

Walmart Canada Creates Unique Wrike Training Program



Walmart Canada needed a better approach to onboard new hires to Wrike and increase adoption of the platform with existing users. So one team created Wrike Open House – an open-ended, weekly virtual meeting where anyone can ask any Wrike questions.

No agenda. No worries.

“We don’t have an agenda. We’re just there to answer their questions, walk them through the platform, or show them some tips and tricks,” says Carolyn Lum, Senior Manager of Continuous Improvement at Walmart Canada. “We wanted a safe space for them to come and ask for help. When you have that space, it gets people engaged.”

Expanding user expertise

These Open House sessions encourage Wrike adoption for beginners and power users. “We wanted people to feel excited about Wrike and understand why we were using it and that we chose it to make their life easier,” explains Manager of Continuous Improvement Nicole Fakhri. While Wrike is intuitive enough for people to start using the platform on Day 1, there’s always value in learning more. “We really drum home that if they come to Open House with their questions, we promise through exposure and through hearing other people’s questions that Wrike will become easier over time,” says Fakhri.

For freshmen and veterans alike

After a year of continuous Open House meetings, they’re still worthwhile to the team. “As our users evolve, its value changes,” continues Fakhri. “We’re getting to the point where new users still ask basic questions, but others are evolving and asking more advanced questions because they’re more comfortable with Wrike. Open House gives them the opportunity to evolve their own usage.”

[Read the full case study](#) for the rest of the Walmart Canada success story.