

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 250+ best in class and average energy & utilities customers compare in their industry (best in class clients succeed across all four building blocks.)



Engagement



Alignment



Adoption



Value

ENGAGEMENT



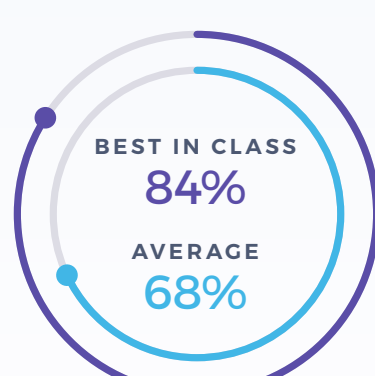
have engaged executive sponsors



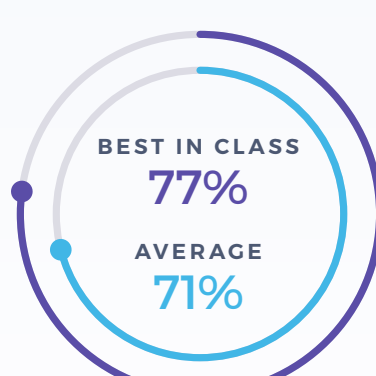
conduct benchmarking sessions with their Skillsoft® account teams



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

Environmental Safety & Health Compliance
IT Certification
Leadership Development

AVERAGE

Environmental Safety & Health Compliance
Leadership Development
IT Certification

TOP 3 LEARNING ALIGNMENTS

BEST IN CLASS

Company Values
Competencies
Professional Effectiveness

AVERAGE

Competencies
Professional Effectiveness
Company Values

88% conduct library maintenance at least annually

69% conduct library maintenance at least annually

MOST POPULAR SOLUTIONS LICENSED

Environmental Safety and Health Courseware™ Collection
Skillsoft® Leadership Advantage™
SkillChoice® Complete

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

- Career development
- Continuing education
- Requirements

TOP 3 BUSINESS OUTCOMES

- Improved quality
- Greater employee satisfaction
- Increased productivity

SEE WHAT A CUSTOMER HAS DONE



WHAT ENERGY & UTILITY LEARNERS SAY

“ I am new to the utility industry so completing the electricity/gas modules really helped me to have a better understanding of the industry as a whole. ”

“ The business writing classes have improved my emails when dealing with vendors or [colleagues] within the company. ”

“ The Access courses in Skillport® not only allowed me to learn the program for existing reporting, but also laid the foundation for learning the SQL necessary to build reporting in our IMS software, Elite/Cognos. We can now do reporting that we never had before, and our team's daily production has increased 30-40% from just being able to see the numbers. ”

Take a closer look.

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