



“ The success of the programme in contributing to a more engaged, more productive workforce and has encouraged us to maintain our focus on investing in people.”

Kirsty Brooks, Head of Talent, Johnson Controls

BUSINESS CHALLENGE

Operating from 500 branch offices in more than 150 countries, Johnson Controls' Building Efficiency division is dedicated to boosting energy efficiency and lowering building operational costs for more than one million customers worldwide.

As a customer-focused business that continually looks to innovate and enhance its products, services and solutions, Johnson Controls views its employees as integral to its success and is committed to ensuring developing its people.

The UK leadership team initiated a groundbreaking programme to support employees in developing workforce skills and leadership capabilities to boost business performance and better serve customers. The team also wanted to build a strong leadership pipeline for the future.

ABOUT JOHNSON CONTROLS

Johnson Controls is a global technology and industrial leader serving customers in more than 150 countries. Since their invention of the first electric room thermostat in 1885, they've been committed to delivering innovative products that help the world run smoothly, smartly, simply and safely. Their global employees specialise in the following areas: Building efficiency — with products, services and solutions to increase energy efficiency and lower operating costs for buildings worldwide, Batteries and energy storage — including advanced batteries for hybrid and electric vehicles, as well as stationary energy storage and Automotive seats that deliver superior quality and performance. In 2016 they were #17 on Corporate Responsibility Magazine's annual "100 Best Corporate Citizens" list.

HOW SKILLSOFT HELPED

To give managers and staff streamlined access to the learning and career development resources they need, Johnson together with Skillsoft, launched the online My Job Hub - Building Your Knowledge portal. This gave employees access to an extensive Skillsoft eLearning catalogue and opportunities to blend more formal mentoring and on the job support into their learning journey. Now users cannot only request and register for classes and launch web-based training modules, they can also track their own learning history.

Skillsoft also developed and mapped relevant eLearning modules to each role within the career path module. This was then extended to support additional learning programmes - such as aspiring roles, talent management programmes and customer satisfaction programmes.

KEY METRICS

In just 12 months, employee engagement rates escalated to **91%** while leader effectiveness jumped to **74%**


Customer satisfaction ratings jumped by **13%**

The 'Building Your Knowledge' section is now the second most visited page on the JC-icconnect communications platform after the home page, and **91%** of UK employees are active users

97% of employees identified as talent have been successfully retained in the business

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