The 22nd Annual Learning Awards

1st February 2018
The Dorchester
Park Lane
London
We are experiencing an unprecedented, revolutionary and exciting period of change in the way the L&D profession operates.

For many years, L&D had been exclusively associated with the delivery of training. But, with incredible advances in technology, and the now critical role of digital learning, the landscape has evolved almost beyond measure. We are transforming from a mentality of ‘events and testing’ to an altruistic, performance-focused philosophy centred around the economic imperative of ‘lifelong learning’. In doing so, we have, as a profession, a unique opportunity to truly facilitate commercial success and change lives.

The most successful organisations are already adapting and expanding their focus from formal training transactions to becoming enablers of measurable learning and performance improvement. They are providing learners with digital resources, communities of practice, just-in-time performance support, and much more - all offered across multiple learning modalities. They are responding directly to the demand for information whenever, and wherever, it is needed.

As recent research by Josh Bersin shows, organisations with a strong culture of learning and development are now the premium places to work; more desirable to employees even than those offering a higher salary. Learning is now the collective responsibility of the entire organisation and learning leaders are galvanising their employees to build long-term careers that benefit not only the entire company, but the employee too.

Where will 2018 take us? We are now witnessing the very real adoption of AI, big data and virtual reality within learning. Embracing such technology will be key to maintaining our role as the engineers of positive change within the workforce.

L&D professionals will incorporate new media, resources, collaboration, and performance support in their solutions. Leading learning providers will further establish themselves as trusted partners; providing guidance, bespoke solutions and building strong relationships. We will see new roles arising from the demand for human imagination and creativity as key skills in creating user experience and value.

In these times of dramatic and exciting change for our industry, the need to reflect upon achievement and celebrate success is of paramount importance. The Learning Awards, now in its 22nd year, exists to recognise the most talented innovators in L&D and the unquestionable business performance improvements that arise from their hard work.

The standard of entries for the 2018 Learning Awards has been exceptional – both in terms of quantity and quality – with entries from 42 countries. The independent judging panels have been incredibly impressed with the vision and depth in providing learning solutions.

Tonight, we congratulate every one of the Finalists who have been selected from a highly competitive pool of entries from across the globe. The individuals and organisations recognised here are inspirations to us all and deserve the fullest praise for their achievements.

On behalf of The Learning and Performance Institute, I would like to finally take this opportunity to personally thank all our sponsors, in particular BCS Learning and Development, our headline sponsor, for their continued support. As tonight’s achievements demonstrate, opportunities abound for all of us to forge a bright future for the organisations we represent. Our time is now.

I wish you the very best for 2018, and have a wonderful evening.

Edmund Monk
CEO, Learning and Performance Institute
YOUR HOST

Tess Daly
Down-to-earth Tess Daly is the darling of prime time TV, currently hosting the jewel in the BBC’s crown ‘Strictly Come Dancing’.

Tess was born in Derbyshire and at the age of 18 years old headed to London where she began to modelling career which proved very successful taking her around the globe.


In May 2014, it was announced that Tess would be joined by Claudia Winkleman for the 12th series of ‘Strictly Come Dancing’, with Tess taking over Forsyth’s fronting of the show; she has now just finished her 14th series!

Alongside Strictly Tess has also hosted BBC’s ‘Children In Need’ for the past 7 years helping to raise millions for much deserved charities, she is also a decade long patron for the ‘Great Ormond Street’ Charity and works tirelessly for both GOSH and ‘The Princes Trust’.


Tess married Vernon Kay in 2003 and the couple have two gorgeous girls, Phoebe and Amber.
Judging Panel

THE LEARNING AWARDS 2018

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Simon Gibson
Cathy Hoy
Charles Jennings
Nigel Paine
Myles Runham
Barbara Thompson

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Safety Media
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Rob Alcock
BBC Academy
Mary-Louise Angoujard
Rapporta
Sandra Arnold
GroupM UK
Ernesto Barrios
García-Belaunde
Repsol
Paul Binks
Kwik-Fit (GB) Ltd
Susan Bradshaw
Blenheim Chalcot
CATEGORY JUDGES

Stuart Brooks  
Lloyds Banking Group

Avinash Chandran  
MCI Group

Ron Edwards  
Serious Games International

Natasha Frith  
HCA Healthcare UK

Lisa Johnson  
Barnado’s

Claire Rooks-Byron  
Yodel

Julian Stodd  
Sea Salt Learning

Louise Brownhill  
Parc

Paul Clegg  
Pluralsight

Gareth Evans  
Independent

Avinash Chandran  
MCI Group

Natasha Frith  
HCA Healthcare UK

Ettie McCormack  
Independent

Jeremy McLellan  
Hudson

Antonio Rubio  
Overlap

Myles Runham  
Independent

Danny Seals  
Talk Talk

Tony Sheehan  
London Business School

Barbara Thompson  
PA Consulting

Tim Cardinal  
BCS

Richard Clayton  
Quick-Fit

Anna Griph  
American Express

Sandra Murtagh  
Dell EMC

Jane Wilson  
Barclays UK

Stuart Brooks  
Lloyds Banking Group

Paul Clegg  
Pluralsight

Nebel Crowhurst  
River Island

Cathy Hoy  
Learning Bar

Charles Jennings  
Internet Time Alliance

Sandra Ng  
Independent

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August Recognition Ltd

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INTERNAL LEARNING SOLUTION OF THE YEAR

GOLD AWARD

BT

BT’s Fit2Innovate solution was presented as a well-thought-out campaign approach. Needs were clearly defined and verified via an organisational health survey. The solution, co-created by L&D and business leaders in the Research & Innovation department, has been clearly aligned to business strategy and focused on culture change to drive innovation throughout the organisation, not just in the R&I department. This innovative solution brought together bite sized learning co-created by SMEs across BT as well as by critical external partners. The solution has demonstrated clear business outcomes, and organically spawned communities of practice set up by the SMEs who had helped create the assets. Self-directed learning and using the workplace as a vehicle for development are at the heart of the initiative.

A well-deserved Gold winner.

SILVER AWARD

DPD

DPD’s Summer Camp solution has been designed to address the business challenge of creating a strong pipeline of future managers to meet strategic growth plans. The resulting innovative approach DPD delivered is centred around facilitating the opportunity for self-employed drivers to taste what it means to be a shift manager and incentivizing the opportunity. Well integrated with graduate recruitment, the solution uses a range of structured learning, on-the-job learning and an experience taster resulting in a strong internal pipeline of well-prepared internal colleagues, saving significant recruitment costs.

BRONZE AWARD

McCann Worldgroup

McCann WorldGroup’s Play.eXperience.Learn solution has been designed as a very flexible, scalable and innovative campaign-led approach to a specific learning need. Utilising a robust framework together with a blend of tools and resources which could be tailored for specific geographical, cultural and business needs, this solution really stood out for the judges.

FINALISTS

AbbVie

Bullet Lift Services

Virgin Active

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EXTERNAL LEARNING SOLUTION OF THE YEAR

GOLD AWARD

PepsiCo & Triniti Marketing

This is an outstanding multi-faceted solution tackling a critical capability for PepsiCo - the subject of media ROI. What impressed the judges was the solid define and discovery approaches deployed to get to the root cause, from engaging with the impacted audience, to teams who drive the spending habits to external media buyers. They were clear that this was a cultural challenge that required enduring behavioural change rather than treating this as a standalone piece of learning. This resulted in behavioural definitions being created to develop a bespoke solution for PepsiCo’s needs. The sophistication of the business simulation/game was also notable, it was fun but more importantly was set out to push them intellectually with relatable tasks and challenges. It delivered slick real-time interactivity with a stunning user interface – both the game design and the visual elements played to the dynamics of their marketing persona. Interestingly ‘shadow teams’ were queuing up to participate in the game based on word of mouth from their colleagues!

SILVER AWARD

AXA & Sponge UK

Anchored around shifting the customer focus to relationships rather than a transactional experience, this high energy campaign led intervention was a very well thought and executed solution. What was particularly inspiring was the way they circumvented the challenge of call handlers having to be at their desks throughout their shift. Using the principles of daily stand-ups which they called ‘hubs’, they spent 5 mins each day spending time on challenges and quizzes and then each Friday they tested knowledge using an online game. As a result of this multi-faceted mix including a range of coaching, video and social media, the ‘Inspiring Customer First’ programme increased customer advocacy and loyalty. Both of which are holy grails, especially in the customer service world.

BRONZE AWARD

Great Western Railway & MTD Training

Great Western Railway like many other organisations find themselves facing industry and organisation disruption. This gave rise for GWR to think about the skills and behaviours required by their Leadership cohort to deliver against their people strategy and external forces. The Leadership Development programme had to achieve advocacy with the 400 Managers and the end result was a renewed appreciation and thirst for learning. Not many programmes can cite such hard impact measures such as improvements in safety measurements including near misses and reduction in loss time injuries. The customers were also impacted by the programme rollout as evidenced by an increase in customer satisfaction ratings.

FINALISTS

beyondblue & Liquid Interactive

Booking.com & GoodPractice

McDonald’s & Kallidus

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APPRENTICESHIP PROGRAMME OF THE YEAR

GOLD AWARD

St. Mungo’s

St Mungo is a Homeless Charity helping homeless people & rebuilding lives. One of the unique aspects of the apprenticeship programme at St Mungo’s is that it is exclusively for people with lived experience.

The apprenticeship programme has a rigorous interview and selection process ensuring they have a pool of passionate and committed apprentices with the potential to succeed in a permanent role and go on to directly help and support clients in need.

The programme is life changing for the apprentices. It helps those with challenging backgrounds with lived experience in this field gain experience, qualifications and employment with St Mungo’s or other companies in the homelessness sector. St Mungo’s offers further opportunities for its apprentices by partnering with various charitable organisations to offer a breadth in experiences, they also work with sector experts to ensure apprentices are learning extended skills.

With a high completion rate, positive user feedback and continued assessment and development of the programme, the St Mungo’s apprenticeship programme worthy of the award.

SILVER AWARD

Centrica

The Centrica apprenticeship programme offers a professional, structured career journey for individuals who join it and is open to people of all ages and backgrounds, with the average apprentice age being 30 years old.

The scheme proactively encourages equality, in particular encouraging women in to more male dominated roles within the energy sector and actively taking on feedback to learn from and improve the experience for others.

The scheme provides a blended learning journey and also offers extra curriculum activities such as the Duke of Edinburgh award and providing opportunities for participants to undertake voluntary work for charitable causes/initiatives that are aligned to their interests.

FINALISTS

Guy’s & St Thomas’ NHS Foundation Trust

TOM Vehicle Rental

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PEOPLE DEVELOPMENT PROGRAMME OF THE YEAR (PUBLIC SECTOR)

GOLD AWARD

Royal National Lifeboat Institution

With a business built on volunteers, effective use of individuals time is crucial, so reducing classroom training time was paramount. The RNLI's solution was to develop a fully immersive 3D CAD designed online programme, split into individual learning modules, enabling volunteers to learn at their own pace, in their own time. The quality of design is exceptional with every care and attention given to details that make the experience more lifelike for learners including an innovative use of head cams when out physically training on the boats. The learning and development team ran a very thorough needs analysis before the project began, identifying not only what needed to be learnt but how people wanted to learn and what challenges there were to learning. The L&D team made the decision to bring the development in-house half way through the project and still managed to complete it on time, demonstrating both drive and commitment. With the positive endorsements from users, the outstanding quality of the end product and the passion and enthusiasm demonstrated during the presentation, the RNLI truly deserve this award.

SILVER AWARD

Medical Research Council

With an exceptionally challenging environment to work in, the Medical Research Council (MRC) have achieved a considerable amount. They have not only produced a library of much needed learning materials through an iterative development cycle but have enabled career development through the 3-tiered digital curriculum for field workers in the Gambia. Overcoming many challenges, including the need to replace local infrastructure, the MRC have laid solid foundations and the judges look forward to seeing how this project develops and expands over the coming years.

BRONZE AWARD

LEO Learning

A very polished solution from LEO Learning with a thorough needs analysis. The scale and pace of this project was extremely impressive, achieving a considerable amount in a very short period of time. The judges were particularly impressed with the project management skills on display, with evidence shown of professionalism and efficiency, especially given the challenges involved with managing a consortium of different learning providers.
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The journey includes testing your career knowledge and exploding career myths. There are interactive exercises that help people find direction and clarify the action they need to take.

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Managers are given practical support to hold great career conversations. Using the tested 6 Career Conversations model, it’s quick and easy to have great conversations - every time.

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Individuals can use any of 72 career tactics to build a career plan and drive their own career – knowing that each tactic is inspired by what successful people do to manage their careers.

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A joint-venture product
The judges were impressed with this highly robust solution from Wolseley, Insights Learning & Development & Odissy. The solution demonstrated a strong Return on Investment (ROI) all the way from the pilot stage through to the final rollout via a bespoke platform. Also in evidence was a passionate and brave “can-do” attitude and strong cultural insight, which resulted in the team being able to successfully convince the leadership and the Executive Board that this was the best way to build organisational capabilities, adjust behaviours and contribute significantly to the business bottom line. A richly deserved Gold winner!

AbbVie presented a powerful, focused and clean blended solution which impressed the judges with its rigorous discovery and diagnostics phases. The presentation provided evidence showing a clear value to the business and proof of benefit (profit, cost and attrition). Finally, the judges were encouraged to see the AbbVie team openly demonstrating good business ownership, across all departments and points of contact.

The judges were highly impressed with this imaginative and inspiring approach to brain friendly learning, based around the concept of ‘try one thing’. There was clear evidence that this approach had provided a catalyst for further development and that it had created benefit to the business. Furthermore, the team cited independent validation of effective intervention via STEM audits. Of particular note was the very effective priming phase - using a system of continuous communication to prepare the learner for the intervention.

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Contact: Emmanuel Remy
Head of Operations, International
emmanuel.remy@teachonmars.com
Sky Academy impressed the judges with its large-scale, cutting-edge, immersive digital broadcast solution aimed at young people interested in jobs in the digital media world. Working closely with Engage Works and the National Schools Partnership, Sky Academy has delivered a deeply engaging and immersive experience for participants that not only stretches them (57% report they are able to do something following the learning experience that they couldn't do before), but also built confidence in communication and other core skills.

With more than 85,000 people having used the custom-built studios and bespoke software developed by Sky Academy, together with an array of downloadable resources and mobile apps, this role-based experiential learning solution is clearly world-class and a worthy winner of the Gold.

Serious Games International’s technology solution for Crossrail and Alstom Tso Costain demonstrated how the intelligent use of innovative photorealistic 3D simulation and ‘Hollywood style’ video technologies using the Unreal engine and other tools, can deliver engaging learning solutions, especially in the compliance area – where many learning solutions are seen as mundane. This Serious Games International solution paves the way for future highly interactive and engaging technology-based learning.

The BP Fuel Station Ville games-based career development tool has delivered learning innovation and competitive advantage to the company. It has fundamentally changed the approach to talent development in the parts of BP where it has been used. Although still only in use in part of the company, and due to be rolled out globally in 2018, this solution impressed the judges with its demonstrable impact on reducing attrition rates.

Finalists

Ernst & Young
Mindful Education
OpenLearn at The Open University

Award sponsored by Microsoft
Thank you so much for your continued support of Dreamflight.

Over 5,800 children have experienced their holiday of a lifetime thanks to the support and generosity of fundraisers like the Learning & Performance Institute.

Each year we take 192 children aged 8-14 with a serious illness or disability on the holiday of a lifetime to the theme parks of Orlando, Florida. We believe it is important to bring some fun and joy into the lives of children whose conditions have brought them pain, distress and disruption.

We have 12 regionally based groups of children from all over the UK, including Northern Ireland, Wales and Scotland. Each group is made up of 16 children and their volunteer support team (medical and non-medical). The children leave their families behind giving them an opportunity to discover independence, confidence, and a whole new outlook on life. Often for the first time, these children realise that they are not alone, and they are not the odd one out.

They see children around them who have also suffered, they gain perspective, and experience things they never thought possible.

Thank you to L & PI from all the Dreamflight children!

Whilst on the trip, the children build friendships and develop a real ‘can do’ attitude. Many former Dreamflight children have gone on to achieve amazing things. Several of the returning Paralympians from Rio 2016 had been Dreamflight children in the past, citing the trip as a turning point for them.

One of them was Natasha Baker MBE.

Natasha is a dressage rider and 5 times Paralympic Champion and says:

“Dreamflight totally changed my life. I went from such a dependent, shy child to a confident young lady and it’s just great to see that it can happen to so many other people.”

Charity Numbers: 1117303/SCO44892   www.dreamflight.org   office@dreamflight.org   01494 722733
GOLD AWARD

MWR InfoSecurity

The judges unanimously decided that the Gold Award should go to MWR Infosecurity for their Boot camp called HackFu. This has been going for ten years and has got more exciting and complex over the years and is a major factor in encouraging retention of the highly prized cyber security experts that the company employs. It also creates an environment full of exploration and challenge across the whole company.

The judges were impressed by the co-creation of content and the fact that individuals or teams could not only suggest appropriate content but then go on and build and deliver it. It is learning by doing and a fully immersive five day experience for over 100 participants that sets the company apart from its competitors. The individual touches were also admired: a Private Eye cartoonist was invited to document the last event, and software systems are build in their entirety so that they can be broken by the competing teams.

The HackFu sums up the spirit and commitment of the Company. It is thoroughly innovative, and a thoroughly deserved winner.

SILVER AWARD

Johnson Controls

The company has used video and narrative to make compliance come to life, and the result has been hugely influential and the key to unlocking other learning initiatives. Over 30,000 staff have viewed the professionally shot and scripted movie “Tripwire” which focuses on personal information security and awareness of cyber theft. It has an immediate, visceral impact on every viewer and the narrative is supplemented by more detailed information to take the advice seriously. Even though a conventional film narrative, it has more engagement and impact than most pieces of compliance e-learning.

BRONZE AWARD

SiyonaTech

The Bronze award goes to SIYONA Tech who have built an Augmented Reality App to help train DELL technicians to recognise and repair DELL laptops. It has a learning mode to familiarise the user with the product, and then sets tasks to disassemble and repair the same machine. It is designed to get technicians up to speed 30% faster than more conventional training, and works on any tablet or phone. It points the way to more effective and faster technical training and expert input and commentary in a remote, distributed environment.

FINALISTS

KNect365 Learning

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Alex Burns – BCS Network Engineer Apprenticeship with 3aaa, Level 4

First UK Apprentice to complete the new Digital IT Apprenticeship Standards.
This digital transformation story impressed the judges the most. It showcased how L&D delivered better learning experiences, crucially using mostly mobile technology. As a first time digital initiative for the company there was an impressive grasp of digital methods and approaches, and a clear focus on user needs and motivations. Support from all levels of the organisation was another foundation stone firmly in place. Alignment with business digital transformation initiatives being launched for their customers gave the work a sense of momentum and relevance to the workplace and day-to-day activities of learners.

We were impressed by the creativity of the campaign and the lasting impact it has had on creating and supporting M&B’s performance culture. This together with the clear energy, commitment and enthusiasm of the team made for a stand out submission and a well-deserved winner.

Sikkim Manipal University Distance Education (SMUDE) used this project to transform from a distance educator to an online and mobile learning solution with digitised content, new platforms for learning delivery and the retraining of support staff to support new forms of remote learner when needed. The judges were impressed by SMUDE’s detailed planning and effective implementation of an appropriate learning solution for their unique needs. The use of an agile development process for both content and products was key to success, with each phase of delivery thoroughly tested and used to inform final build. The current solution blends good practices in both content development and online learning, using a variety of methods and to connect with the large user base. Very impressive.

We were impressed by the scale and ambition of this project. The learning that was carried out was arranged in a very short period of time due to the urgency of the requirement. It enabled several thousands of young students to continue their education and exams after their schools were forced to close, due to conflict in their country. A real impact against a dramatic need. Additionally the way Classera is now working with a large number of schools to digitally transform the way they run their classes on a day to day basis is very impressive. A lot of planning and training has also taken place to ensure that the teachers and support staff in these schools are fully trained on how to work with these technologies and this way of learning.

Finalists

AstraZeneca and HT2 Labs
PepsiCo, Kineo & dominKnow
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Mindful Education have identified a need in the FE market for flexible and user-friendly courses, that suit the needs of tutors and learners. This is a cash-poor market, so Mindful Education has developed an innovative funding approach that removes financial risk from the FE colleges and gives long term ROI to colleges and Mindful Education. This solid financial approach and high quality programmes have enabled them to get significant VC investment. Working with experts in the relevant fields of education, they have developed blended programmes with impressive completion rates and exam results. Client endorsement comes from learners, tutors and the FE college management teams.

We see a strong future for this company and the learners for whom they provide.

EduMe applied app technology to learning in a straightforward and accessible way. Their approach was to look at the technology available to remote learners wishing to become Uber drivers, and design to that capability to maximise access and ease of use. Starting in South Africa they created a mobile solution that reduced need for new drivers to come to a training centre, by completing app-based training first. Client endorsement explained that this has taken pressure off the support centre, while not compromising learning outcomes. This approach is now being rolled out in multiple markets. By putting the learners access to technology at the heart of design and the client needs forefront in content, EduMe is developing a scaleable and effective business.

In an increasingly crowded space of online content, standing out from the crowd can be a challenge. Popcorn’s laser focus on producing beautiful, engaging and inspiring digital learning is well on the way to tackling this head on. Creating content which absorbs the learner in an ‘experience’ and keeps them engaged is core to Popcorn’s strength. And with a series of reputable brands already under their belt; securing recurring business with each demonstrates the quality of Popcorn’s solution and the value it delivers. The entrepreneurial spirit, leadership and business acumen of its founders, Mark and Eric, has set the company up for success. With an extensive track record as in-company corporate learning professionals, their unique insights in understanding client needs from the perspective of ROI and desired outcomes has enabled them to create a company that might soon become a formidable brand in the digital learning space.

Finalists:

New Heroes
The Mentoring School
zipBoard
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ONBOARDING PROGRAMME OF THE YEAR

GOLD AWARD

Greater Anglia

The judges loved the innovative approach that captures the essence of a good Onboarding programme. They particularly liked the fact that the process began before the individual joins the Company, and continues from day one on the job. This was a complete experience and was extremely inclusive; every new employee from a cleaner to a new C Suite executive go through the same basic process together.

The panel also noted that recruitment hiring and Onboarding were seamlessly linked. Onboarding was the final stage of the recruitment process, and the recruitment process was the first stage of Onboarding. The panel was impressed by a customised gift box that is given to every new member of staff at the beginning of their day one face-to-face induction. It is full of useful and practical items, together with some whimsy and tongue in cheek objects that uniquely reflect the Greater Anglia culture. This was a fun and practical programme that also made hard-nosed business sense.

SILVER AWARD

AbbVie

AbbVie’s onboarding programme for new account specialists, is a one year journey that begins before the individual formally joins the company. It is a radically different process from anything that has gone before, incorporating product knowledge, company processes as well as compliance training. The programme is personalised, as it is structured around initial competency assessments that measure strengths and weaknesses and highlight skills and knowledge gaps. It offers the appropriate amount of expert input and back-up at each point in the journey and extends through those critical first twelve months in the role. A worthy Silver winner.

BRONZE AWARD

GlaxoSmithKline

GSK has set up a single, global Onboarding programme for its manufacturing division for the very first time. 72 different and non-validated induction programmes, ranging from one hour to one day, have been replaced by a standard two-day face-to-face session that was developed centrally, but is delivered in each of the 72 manufacturing sites globally. It has been adapted culturally, and translated into 17 different languages.

This is a remarkable and noteworthy achievement that is highly complex to organise, but has made a considerable difference to the speed at which new employees become productive in the organisation. It has dramatically altered the depth of knowledge of participants and consequent engagement with both the organisation and the local site. Highly effective and beautifully executed.

FINALISTS

At Home Décor Stores & Axonify

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RISING STAR AWARD

GOLD AWARD

Danielle Kennedy, Litmos Heroes

A breath of fresh air with a can-do attitude, Danielle has a strong moral compass and is very inclusive in her approach – even in especially challenging, high-hazard environments (such as in her work with cranes, where she was the youngest Training Director in that industry at that time). Following the good work she did as Training Director, the CEO asked her to set up and lead a Learning Innovation function. Danielle created a training Academy, ran Apprenticeship schemes and was responsible for both soft and technical skills. Latterly as Customer Delight Manager she turned round ailing satisfaction and retention rates for customers. The judges were very impressed with the way Danielle, upon noticing that there was no corporate strategy in place, simply defined one, communicated it, and then executed against it flawlessly. A natural leader and a name to watch for in the future.

SILVER AWARD

Hayley Khan, Virtual College

Hayley is an exceptional candidate for this award. She has achieved so much in a relatively short period of time. Ambitious and driven, she has a good understanding of business and learning which is a fabulous combination. The judges were inspired by Hayley’s willingness to ‘get her hands dirty’ in addition to contributing to strategy and improvements. She also impressed with her ethos that she is ‘only as strong as her team’, and how developing her team plays an important role. Self-driven, with a demonstrable impact for the various roles she has held both in learning and operationally, Hayley arguably has a bigger remit than the other candidates - but this hasn’t stopped her recently merging existing teams to head up a new and expanded function.

BRONZE AWARD

Sukhi Sanghera, Berwin Leighton Paisner

Sukhi has wanted to be in learning for as long as she can remember, and has a passion and energy about upskilling people. Whilst working in an administration capacity, Sukhi took on additional tasks of Training Needs Analysis and classroom facilitation for specific cohorts. Additionally, she researched and pushed for the use of online meeting platforms such as WebEx which has been well received and inspired other areas of the business to follow suit. With an extremely high level of dedication to provide business services, Sukhi has recently been promoted to L&D Advisor and the judges are confident she will continue to go from strength to strength.

FINALISTS

Emma Sephton, HT2 Labs

James Tyas, Saffron Interactive

Laura Emson, Cambridge Assessment

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LEARNING PROFESSIONAL OF THE YEAR

GOLD AWARD

Sharon Claffey-Kaliouby, State Street Global Advisors

Regularly sharing learning with others through whatever means possible, Sharon’s passion for learning combined with her resourceful approach to overcome challenges and leveraging her network (old and new) where necessary, makes her a true Learning and Development role model.

Sharon would make an ideal mentor for anyone at the start of their career in learning and development. Sharon has built credibility with her stakeholders and clients, constantly challenging them and clarifying the real need for a learning solution or intervention. Sharon’s passion and determination towards actively promoting Women in Learning and Leadership is an inspiration and further demonstrates her awareness of the environment she currently works within and commitment to a more diverse future.

SILVER AWARD

Jo Byrne, Cambridge Assessment

Jo has achieved a lot very quickly in her role and remains very humble about her own achievements. Jo’s mission has been to build a culture of learning within the organisation. She has clearly gained the respect of her peers and stakeholders, overcoming many challenges including a limited budget, a small team, having to grow her own knowledge, making sense of and utilising the apprenticeship levy and making learning solutions accessible globally. We are all really keen to follow Jo’s career with interest over the coming years.

BRONZE AWARD

John Hinchliffe, Virtual College

John has clearly demonstrated his passion for digital learning and has developed many innovative solutions working with varying budget and constraints. We were impressed with the work John has done around the implementation of an instructional design framework to help develop in-house designers. However, what really sets John apart is his devotion to helping others learn, inside and outside of his day job. John mentors numerous individuals professionally and personally, has developed a website to help instructional designers and has an active role in the eLearning network. Helping others to learn and sharing learning forms part of John’s DNA.

FINALISTS

Bobby Chatterjee, Inspirational Development Group

Craig Hamill, Zonal Retail Data Systems

Craig Taylor, HT2 Labs

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CLO OF THE YEAR

GOLD AWARD

Kavita Kurup, Axis Bank

The judges had no hesitation in awarding Kavita Kurup the title of CLO of the Year. They were impressed by her strong presentation and engaging commitment to learning in her organization.

In spite of presenting via Skype from Mumbai, she was able to convince the panel that learning is very important for Axis Bank, and is strongly aligned to business purpose and strategy.

They loved the aspiration to shift learning from an organisation driven operation, to a habit owned by all employees. Her philosophy is both pragmatic and robust and she has established practical frameworks for assessing and building competency.

She has a business background and transitioned to Learning and Development after setting up a new-start induction programme in one of the bank’s branches from scratch. She has embraced story telling, abolished an outdated performance appraisal model in favour of continuous learning and development, and demonstrated that she can be both flexible and innovative. This was apparent in her use of Coursera, an integral part of their leadership development programme and, also, her concept of offering high performers learning stock options to recognise exceptional performance.

With a small learning team, in a large organisation, she has demonstrated that learning counts and learning makes a coherent and enduring impact on performance.

FINALISTS

Juliette Denny, Growth Engineering

Sridhar Sarathy, Tata Capital Limited

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EF Education First is a company with clear evidence of investing effectively in innovation – including developing new platforms, services and mobile apps as well as leading edge work in virtual and augmented reality and the social aspect of language learning. EF Education First demonstrated evidence of a learner-centric approach through the matching of learners to coaches and 1-2-1 coaching as standard. The company has clearly built a set of services delivering ‘performance support for language learning’. EF Education First showed the judges how it works with clients to agree KPI’s for the learning that make a real and tangible difference to their business, including solid data to support the business cases.

Kallidus has built its 3D simulation capability to impressive levels providing a degree of authenticity that enables digital learning to be truly credible with customer workforces. The use of both 3D images generated in Unity combined with real images was some of the best simulation work the judges have seen. Kallidus also demonstrated a focus on continuous improvement and significant success in raising task completion rates in its LMS.

LEO Learning showed both innovation and an understanding of impact measurement, including sophisticated analysis to demonstrate the impact of specific learning interventions. The company has applied Mike Rustici’s approach to measurement by partnering effectively with Watershed and utilising a Learning Record Store. Working closely with clients, LEO Learning is using content as an adjunct to strategic solutions rather than the other way around.

Athena Professional eParamus QA
What will be more important in the future, the right skill set or mindset?

ey.com/betterworkingworld  #BetterQuestions
Specsavers

The Specsavers team shared and articulated a really clear plan of action, with insight, energy and enthusiasm - perfectly matched to the business needs. They began with, and continually demonstrated, brilliant insight and connection to what was needed to support the business, presenting clear evidence of the impact they had created within the organisation.

The judges were impressed with the comprehensiveness of the solution, covering a wide spectrum of approaches and media, and were particularly swayed by an amazing CSR story and impact of repurposing content for use outside of the organisation. A superb implementation of learning, presented passionately and compellingly by a strong team.

Worthy Gold winners!

EY

The judges felt that EY addressed the complex issue of building a virtual team split across the globe and disrupted by various time zones very well. Making every use of the technology available, they have created and used a social portal to share and build knowledge, not just for the sake of connecting but looking for better ways to address similar challenges and practicing what they preach about the power of the team. The story they shared, along with the results achieved to date, left the impression that this team will continue to have great impact in the time ahead.

Cognizant Technology Solutions

Cognizant Technology Solutions demonstrated great energy and passion on the importance of learning. The real honesty of the complexity and challenge delivering to a business that is moving and growing fast, not always getting things 100% right but willing to try, see what they learn and move at the pace required.

As a result, they have built and delivered a comprehensive offering of learning solutions to try and meet immediate needs. What really struck us is the drive to foster a constant spirit of innovation and build up a cultural change.

AbbVie

Robert Bosch

State Street Global Advisors

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The Future Workplace Experience book has won the 2017 Axiom Business Book Award in the Silver category for Best Business Book for Human Resource Professionals and has been highlighted in TIME Magazine, NPR, SHRM’s HR Magazine, Digitalist Magazine, and CIO Magazine, among many others.

In 2015, Jeanne was named to the list of the top 50 Influencers in Corporate Human Resources and Recruiting by Glassdoor. She is also on the Board of Advisors for Kronos Workforce Institute. Bizzabo lists Jeanne on the Top 25 Most Engaging Speakers in HR for 2014.

Jeanne and her firm, Future Workplace, launched the Future Workplace Network, a consortium of HR, Talent and Corporate Learning Leaders from FORTUNE 1,000 organizations who convene four times a year to discuss and debate how to prepare for the future of work. Future Workplace also offers a range of on-site workshops targeted to developing a new set of skills to thrive in the future workplace.


Jeanne was previously Vice President of Market Development at Accenture and is currently a Contributor to Forbes Magazine writing a column entitled 2020 Workplace: Preparing for the Future. A list of recent columns can be found at: http://blogs.forbes.com/jeannemeister. Jeanne is also a guest columnist and a member of the Executive Board for CLO Magazine.
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