

BEST PRACTICES ACROSS FOUR BUILDING BLOCKS

Skillsoft has studied our 6,700+ clients and 45 million end-users to uncover what the best organizations do so well. We've repeatedly discovered that leading organizations execute four best practice building blocks: they engage with the business to set objectives, they align solutions to meet strategic priorities, they enable adoption and they report on learning's value to convey the business impact. More effectively managing the first three building blocks—engagement, alignment and adoption—delivers greater value to the business.

This benchmark examines how our 600+ best in class and average business services customers compare in their industry (best in class clients succeed across all four building blocks.)



Engagement



Alignment



Adoption



Value

ENGAGEMENT



have engaged executive sponsors



conduct benchmarking sessions with their Skillsoft® account teams



have success criteria in place



meet with their Skillsoft Success Consultants at least monthly



have sufficient program management

ALIGNMENT

TOP 3 STRATEGIC ALIGNMENTS

BEST IN CLASS

- IT Certification
- Leadership Development
- Management Development

AVERAGE

- Management Development
- Leadership Development
- Compliance

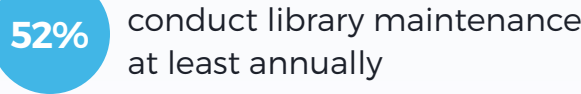
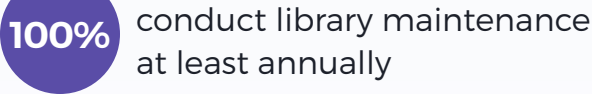
TOP 3 LEARNING ALIGNMENTS

BEST IN CLASS

- Company Values
- Job Functions
- Competencies

AVERAGE

- Professional Effectiveness
- Competencies
- Just-in-time Learning



MOST POPULAR SOLUTIONS LICENSED

- SkillChoice® Complete
- Skillsoft® Global Compliance Courseware Collection
- Skillsoft® Complete Courseware Collection

ADOPTION



market learning programs internally to ensure end-user awareness



have created easy-to-access learning experiences

VALUE



measure the impact of their programs



would recommend Skillsoft to others



applied learning to their jobs within six weeks



report this percentage of the daily work is impacted by Skillsoft content



report this average skill gain across learners

TOP 3 LEARNING MOTIVATORS

1. Continuing education
2. On-the-job learning
3. Certifications

TOP 3 BUSINESS OUTCOMES

1. Increased productivity
2. Improved quality
3. Greater employee satisfaction

SEE WHAT OUR CUSTOMERS HAVE DONE



Experience certainty.



WHAT BUSINESS SERVICES LEARNERS SAY

“In my role, I have to be a jack of all trades. Skillsoft allows me to access learning that can directly impact my performance, increase my skillset, and impact the level of support I provide to my revenue-generating colleague teams.”

“We identified quickly where the pain points are through visual representation of cause and effect - [resulting in] overall cost reduction, increase in productivity and quality.”

“In my former role as a people manager, I used Skillsoft for trainings applicable to managers around communication as well as required HR learnings. Using these training tools, Administrative Operations Managers (managers of administrative assistants) were able to provide a consistent managerial style. These training options gave me the knowledge that I may not have been able to get (in full) from mentors.”

Take a closer look.

Visit our [YouTube channel](#) for course samples, customer success stories and more.