

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 500+ best in class and average healthcare customers compare in their industry (best in class clients succeed across all four building blocks.)



Engagement



Alignment



Adoption

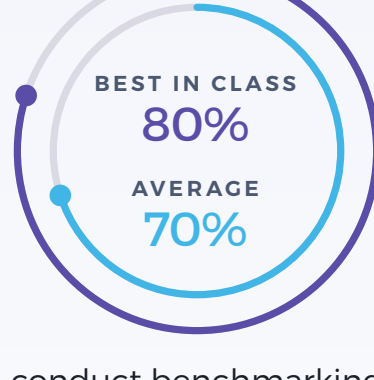


Value

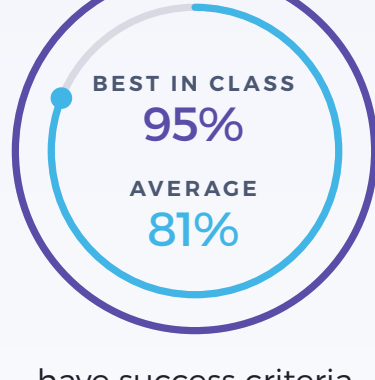
ENGAGEMENT



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
- Just-in-time Support
- Leadership Development

AVERAGE

- IT Certification
- Leadership Development
- Management Development

TOP 3 LEARNING ALIGNMENTS

BEST IN CLASS

- Competencies
- Professional Effectiveness
- Special Business Initiatives

AVERAGE

- Competencies
- Professional Effectiveness
- Job Functions

80% conduct library maintenance at least annually

67% conduct library maintenance at least annually

MOST POPULAR SOLUTIONS LICENSED

- Skillsoft® Global Compliance Courseware™ Collection
- Skillsoft® Leadership Channel®
- Skillsoft Business Skills Courseware™ Collection

ADOPTION



market learning programs internally to ensure end-user awareness

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

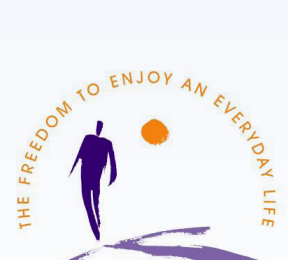
TOP 3 LEARNING MOTIVATORS

1. Continuing education
2. On-the-Job Training
3. Productivity

TOP 3 BUSINESS OUTCOMES

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

SUCCESSFUL CUSTOMERS



WHAT HEALTHCARE LEARNERS SAY

“Customer service is my team’s number one priority. Learning new ways to coach them on customer service over the phone has led to increased awareness and implementation of techniques that assist them in better handling sometimes emotional calls from consumers.”

I loved the Scrum Master courses. I could apply these skills to my 100 day projects which definitely improved the planning process which in turn reduced stress within the team and helped organize all tasks such that we were able to implement in a timely manner.”

“By having a better understanding of the new [programming] language I was trying to work in, I was able to produce code quicker as I didn’t have to spend the time searching for examples of what I needed to do. Because I understood what I was doing better, it increased the quality of the code I needed to produce and lowered the risk of bugs that using code snippets from the internet could easily introduce if not understood fully.”

Take a closer look.

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