

## 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 450+ best in class and average education & training customers compare in their industry (best in class clients succeed across all four building blocks.)



Engagement



Alignment

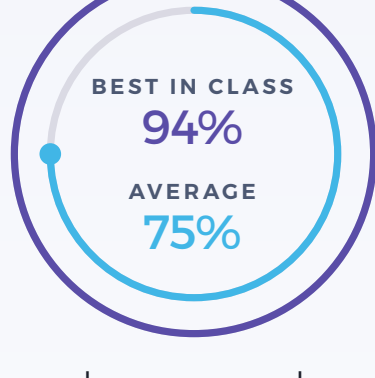


Adoption

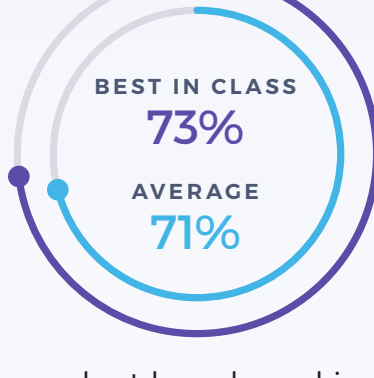


Value

### 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

Management Development  
Compliance  
Certification

##### AVERAGE

Management Development  
Compliance  
Onboarding

#### TOP 3 LEARNING ALIGNMENTS

##### BEST IN CLASS

Organization Values  
Professional Effectiveness  
Just-in-time Support

##### AVERAGE

Competencies  
Professional Effectiveness  
Performance Support

**91%** conduct library maintenance at least annually

**67%** conduct library maintenance at least annually

#### MOST POPULAR SOLUTIONS LICENSED

Skillsoft® Books24x7® ITPro™  
Skillsoft® Books24x7® BusinessPro™  
Skillsoft® Books24x7® Well-BeingEssentials™

### 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

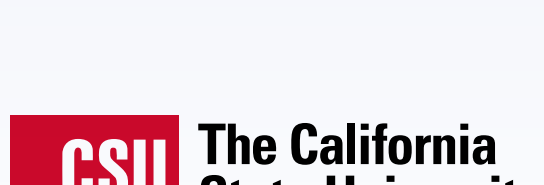
#### TOP 3 LEARNING MOTIVATORS

1. Development
2. On-the-job training
3. Requirements

#### TOP 3 BUSINESS OUTCOMES

1. Improved quality
2. Greater employee satisfaction
3. Greater customer satisfaction

### SEE WHAT OUR CUSTOMERS HAVE DONE



### WHAT EDUCATION & TRAINING LEARNERS SAY

“ I applied the key learning points in making effective and fiscally responsible decisions in the creation of the budget and performance measures. The final work product was aligned with the organizational strategic goals, department, division and section goals. ”

“ I achieved a positive outcome by using the skills I learned in the leadership courses to help the employees I supervise, which in turn increased production and team work. ”

“ The courses I have taken directly relate to management and leadership. I found the training on decision-making biases the most useful this year. Recognizing and eliminating biases from our conscious and unconscious decisions is something that you have to really think about before moving forward in the decision-making process. ”

Take a closer look.

Visit our YouTube channel for course samples, customer success stories and more.