



How Delta Improved and Revamped their Pilot Training with Unboxed

Delta, a global airline operating one of the largest pilot networks in commercial aviation, needed to modernize its training programs. By partnering with Unboxed, Delta implemented a blended learning approach, getting the right information to pilots at the right time, ensuring time spent in training was as impactful as possible.

Key results



Modernized onboarding through a blended learning approach



Improved resource accessibility for Worldwide Ops



Revamped leadership program for collaborative skills

Snapshot



Company

Delta, global commercial airline

Industry

Aviation

Use cases

Employee onboarding and training modernization



The problem

Delta's pilot training required a major revamp; from onboarding, to flight details, to leadership training. The pilot training team, stretched to capacity, didn't have the bandwidth to tackle challenges on their own:

- ✗ High training volume
- ✗ Scheduling conflicts
- ✗ Logistical issues

The results



Through a blended learning approach, Delta modernized its onboarding program and optimized the delivery of critical information to pilots. These efforts resulted in improved resource accessibility for Worldwide Ops and a revamped leadership program centered on collaborative skills.

The solution

Delta partnered with Unboxed to modernize their training program by adopting a blended learning approach that combined e-learning with in-person sessions.

What Unboxed delivered:

- ✓ **Enhanced Delta's LMS and digitized training content** for streamlined resource accessibility
- ✓ Updated the leadership program with **scenario-based learning, realistic content, and a major visual and design overhaul** with new, interactive modalities
- ✓ **Personalized development plans for learners** using generative AI and custom prompts



Key insight

Effective training transformation requires integrating delivery flexibility, content accessibility, and personalization into a single learning system.

