



ALIGN | LEARN | DO

## Services Guide

Learning and Development that helps  
your people and 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 Methodology

### 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 Methodology

### 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 Methodology

### Do

Put into practice what you have learnt.

What can you 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 you require to embed learning, help build L&D marketing campaigns and hire L&D talent.



## Custom Built Workshops

Following our Align, Learn, Do Process we can build you a custom-built training 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.

We'll run the workshop, and then work with you to help you embed the learning and report back on the effects.

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

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

## Building Your First L&D Function

We work with you to understand how you can build out your first L&D function. We interview, question and survey colleagues to create a report that covers:

- **L&D Data:** The data points and collection procedures needed to create a Return on Learning and Return on Investment for any programmes you implement
- **L&D Programmes:** The learning and training programmes that are missing or can be improved that help your business grow
- **L&D Team:** The type 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 your people.

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.

## Improving Your Current L&D Offering

We work with you to understand how you can improve your current L&D offering. We interview, question and survey colleagues to create a report that covers:

- **L&D Data:** A review of the way you analyse the effect of your learning to help you create your L&D Data Story
- **L&D Programmes:** Programmes that your people would benefit from and advice on how current programmes could be enhanced
- **L&D Team:** The skills the team would benefit from gaining to support your people, the structure of the team, the processes that govern it and its strategy to support the business
- **L&D Technology:** A review of your current tech and how these could be better utilised and/or where you would want to make new investments.

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.



# Investment

We've worked with 30-person start-ups right through to global enterprises.

The size of the business can affect the budget they have for projects and we understand this.

That's why we have no set price for the work we do. We work out a reasonable price for the project based on the scope, budget and timelines involved.

We're transparent about what your investment would be upfront. Giving you peace of mind that your requirements will be delivered on time, to scope and within budget.



## What's It Like To Work With Us?

We can talk until the cows come home about how we help our customers, but we think you should hear from them.

Take a look through what a few of our happy customers have to say about working with us (these are snippets from longer testimonials).

If you'd like you can read the full testimonial and associated case studies on the website:

[www.AlignLearnDo.com](http://www.AlignLearnDo.com)

## What's It Like To Work With Us?

### **What's It like to work with us when we build you a custom-built workshop?**

"I was impressed that the team at Align Learn Do put in the provision to speak to the pilot group and complete their due diligence ahead of the training.

This was to benchmark the skillset and ensure that day met the needs of the diverse group. Though we've been told it never felt like a benchmarking exercise, it just felt like an intro call and good conversation.

We ran the pilot at our office in Farnham. The group loved it. They loved the interactive style of the workshop, the exercises, the mix of individual and group work.

They also loved the fact that got to improve the content they already delivered so there wasn't extra work for them to do before the day started.

Based on the group's feedback alone we've run it again for a cohort in London and are looking at how we provision this across the group for our colleagues in Bulgaria and India.'

**Deborah Upton, Head of People**

## What's It Like To Work With Us?

### **What's It like to work with us when we help build your first L&D function?**

"Align Learn Do have been adaptable to changes as we uncovered more information and were always happy to review goals/outcomes based on this. They offer insights, address challenges and talk about solutions collaboratively.

By bringing Align Learn Do onboard we accelerated creating our plan to change L&D and they helped put the right focus on this and move it forward.

It's been a pleasure working with Neil and the team, and we'd be happy to bring them back in for another engagement."

**Yasemin Ercan, Head of People**

## What's It Like To Work With Us?

### **What's It like to work with us when we help Improve Your Current L&D Offering?**

“Align Learn Do has been working with me over the best part of a year, and they've been an incredible support and soundboard in helping me stack up a new L&D function.

They've been highly in-tune with my needs as an individual but also the needs of my organisation.

I have found them to be purposeful, considered and very exact in the work they have done with me - which is essentially untangling parts of learning operations that were a bit of a mess, and building out robust ways of working that help me expand the team, individual roles and responsibilities and my own remit in a scalable and affordable way.

I now have a standardised way of working that I can flex and scale as demand increases or decreases, whilst having the rigor required to demonstrate the value that my function add within Centrica.”

**Matt Billing, Group Learning Partner**

# Next Steps

If you'd like to discuss how we can help you please get in touch:

[Info@alignlearndo.com](mailto:Info@alignlearndo.com)

