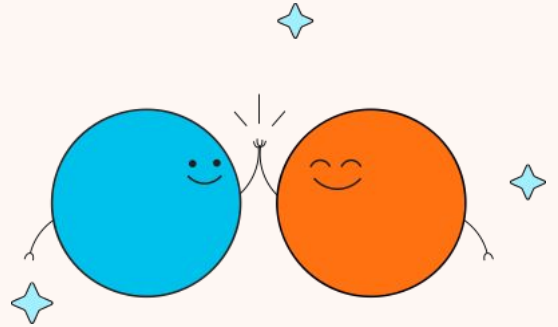


CASE
STUDY
Reimagining Induction
through an Engaging ‘Train
the Trainer’ Program
(January to June 2025)



Revamping One-Way Induction into an immersive, memorable experience that inspires new joiners to own and build their legacy from day one

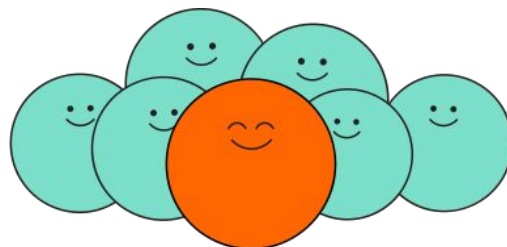
About the Client

The Client is the leading banking institution in Mauritius and one of the oldest and strongest financial services providers in the region. With a rich history, the client has played a pivotal role in shaping Mauritius' economic landscape while expanding its international footprint.

Background

The client’s legacy is built on trust, innovation, and excellence. Every year, recruits join the bank to be part of this story. Historically, their induction program included a three-day onboarding process, with the first day conducted in a traditional lecture format, where an HR representative presented slides to a room full of newcomers.

While informative, this format lacked interaction, energy, and connection — elements that are crucial for engaging a new generation of talent and fostering a sense of belonging from day one.



Problem

The Client recognised that its existing induction experience needed a revamp to match its innovative spirit and dynamic culture. The challenge was clear:



How could The Client transform a one-way induction into an immersive, memorable experience that inspires new joiners to own and build their legacy from day one?

Solution

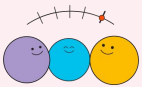
The Client partnered with our team to co-create a unique ‘Train the Trainer’ program, designed not only to revamp the induction but also to empower HR and internal trainers with a new toolkit.

Instead of relying on static slide presentations, trainers were equipped with:



Experiential Tools:

A Board Game, visual props, information strips, and creative materials that brought the client’s story to life.



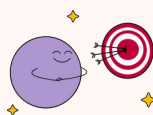
Gamification Methods:

Point systems, timed challenges, and team competitions to spark energy and healthy collaboration.



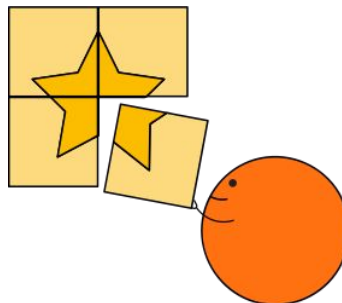
Interactive Activities:

Quests, puzzles, debates, and design-thinking tasks that transformed passive listening into active doing.



Reflection & Debrief Techniques:

Facilitators learned to guide “aha” moments after each challenge, linking the fun back to work relevance.



We designed three core activities that replaced static slides with high-energy, collaborative challenges:



The Explorer Hunt:

A gamified quest through the client's history, structure, products, and global footprint.



Growth Quest:

A fast-paced quiz reinforcing knowledge in a fun, competitive format.



The Vault:

A creative challenge to redesign the client's iconic logo, encouraging teamwork, creativity, and a sense of belonging.

Methodology: From Idea to Implementation

Our process was carefully structured to ensure a smooth transformation:

Phase 1 — Discovery & Conceptualisation



Initial Meeting: Understanding the client's needs, goals, and time frame.



Observation: Attending a live 2-hour induction to see the current format in action.



First Draft: Sending an initial concept with fresh activity ideas.



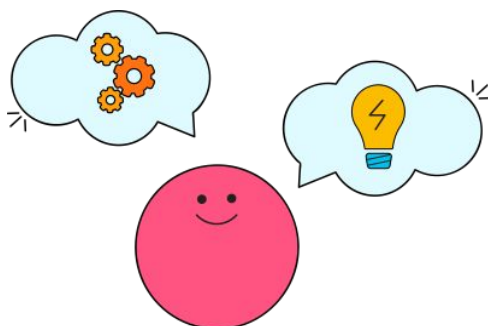
Manager Review: Meeting with the client's managers to decide which ideas to keep, adapt, or remove.



Refinement: Presenting a fine-tuned plan via email for final feedback.



Preparation: Creating all materials needed for the first dry-run (board game, riddles, colored pencils, recyclable materials...)



Phase 2 — Dry-Run & Fine-Tuning



Internal Rehearsal: Testing the flow and making adjustments.



Dry-Run with HR: Conducting the activities with the client's HR team as participants, followed by brainstorming.



Final Edits: Compiling improvements and sending to the Client trainers.



Trainer Practice: The client's trainers conducting two internal dry-runs with support from our facilitators.



Final Rollout: Delivering the revamped induction to new joiners, observed by the client's managers and our team twice.

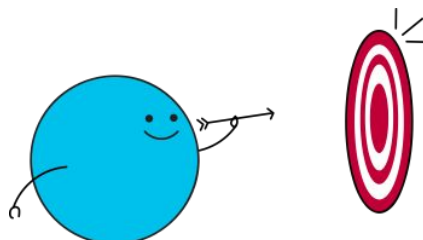
Execution

Through the 'Train the Trainer' program, HR facilitators learned how to guide these activities, energise the room, and handle group dynamics.

The difference between the traditional approach and the revamped experience was as follows:

Before:

- A single HR representative speaking in front of a large audience.
- Long slide decks heavy on information, light on interaction.
- New joiners absorbing content, with limited opportunities to ask questions or connect with peers.
- Energy levels fluctuating after the first hour.



After: (New Induction Style)

- Participants divided into small, dynamic teams with assigned roles (Leader, Adventurer, Statistician, Creative Artist).
- Activities like The Explorer Hunt, Growth Quest, and The Vault brought MCB's heritage, products, and values to life in a fun, collaborative way.
- Lively facilitators — trained through the program — guided the flow, energised the room, and adapted based on group energy. 'Challenge Masters' were appointed to guide teams through puzzles, quizzes, and creative tasks.
- Debriefs ensured that every playful challenge was tied back to the client's values of collaboration, innovation, and excellence.
- New joiners left with stronger peer connections, greater knowledge retention, and a genuine sense of belonging.
- Each activity was designed with clear objectives, time limits, point systems, and engaging debrief questions to connect learning back to The Client's values of innovation, collaboration, and continuous growth.

Impact



Increased Engagement:

New joiners actively participated, collaborated, and built connections with colleagues from day one.



Deeper Understanding:

Participants gained a stronger grasp of the client's heritage, operations, and future vision — not by listening, but by doing.



Empowered Trainers:

HR facilitators now run lively, memorable induction days with tools that spark interaction and reflection.



Stronger Belonging:

The experience set the tone for building a personal legacy within the client, aligning every new joiner with the bank's purpose and culture.

Testimonial from the client's trainer

“

We're pleased to share that the program was a total success, our new joiners were genuinely delighted to be part of this journey.

“

The updated format brought a refreshing and engaging experience that resonated strongly with them.

“

Excellent dynamics between FocusU and our team.

“

The collaboration was smooth and constructive, allowing us to align effectively and deliver a cohesive experience.

“

Logical and impactful flow of the training.

“

The structure of the sessions perfectly complemented how we introduce our organisation to new joiners, helping them connect with our values and operations meaningfully.

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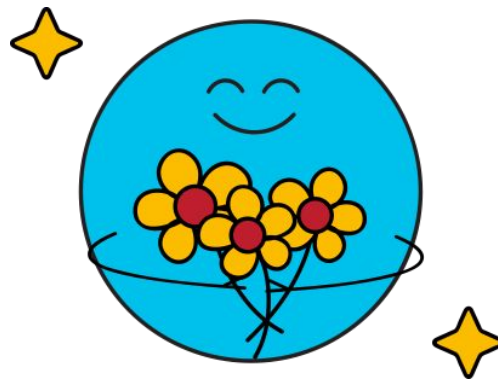
In terms of participant feedback, it was extremely positive:

“

New joiners appreciated the clarity, interactivity, and relevance of the sessions.

“

Many expressed that they felt welcomed and well-oriented, and notably, all participants shared their enthusiasm for future face-to-face trainings in a similar format.





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www.focusu.com