

“ We’re seeing a steady growth in online learning across the enterprise and managers are now approaching us to develop high impact learning interventions using LEON resources. From on-boarding training to technical training and career development programmes, we’re reaching the widest possible audience. ”

**James Reuben, Vice President of Organisational Development,
Kuoni Global Travel Services**

BUSINESS CHALLENGE

Kuoni Global Travel Services, is one of the world’s leading wholesalers of hotels, ground travel products and group tours, and serves the fast growing business-to-business travel industry. With 3,200 staff in 86 offices across 38 locations in the world, Kuoni offers one of the biggest travel networks on the planet.

Already a Skillsoft customer, Kuoni wanted to take online learning to the next level; to extend new learning opportunities and experiences to the widest possible audience and to find ways to encourage maximum usage of what was on offer. Additionally, Kuoni wanted to make LEON, its corporate online learning portal, the premier destination for employees looking to take charge of their own development journeys.

ABOUT KUONI GLOBAL SERVICES

Kuoni Global Travel Services is a group travel provider and destination management company. They serve the fast-growing business-to-business travel industry, and build relationships with businesses that sell travel, usually travel agencies, tour operators and well-known online travel portals. Kuoni drive Group Travel and travel for Meetings on Incentive programmes, for Conferences and Congresses, and for Events (MICE). With 3,000 staff in 86 offices across 38 strategic locations, they have one of the biggest travel networks on the planet. That network allows Kuoni to optimise the full inbound and outbound potential of each market and ensure they are perfectly placed to recognise and develop new and emerging opportunities.

HOW SKILLSOFT HELPED

The L&D team created career development programmes focused on the organisation’s 16 competencies, which included Leadership Development, Sales, Negotiation, Teamwork and Communication. Each plan featured tailored programmes for all employees, and was supported with a folder of selected LEON assets that included courses, videos and related reading.

With Skillsoft, Kuoni designed, built and delivered learning interventions adapted to the specific requirements of individual managers or lines of business. Once delegates complete a class, related eLearning assets in LEON are highlighted and introduced to demonstrate how these resources can be accessed whenever they want.

KEY METRICS

In just 12 months global usage of LEON has jumped **36%**

A recent survey reveals **82%** of employees strongly agree the eLearning they’ve undertaken met their needs, with **77%** happily recommending courses to others

70% are using LEON to undertake self-directed informal learning

Employees globally embrace virtual learning opportunities, with a **77%** increase in video uptake and access to books up by **86%**

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