learning demand of new and existing managers. The company wanted to offer a formalized blended learning leadership program that included instructor-led training workshops and e-learning training. However, the company did not have the internal resources available to identify each manager's actions for professional development based on delegation practices, assertiveness, and time management criteria. Xerox looked to partner with a company who could secure highly qualified training professionals to deliver coaching sessions for each manager.

## Selection Process

Having been in partnership with TTA for almost a decade, Xerox immediately contacted The Training Associates (TTA) to deliver management coaching sessions to the experienced training talent. Because of the company's longstanding partnership with TTA, the company knew TTA could provide them with the highly qualified, industry experienced coaching professionals to implement a successful training program. After reviewing resumes and interviewing several coaching candidates, Xerox selected the TTA coaches to support their program.

# Case Management Xerox

**Chao Zhang**



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