



Donner Sang Compteur
delivers important soft skills
training with LMS365

Challenge

Building blood donor communities in the times of Covid

Donner Sang Compter (DSC) is a Lebanese-based NGO whose primary focus is to promote blood donation as a humanitarian and national cause in Lebanon. With a focus on the human aspect of the blood donation process, DSC wanted to increase awareness on how the act of giving is critical to building stronger communities.

The company was seeking a learning platform that would integrate with their existing Microsoft 365 environment and help equip their volunteers with medical knowledge, technical skills and important soft skills before they begin their work in the field.



If an organization believes in the importance of continuous training and capacity building of its members, whether for its staff or volunteers, I definitely think **LMS365 is the place to go.**

Myra Khalife, General Secretary of DSC

Solution

DSC's most valuable asset is its volunteers. Providing them with the necessary soft skills support the development of leadership qualities, help with time management, and how to communicate and work with one another as a tight-knit team in a human-centric manner.

Before the pandemic, almost all the training was done face-to-face, but this changed with the national lockdown protocols.

DSC focuses on capacity building and skill development for the volunteer network, and they wanted to find the right tool to help bridge the gap left by the face-to-face training. Myra Khalife, General Secretary of DSC, explains:

 ***We needed a platform that could help us get the right training transferred quickly and efficiently to our volunteers during the pandemic.***

DSC did a lot of research, and given that they already utilize Microsoft Teams, Dynamics 365, OneDrive and SharePoint within their organization, the NGO thought it was a logical idea to investigate how LMS365 integrates with the existing Microsoft environment. Myra Khalife comments:

 ***When we saw all the functionalities of LMS365, we knew it would be the best option to go with.***

With LMS365 as the chosen platform, DSC worked on the implementation with LMS365 partner The Training Room Online (TTRO) and the LMS365 team. The new system was up and running seamlessly in less than a week and launched to all volunteers in December 2020.

Results

Today, the NGO has around 600 active volunteers across 15 different districts in Lebanon who help inform the public about the importance of blood donation, fix misconceptions and incentivize people to donate. Myra Khalife explains:

LL This is why it is crucial to equip our volunteers with the right information, the right skills and the right tools to be able to perform this very delicate and humanitarian task.

After implementing the new learning platform, the teams at TTRO and LMS365 organized a training session with the DSC team. Myra Khalife comments:

LL The training that we had was very, very helpful. Honestly, we introduced a lot of technologies and tools in the last two years, and I think LMS365 was the one that we had the least problems with, the least questions unanswered. We have been going on for the past 6 months now with LMS365 and things are running as smooth as ever.

The NGO has also been impressed with the support provided by TTRO and LMS365. Myra Khalife comments:

LL I was very happy with the support. It was very professional and very timely. The follow-up from the team was very proficient and the platform itself is very rich. There are so many different parameters to choose for each course and every course can be treated differently. Personally, when I was doing my research, I didn't find another platform that included all these features at the same time with such flexibility.

-  **Flexible** learning experience
-  **Centralized place** for training and reporting
-  **High and fast** adoption of LMS365

Results

DSC created different sets of courses for the different types of activities they perform as part of their operations. Depending on the topic, they designed the format of the course and chose where to add the different assets such as videos, questionnaires, quizzes, feedback forms, etc. Myra Khalife explains:

“LMS365 gave us the flexibility to create different formats for our courses, and our learners benefited from a flexible learning experience. They also found it very useful to be able to go back to their training content more than once and as needed. We even recorded some courses, and it was very helpful, especially because it was traceable.”

Reporting was another feature that DSC benefited from extensively. LMS365 provides data on the time spent by volunteers on certain trainings, their preferred set of courses, and their performance. Myra Khalife states:

“The reporting gave us a centralized place to view the data and accordingly, create a reward system to be able to retain our best volunteers.”

The ability to provide certification at the end of a course or program played a major role in the adoption of LMS365 among learners. Myra Khalife explains:

“Adoption was high and fast, which is rare, because volunteers were excited to finish the training and get their certification to be able to take part in the field work.”

About

DSC is a Non-Profit Non-Governmental Organization that promotes responsible citizenship by raising awareness and actively encouraging voluntary blood donation in Lebanon. There are a multitude of blood banks across Lebanon that take care of the logistics of the withdrawal, testing and transportation of blood to hospitals. They work very hard to link potential blood donors with requesters in need.

TTRO, an LMS365 partner, offers learning solutions across four pillars of advisory services, learning content, learning technologies and skills development initiatives. TTRO works with clients to create transformative learning experiences that are in tune with modern learner needs, to help meet today's challenges and prepare them for the future.

The case study is created in collaboration with LMS365 partner The Training Room Online (TTRO).

Quick facts **DONNER SANG COMPTER**

Industry: Non-profit

HQ: Beirut, Lebanon

Established: 2007

Web: www.dsiclebanon.org

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The only learning
platform built into
Microsoft 365 & Teams.

