

## 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 550+ best in class and average financial 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

- Management Development
- IT Certification
- Performance Management

##### AVERAGE

- Management Development
- Leadership
- Just-In-Time IT Support

#### TOP 3 LEARNING ALIGNMENTS

##### BEST IN CLASS

- Competencies
- Professional Effectiveness
- Business Professional

##### AVERAGE

- Competencies
- Professional Effectiveness
- Just-In-Time Support

**88%** conduct library maintenance at least annually

**79%** conduct library maintenance at least annually

#### MOST POPULAR SOLUTIONS LICENSED

- Desktop Course Collection
- SkillChoice® Complete
- Compliance Course Library

### 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 TOP 3 BUSINESS OUTCOMES

- Career development
- Continuing education
- On-the-job training

- Increased productivity
- Increased quality
- Greater employee satisfaction

### READ WHAT OUR CUSTOMERS DID



good to know®



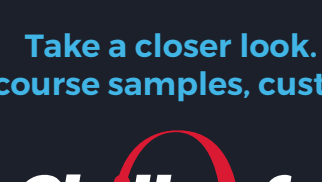
### WHAT DO FINANCIAL SERVICES LEARNERS SAY

“ I applied the techniques of effective listening and saw that I was able to **engage my guests more quickly** and hold them at the desk for longer. That allowed me to introduce other products. My **sales have increased** perhaps **15 - 20%** due to this, and, as guest services lead, I have shared my SYF and gift card sales experiences with my co-workers. ”

“ Increased quality as I used my knowledge in report writing to **improve the quality of my deliverables**. Decreased risk: I improved my knowledge on bank procurement and reduce the risk of poor procurement. ”

“ On the more technical and application related courses it helps you **master a technology at your own pace** in an environment that requires you to be flexible and carve out from a busy schedule the time to learn. ”

Take a closer look. Visit our YouTube channel for course samples, customer success stories and more.



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