

John Lewis

“ We no longer impose a curriculum from above. Instead we provide a framework and guideposts to resources and wider skills and competencies that are foundational to undertaking IT projects and specific roles. ”

Gill Holehouse, Manager IT Methods, Tools and Training,
Partnership Services, The John Lewis Partnership

BUSINESS CHALLENGE

John Lewis is the UK's largest department store retailer with 31 department stores, 10 John Lewis 'at home' shops, a shop at Heathrow Terminal 2 as well as its online presence, johnlewis.com. Coupled with its 320 Waitrose stores and online grocery presence, the John Lewis Partnership has annual gross sales of over £10bn and its 91,000 Partners own and share in the benefits and profits.

Like many other organizations, the company faced a complex IT skills challenge – to maintain its focus on the people that are so imperative to the continued growth and success of the business while proactively managing its ever-changing technical needs. The company also found itself trying to balance the career development and skills requirements of its existing and new Partners, including Graduate Trainees and Apprentices.

ABOUT JOHN LEWIS

The John Lewis Partnership is a visionary and successful way of doing business, boldly putting the happiness of Partners at the center of everything it does. It's the embodiment of an ideal, the outcome of nearly a century of endeavor to create a different sort of company, owned by Partners dedicated to serving customers with flair and fairness. All 88,700 permanent staff are Partners who own 46 John Lewis shops across the UK, 346 Waitrose supermarkets, an online and catalogue business, johnlewis.com, a production unit and a farm. The business has annual gross sales of over £10bn. Partners share in the benefits and profits of a business that puts them first.

HOW SKILLSOFT HELPED

The John Lewis Partnership's IT divisions adopted Skillsoft to complement their existing learning offer. They introduced SkillChoice, a selection of specially selected resources and tools focused on core business solution areas, enabling the Partnership to target and support their Partners at all stages in their career. From graduate trainees and analysts right through to management tiers, it simultaneously addresses individual learning styles to optimise success.

An early adopter of Skillport® 8, Skillsoft's cloud-based learning solution, John Lewis is now able to provide contextually relevant and aligned learning that's focused on the individual user. The collection of Skillsoft's industry specific reference books further enhanced the learning experience within the Partnership.


KEY METRICS

3.2K In the past 12 months, Skillsoft has enabled 3,200 individual learning 'events' for John Lewis Partners, who were able to access core curriculum programs that have been mapped to the SFIA skills framework

Learning is now aligned to IT skills and roles

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