



“ Being able to choose new courses keeps our catalog from getting stale and allows us to meet emerging needs as they develop.”

**Katie Eberly, Development and Recruiting Manager,
Odawa Casino Resort**

BUSINESS CHALLENGE

Owned and operated by the Little Traverse Bay Bands of Odawa Indians, Odawa Casino markets itself as “Simply the BEST place to visit in northern Michigan,” with an exhilarating combination of nearly 1,300 slot machines, a diversified mix of table games and a poker room. Other amenities include multiple dining venues, retail shops, a nightclub and lounge, plus an events center and a 137-room hotel.

Odawa Casino was looking to make sure training opportunities were available to everyone -24x7x365. They also wanted to cultivate a blended learning, career enrichment program for leadership development.

HOW SKILLSOFT® HELPED

With Skillssoft Select package The Odawa Casino designed a program of courses on relevant topics. They implemented the Skillport® Learning Management System (LMS) ensuring employees access to learning around the clock.

Skillssoft also helped identify courses that supported the skills evaluated in Odawa’s performance review; employees can now come away from reviews with training options to help them improve, if needed. The blended learning program established allowed employees to earn college credit at North Central Michigan College.

KEY METRICS

More consistency in leadership and improved performance across the organization.

Managers and team members can quickly address performance issues

Increase in Native Americans prepared to assume executive roles

Two new initiatives were implemented to improve business processes

ABOUT ODAWA CASINO RESORT

Odawa Casino Resort, owned and operated by the Little Traverse Bay Bands of Odawa Indians, opened in June 2007. The 140 million dollar facility encompasses just under three hundred thousand square feet, which includes approximately fifty thousand square feet of gaming space.

