

BEST PRACTICES ACROSS FOUR BUILDING BLOCKS

Skillssoft 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 275+ best in class and average retail & wholesale customers compare in their industry (best in class clients succeed across all four building blocks.)



Engagement



Alignment



Adoption

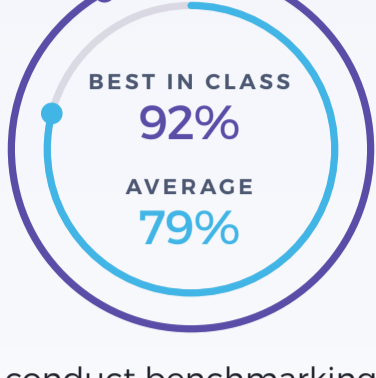


Value

ENGAGEMENT



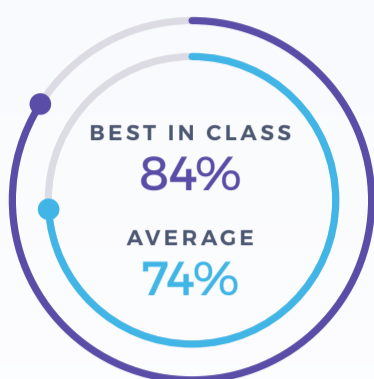
have engaged executive sponsors



conduct benchmarking sessions with their Skillssoft® account teams



have success criteria in place



meet with their Skillssoft Success Consultants at least monthly



have sufficient program management

ALIGNMENT

TOP 3 STRATEGIC ALIGNMENTS

BEST IN CLASS

- Management Development
- Leadership Development
- Onboarding

AVERAGE

- Management Development
- Leadership Development
- Compliance

TOP 3 LEARNING ALIGNMENTS

BEST IN CLASS

- Competencies
- Professional Effectiveness
- Just-in-time Support

AVERAGE

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

79% conduct library maintenance at least annually

67% conduct library maintenance at least annually

MOST POPULAR SOLUTIONS LICENSED

- Skillssoft® Global Compliance Courseware™ Collection
- SkillChoice® Complete
- Skillssoft® Leadership Advantage™

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 Skillssoft to others



applied learning to their jobs within six weeks



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



report this average skill gain across learners

TOP 3 LEARNING MOTIVATORS

1. Continuing education
2. Requirements
3. On-the-job training

TOP 3 BUSINESS OUTCOMES

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

SEE WHAT OUR CUSTOMERS HAVE DONE



WHAT RETAIL & WHOLESALE LEARNERS SAY

“Skillssoft has allowed me to better recognize scenarios where communication seems to be blocked. Personally, I found it helpful because it helped me realize the importance and benefits of proper teamwork.”

“I have better knowledge to provide superior customer service and insight for dealing with upset associates.”

“Building positive relationships with communication and listening going both directions improves both customer and associate satisfaction. Morale is also improved which can lead to improved productivity, quality and safety awareness.”

“Our VOC scores have improved from an average score of 91 to an average score of 93.”

Take a closer look.

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