



ALIGN | LEARN | DO

Services Guide

Learning and Development that helps
your business grow



Our Services Guide

This guide outlines our mission and the services we offer.

We know that learning and development programmes can be tricky to get right.

That's why we work with our customers to tailor a solution to meet their needs.

Picking a service is just the start.

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Our Mission & Methodology

Helping People Teams kick start their L&D journey by using data to inform strategy, Investigate technologies and hire the right L&D talent to carry on the journey.

Align

Align your business goals with the learning required to excel.

From helping you decide what kind of L&D team, L&D tech and L&D strategy you need, right through to individual colleague learning requirements.

When we've aligned the needs to business outcomes let's create learning that your people will love and that will enhance your business.



Our Mission & Methodology

Helping People Teams kick start their L&D journey by using data to inform strategy, Investigate technologies and hire the right L&D talent to carry on the journey.

Learn

Create a learning experience that drives performance.

When we've understood what the need is, we'll help you create a L&D function and L&D experiences that are taken seriously, without being serious.

Demonstrate value, use data, and delight your people, all at the same time.



Our Mission & Methodology

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Do

Put into practice what you have learnt.

What you can do for your colleagues to help the business get the most from your new L&D Team and L&D programmes?

We design the processes that you require, help build L&D marketing campaigns and advise on which of your existing people would be well placed to help support L&D.



Alignment of L&D Initiatives with Company Goals

In our experience, L&D teams tend to shy away from measuring learning beyond how satisfied the attendees were, how many people attended, and whether or not they passed a quiz.

We have found that these metrics don't inspire the leadership team to action. The alignment process allows you to look at the metrics you want to measure, and we will propose ways of helping you measure this.

Past successes have included:

- Reducing attrition due to a lack of L&D opportunities
- Reducing overall ramping times and retraining costs
- Reduce call handling times
- Increasing NPS scores for customer service teams
- Increasing revenue through sales training programmes
- Demonstrable Return on Investment and Return on Learning

L&D Discovery Report

With the Learning and Development Discovery Report, we work with you to understand the changes needed to support business growth. We interview, question and survey colleagues to help create a report that covers:

- L&D Team: The types of L&D roles will you need to support your business plans
- L&D Technology: The learning technology investments you may want to consider to support the team
- L&D Programmes: The learning programmes that are missing or can be improved that help your business grow
- L&D Data: The data points and collection procedures needed to create Return on Learning and Return on Investment

The report allows you to see the actions, timelines and investments required to implement the recommendations. Giving you the choice to implement them yourself or by partnering with us.

Align

Apprenticeship Levy Strategy

Over £3 Billion is held in government apprenticeship levy pots and businesses are failing to use it.

We can help design your strategy and use your levy to pay for long term learning programs for almost any employee.

Your apprenticeship levy programme can be built around existing talent management and hiring programmes.

They're a cost-effective way to attract new talent and develop existing talent. This leads to lower hiring costs, lower learning costs and lower colleague attrition.

Align

Designing Learning-Led Jobs

More and more organisations are recognising the fact that they need to make a new colleague's learning journey a key part of their pitch for talent.

We can help you to:

- Examine current roles to identify the learning journeys for new hires
- Articulate the learning journey to potential new hires
- Create learning competencies specific to the roles in your business
- Hire against key learning requirements for the role
- Identify how to resource the learning journey across multiple roles without duplicating learning in the business

Building a Learning and Development Team

When you kickstart your learning and development journey it can be difficult to know where to start. What should the team structure be? What skills will I need? What technologies will support the team? All good questions to ask that can be difficult to answer.

We offer the L&D Team Creation and Digital Transformation service. This allows you to:

- Define the L&D roles and team structure you'll need in the team to meet your goals
- Understanding how to attract top L&D talent
- Define what level of investment you'll need to make in terms of salary and L&D budget
- Investigate, trial and implement learning technologies
- Get advice on 3rd party learning and development providers
- Access Interim L&D leadership to help integrate the new teams, technologies and ways of working into the business

Custom Built Learning Programmes

Following our Align, Learn, Do Process we can build you a custom-built learning programme to target specific skills gaps.

Working with key stakeholders, the people that will be attending and by leveraging best-in-class learning experience design we can plan, build and implement a learning programme your people will love.

Through our expertise and our affiliate network we can provide programmes around almost any workplace human-centred skill set including (but not limited to):

- Leadership Skills
- Management Skills
- New Starter Onboarding
- Service Desk Communication Skills
- Sales Skills
- Train the Trainer

Diversity, Inclusion and Racial Equity

The colleague experience is at the heart of our L&D strategies and programmes. We believe that by supporting businesses to understand and develop their approach to diversity, inclusion and racial equity, builds better learning experiences for all. This is why we offer the DI&RE service:

This includes:

- Reviewing current business culture and practices
- Working collaboratively on a strategic roadmap to develop DI&RE
- Running workshops to enable DI&RE conversations
- Providing resources and tools to enable the growth and development of DI&RE through learning experiences

L&D Data Storytelling

Helping People Teams prove the impact of their learning experiences to the leadership team by helping them create compelling data-informed stories.

What does that mean and how can it help me?

- Do you lack the data required to prove Return On Investment / Return on Learning beyond Attendance, Satisfaction and Quizzes?
- Do you find that your presentations to leaders fall flat?
- Would you like data sources that are commercial and help drive further investment in learning?
- Would you like to know how to pull together your learning data, package it into engaging visuals and then present it to the leadership team in a compelling way?

Then you'll want to learn about L&D Data Storytelling.

Do

Additional Support Services

Ongoing support to help the team after the programme of works finishes.

What does this look like?

Whether it's sanity checking the design of a programme, looking at the Return on Learning or helping you to build another Custom Learning Programme we can be on hand to help with ongoing support after the main scope of work finishes.

Hiring L&D Talent

Knowing where to start with hiring L&D talent can be tricky.

We often get asked:

- What are the skills required for the role?
- How do we advertise in a way that will attract the right L&D talent?
- How will we know how to interview them?

We work with your internal hiring team to set you up for L&D hiring success. We can help design the role, the role advertisement, design the interview questions and complete the first stage interviews.

L&D Brand / Marketing

How does the business view your L&D team?

Is it a necessity or an asset?

Getting the branding around your learning and development programmes, your learning technology and the Learning and Development team is crucial to your success.

A great L&D brand brings all three together, has a consistent tone of voice and style through your learning experiences and travels into the way you communicate to the business.

Get this right and see your engagement shoot up.

L&D Design Calendar and Planning

A lot of People Teams struggle to articulate to the business the work that goes into building and delivering the learning programmes that make up the strategy.

We work with you to help you understand how much resource and time goes into building your programmes, so you can articulate to the business how long each new request will take to build and help them understand how you will prioritise each build. From this, we create a design schedule and resource planner you can share with your key stakeholders.

Help your stakeholders understand the work and resources required and you'll see them start to engage with you around the value of each programme.

Do

L&D programme Review

Sometimes you might want a second pair of eyes to take a look at the current offering and see where it can be polished, upgraded, better communicated or in some cases, removed from your overall offering.

We can help by sitting down and reviewing the current offering to make sure it aligns with the business needs and your ambitions.

Thank you

If you'd like to discuss any of the services please get in contact with us at Info@alignlearndo.com

