

Mindflash easy online training ▽

UBER: Mobile Training for Drivers at Scale



"We are very happy with what we have been able to achieve in a short time. I look forward to expanding this program to other countries in the region."

Patricio Zirion

Operations & Logistics Manager

Uber

About the Organization

Uber is evolving the way the world moves. By seamlessly connecting riders to drivers through apps, they make cities more accessible, opening up more possibilities for riders and more business for drivers. From their founding in 2009 to launches in over 250+ cities today, Uber's rapidly expanding global presence continues to bring people and their cities closer.

Situation

Uber Mexico used to have 1 on 1 driver quality training sessions with Uber drivers-partners. As the number of drivers increased, they tried group sessions with 60-100 drivers. As they continued to expand at a rapid rate, they realized that doing live sessions was not scalable and were looking for an easy to use and scalable solution for their needs.

Solution

Uber Mexico evaluated Mindflash and found it to be an easy solution to their problem. They utilized the information from their live sessions by uploading the PowerPoint files into Mindflash, which created web-based courses. They added quizzes to ensure they could measure the retention of information. Now they could deliver consistent, measurable training to thousands of drivers without worrying about scheduling sessions and booking meeting spaces.

Uber uses the feedback from the drivers through the surveys to constantly update and improve the courses.

Results

In just 3 months since signing up, Uber has had over 13,000 mobile course completions with about 4,000 course completions per week now.

Uber Mexico's training solution is the most robust for Uber in the region. They have become the regional leader and are helping their colleagues expand this training to other countries in the region.