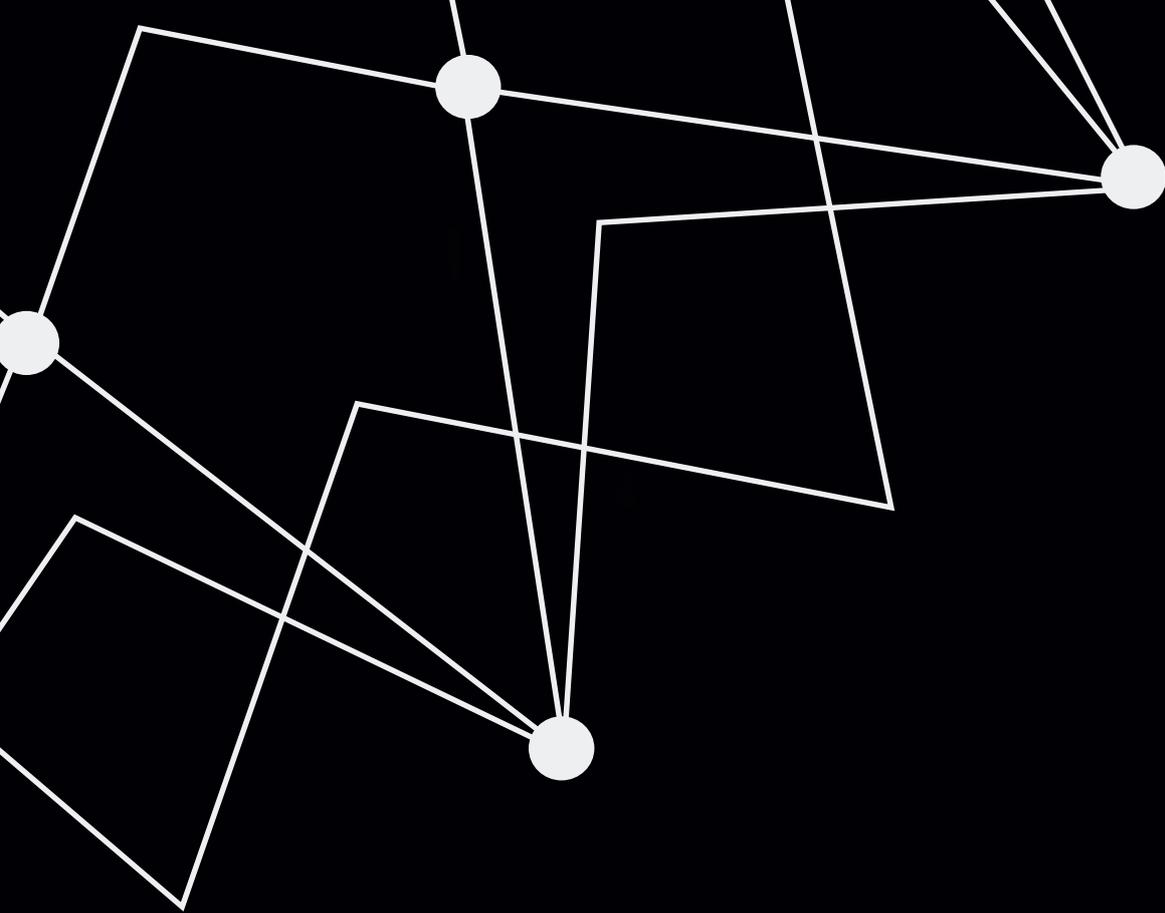




The 24th Annual Learning Awards

20th February 2020
London Hilton
Park Lane
London





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FOREWORD

2019 has been, like its predecessors, a year of rapid change in learning and development. As learning technology evolves, so must learning professionals and their organisations evolve and adapt. We have all heard stories of those who have hesitated to adopt, or failed to adapt, and as a result have foundered against the rocks as a new tide of technology rushes in.

What's clear is that L&D (and the entire organisation) can flourish when it becomes less traditional and more flexible. When L&D re-imagines itself as an advocate of performance, instead of a cost centre for training; when it sees technology as only part of the equation; when it understands that people are its most valuable asset – then the capacity to generate real and positive change grows exponentially.

In 2020, forward-looking companies are hiring individuals not for their job-specific skills but for their adaptability, their desire to learn new things, and their capacity to work with others. And as we move further into this new decade, modern learning organisations must increasingly encourage people to shape their own learning interventions, thrive on new circumstances and new challenges, and seek empowerment and engagement with organisational strategy and goals. This will require agility and bravery.

At the Learning Awards, we have always championed innovation and creativity, and this year is no different. We have seen the advent of new learning 'experience' platforms and the emergence of the data scientist as a critical role in L&D.

There is some superb work being done in these areas and, to bring these firmly into the spotlight, we have introduced two brand new categories for 2020: 'The Learning Platform of the Year' and 'The Learning Impact Award'. In particular, learning impact is an area we believe will see more technological and methodological advancement than any other in the coming years. Measuring the efficacy of learning to improve performance relies on the collection, interpretation and application of one thing: data. We are now seeing the development of comprehensive learning strategies that utilise data as their foundation, rather than simply being something to collect in post-learning analytics.

Data has swiftly become the most valuable resource in L&D. Without data there is no narrative, no context and no adding value. The new age of knowledge is here and now, with data at the forefront, and those organisations that embrace this are seeing huge gains.

Finalists of the Learning Awards are judged not just on their creativity and passion but also on their ability to prove and demonstrate business impact. For, without this, there can be no increase in performance. The people and organisations in this book have shown an amazing ability to adapt, innovate, and ultimately prosper in the face of overwhelming industry change. They are unquestionably operating at the top of their game – demonstrating tangible benefits and positive outcomes to our panel of independent judges.

So, I am pleased to share with you the finalists and winners of the Learning Awards 2020. Everyone who appears here deserves the fullest praise for their achievements. They are the true pioneers in learning – pushing boundaries, exploring avenues, and forging ahead to new successes.

On behalf of everyone at the LPI, I congratulate all the winners and finalists. Have a fantastic 2020 and celebrate your achievements!



Edmund Monk
CEO, Learning and Performance Institute

YOUR HOST

Claudia
Winkleman



Photo - David Oldham

Claudia Winkleman is one of the best known broadcasters in the UK and has won the RTS Award for Best Presenter in 2015 and been BAFTA-nominated. Claudia currently co-hosts Strictly Come Dancing (BBC1) alongside Tess Daly and also has a Sunday night show on BBC Radio 2.

Claudia also fronts the BBC1 cookery competition series Britain's Best Home Cook alongside Mary Berry, which first aired in 2018 and will return to television screens in 2020. She also regularly appears as a guest on panel shows including QI, 8 Out of 10 Cats, Great Big Quiz of the Year and Would I Lie To You.

Claudia has previously presented four series of The Great British Sewing Bee and was the host of BBC Film. Claudia is also a trustee of Comic Relief and has fronted the live television shows for both Red Nose Day and Sport Relief, along with spin-off shows including Let's Dance for Comic Relief/ Sport Relief and the Comic Relief Danceathon.

As part of the Strictly family, Claudia first presented Strictly Come Dancing: It Takes Two before joining Tess Daly on the main show in 2014. The following year she also hosted The People's Strictly.

Claudia graduated from Cambridge University with an MA Honours in History of Art. She lives in London with her husband and three children.

Combining mainstream appeal with her own brand of wit, Claudia Winkleman is the perfect host for any event, from large scale awards to more boutique affairs.

Judging Panel

THE LEARNING AWARDS 2020

CHAIR OF JUDGES



Sandra Ng
The Learning
and
Performance
Institute



Grant
Schmidlechner
GlaxoSmithKline



Paul Jocelyn
Jocelyn
Consulting



Kate Graham
Fosway Group



Ettie
McCormack
The Learning
and
Performance
Institute



Jim Parish
Bluetree
Solutions



Lisa Johnson
NHS
Blood and
Transplant



Cathy Hoy
The Learning
and
Performance
Institute



Claire
Rooks-Byron
The Delivery
Group



Myles
Runham
The Learning
and
Performance
Institute



Nick Jones
Blue Eskimo

SPONSOR JUDGES



Jill Shepherd
QA



Alistair
Cumming
Lidl



Meg
Stevenson
Knowledgepool
Group



Rod Hobbs
Capita



Catriona
Razic
SkillCast



David Cooke
Logical
Operations

CATEGORY JUDGES



Clair Madeley
The Learning
and
Performance
Institute



James
Barton
Royal Mail



Catalina
Schveninger
FutureLearn



Julian
Wragg
AVADO



Jenny
McCulloch
BBC



Roger
Mason
REED



Robb Sayers
ViV
Healthcare



Vlatka
Hlupic
The
Management
Shift



Niall Gavin
ARG
Training



Stuart
Brooks
Lloyds
Banking
Group



Craig Hamill
Zonal



Caroline
Ford
AstraZeneca



Alexandra
Holmes
BLM



Liz Barnes
Johnson
Matthey



Andrew
Jacobs
HM Revenue
& Customs



Jack
Lockhart
Virgin Media



Cheri
Boucher
BT



Donna
O'Toole
August
Recognition
Ltd



Marten
De Prez
aNewSpring



Dena
O'Gorman
Guy's & St.
Thomas'
NHS
Foundation
Trust



Loiza Tallon
Westcoast



Gabrielle
Schembri
Humanitarian
Leadership
Academy



Robin Martin
The Learning
and
Performance
Institute



Stephan
Thoma
Interdependent
Executive
Advisor



Karen
Cottam
DPG



Dominic
Fry
Mencap



David
Perring
Elearnity



Sarah
Davies
Welsh
Ambulance
Services
NHS Trust



Satnam
Sagoo
British Red
Cross



Tess
Ewington
UK Home
Office



THE

LEARNING

AWARDS

2020

PEOPLE DEVELOPMENT PROGRAMME OF THE YEAR (PUBLIC SECTOR)

GOLD AWARD

Compton Care



Compton Care have developed a highly innovative programme that empowers their people to deliver best practice and break silos across the business. The low-cost, workable model is highly relevant to individual learners whilst being creative and adaptable in its approach. The programme is proof that innovation doesn't have to mean technology, instead, Compton have taken an iterative approach to enabling learners to learn and develop as leaders. Feedback from participants shows the impact of the learning is making a difference to the culture within Compton Care. This is a sustainable programme with potential for future commercial viability within the charity sector.

SILVER AWARD

LABC



LABC's people development programme has addressed a significant need during a challenging time for the industry - supporting the needs of an ageing workforce and developing members' competencies in the wake of the Grenfell disaster. The programme has the flexibility to support learners through formal qualifications, as well as providing informal learning opportunities, ensuring upskilling is accessible for all in Building Control. The LABC has successfully demonstrated a clear impact on members' learning through competency based accreditation supported by a Virtual Learning Pathway.

BRONZE AWARD

Evolve Education



Evolve have developed a programme to meet a very specific social need and support young people in school through Health Mentoring. They have used technology and innovative learning approaches to develop a scaleable solution to making a positive impact on a growing generation in a cost effective way. Evolve show great passion in their work and are ambitious with where they can take the programme in the future.

FINALISTS



BBC



Cabinet Office



MCA



Sussex and Surrey Police



The Metropolitan Police, EY
& Lane 4



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PEOPLE DEVELOPMENT PROGRAMME OF THE YEAR (PRIVATE SECTOR)

GOLD AWARD

Banco Santander S.A



Santander delivered a well-structured presentation detailing their successful launch of the global Young Leaders initiative. The comprehensive programme exists to enable digital natives to contribute to the strategy transformation of the business whilst developing their skills as a leader. The programme and its various pathways are structured over an 18-month journey, exposing learners to real life business challenges and stretching them with new experiences. We felt there was a strong link to business performance, especially through the 'Special challenges' module that has grown organically from the initial launch of the programme. The level of senior sponsorship and the peer selection process particularly impressed us, where learners are recommended by their colleagues to be part of the programme.

SILVER AWARD

Media Zoo & Dixons Carphone



The Dixons Carphone graduate development programme was developed to improve graduate retention. The programme is structured over 2 years and exposes students to business challenges, improving their commercial awareness. The programme was developed in collaboration with graduates, so they could input into the structure, tone and branding of the final solution. They received very positive retention improvements, with 100% of graduates retained across the 2 years, which is a 45% increase from the previous programme cohort.

BRONZE AWARD

Novartis



Novartis set out to change the learning mind-set of employees through a focus on curiosity, inspiration and leadership. With clear alignment to the people strategy, a 13-week programme was developed. Webinars, live events and formal courses were created and partners such as LinkedIn Learning, Coursera and Skillsoft were sought to provide integrated digital learning solutions. We loved the approach to encouraging curiosity and the positive learner feedback and engagement. It's a little early in the programme's life cycle to fully realise the benefits and business impact. However, the programme is very comprehensive and executed well with positive results.

FINALISTS



Capita



Saba Software & Vodafone



Telefonica (O2 UK)



Teleperformance UK



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APPRENTICESHIP PROGRAMME OF THE YEAR

GOLD AWARD

Greene King



Greene King are a leading pub retailer with over 39,000 employees across 2,700 UK sites. They have over 2000 apprentices in learning with a commitment to support 20,000 by 2022. They are covering all bases with their holistic, multi layered approach to the apprenticeship programme. Demonstrating clear alignment with strategic business needs, recognition of external challenges, forward thinking, strong commercials, and an innovative approach to working constructively with competitors, the community and prisons. Overall, they have the 'learner at the heart' which was fully evidenced on the day through metrics and the apprentice voice. A clear leader for this category.

SILVER AWARD

Happy



Happy's apprenticeship aspires to deliver a much-needed pipeline of digital skills across the UK. Learners are diverse, generally from disadvantaged backgrounds. The programme utilises industry expertise to provide high quality training and job opportunities. It is person centric providing outstanding, tailored support to each apprentice. There was clear evidence of career mapping, innovation in recruitment and the employer/apprentice matching process providing a creative, inspiring story of success. Meeting Mo allowed the voice of the apprentice to come through strongly. He is an excellent advocate for this programme and a great example of how it is changing people's lives.

BRONZE AWARD

Deloitte



Deloitte's BrightStart programme, with over 800 learners, provides a vital talent pipeline. They had the insight to look ahead, identifying their own and their client's business needs and have delivered a future focussed, innovative programme aligned to organisational strategy. They partnered with Ada college to deliver a flexible, supportive, personalised learning journey for each apprentice. The team provided a compelling, robust and evidenced description of overcoming cultural challenges to deliver on expectations and bring the BrightStart programme to life. This success is reaching other parts of the organisation globally and Deloitte's clients seeking to build their own apprenticeship programmes.

FINALISTS



Booking.com



IBM UK Limited



RSA Insurance Group

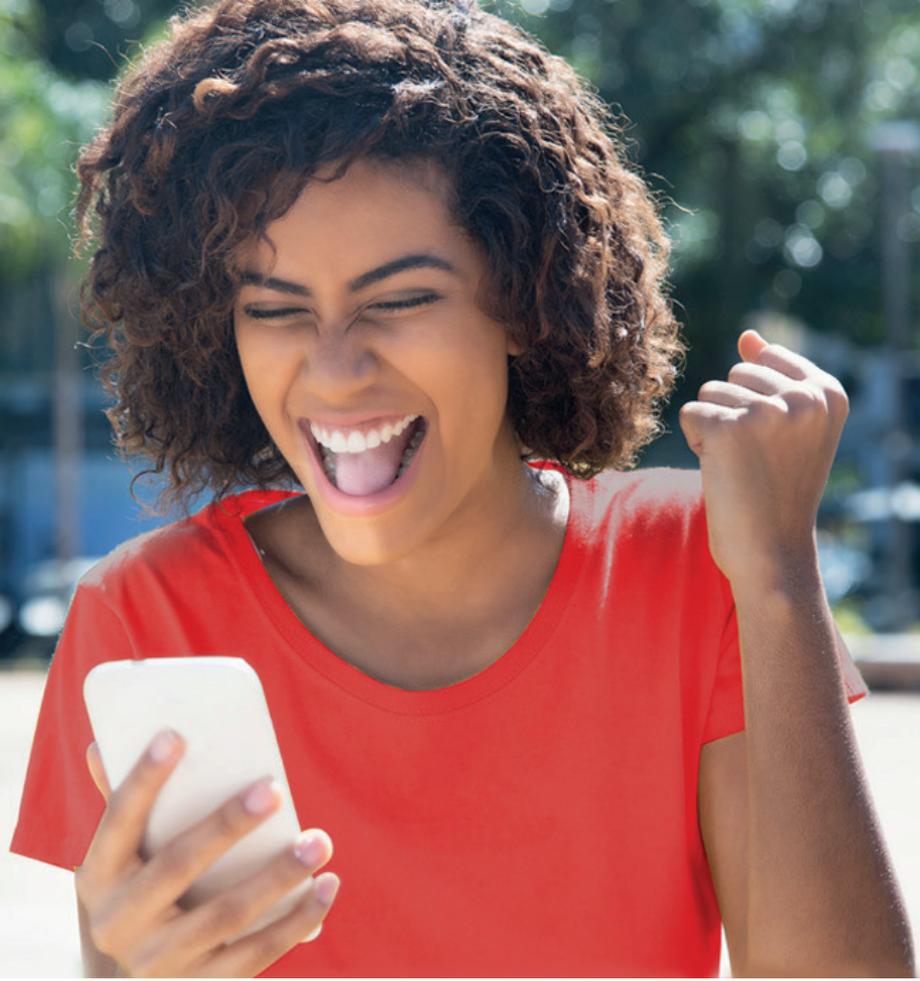


Tech Data UK & GK Apprenticeships



Willis Towers Watson

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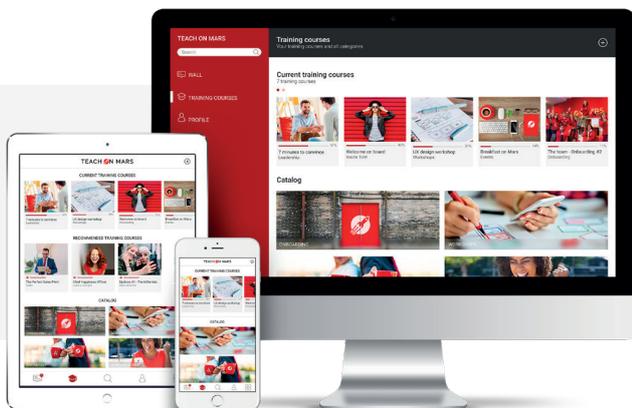
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ONBOARDING PROGRAMME OF THE YEAR

GOLD AWARD

Whitbread PLC



Whitbread (Premier Inn) the UK's largest hospitality company, have designed and deployed an innovative and creative programme which engages, empowers and delivers in equal measure against directly attributable business challenges. The overriding emphasis is of course on the development of capability and skills but recognising the huge importance of creating a welcoming and collaborative experience for new hires, a personalised approach which outlines career (and developmental) opportunities and linking financial incentive has demonstrated hugely impressive tangible and measurable benefits to the organisation.

SILVER AWARD

Paycor



Paycor's stated aim of developing a hugely impactful sales enablement programme (Ascent) for new hires entering the Major Market Sales teams has been designed in the most cohesive way. The complexity of delivering a foundation in industry, goals, process, culture and complex product (HCM Software suite) combined with learners actively embedding into their new roles has been executed successfully and with demonstrable business benefit. Increased retention, higher sales and a learner net promoter score in the mid 70's are hugely impressive outcomes.

BRONZE AWARD

Cisco



Cisco is a world leading technology company, we would expect that onboarding of new hires would be rigorous and planned, however the CISCO Sales Associate Programme is also inspirational. Hiring 300 graduates from some 60 countries from application base of over 10,000 sets the expectation and CSAP delivers. Cutting edge use of learning technology, engaging, collaborative, blended and hugely successful. Cisco are delivering qualitative and quantitative returns from the CSAP onboarding programme which are equally as impressive as their submission.

FINALISTS



Deloitte & We are Tilt



Edelweiss Tokio Life Insurance



Media Zoo & Tesco



Nationwide Building Society

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LEARNING LEADER OF THE YEAR

GOLD AWARD

Gina Jeneroux - BMO



Gina reshaped the learning landscape at BMO, and established herself as an industry thought leader by building technical, cognitive and human skills to anticipate and respond to workforce skill gaps and needs at BMO. Gina has developed solutions across BMO that deliver significant results through the attendance of 1.1 million hours of formal learning consumed each year by employees. This engagement has seen direct links to business priorities.

SILVER AWARD

Jenny Ludford - NATS



Jenny made significant positive impact to the NATS Air Traffic Control Training Department by challenging the status quo within a training function that hasn't been altered or revised for years. Introducing ways of utilising subject matter experts, technology, and moving away from rudimentary skill-based initiatives to far more behavioural focused programmes has lead Jenny to tripling the size of the team and transforming the learning experience and culture at NATS.

BRONZE AWARD

Kate Ross - IBM UK Limited



Delivering IBM UK's workforce vision of enabling apprentices to grow into valuable client facing resource and future leaders of IBM, Kate identified an opportunity by becoming an in-house apprenticeship provider. This enabled IBM UK to offer a bespoke curriculum through the government standards and provide early career opportunities to over 200 apprentices, who are beginning to pass with distinctions.

FINALISTS



Hannah Gore - Solera Holdings



Jay Fortuna - Rewards Network



James Hampton - Seasalt Cornwall



Sabrina Sehra - University College London



Sang Rongli - Hutong School



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RISING STAR AWARD

GOLD AWARD

Egle Vinauskaite, Skillbright



The three years that Egle has experienced in L&D may have started in a traditional role of instructional design, but it has rapidly evolved to the dynamic environment of digital learning, specialising in the field of VR and AR environments. Embracing the diversity of projects she has both worked on and led, Egle's specialism is clearly emerging in the field of design for neurodiverse learners and groups needing additional considerations. The solutions she has collaborated on regularly push the limitations of existing technology and learning dogma to provide evidence-based and user-centred learning solutions. Egle is refreshing, visionary, a trail blazer and a game changer. With a creative flair and approach that radiates originality, she has knowingly chosen to push the boundaries of conventional learning design for something far more exciting and is potentially an industry luminary of the future. She is a deserving winner of the 2020 Rising Star Award.

SILVER AWARD

Ahrian Taylor, Media Zoo



Twelve months in her first role following graduation and Ahrian has made a big impact, establishing her credentials as a valued member of the Media Zoo development team. She is fully aligned to the outcomes a business needs to achieve and was able to demonstrate significant savings through designing a VR experience that 'transported' 120 Graduates and Apprentices from one part of the country to another without needing to travel, immersing them into a new working environment. The logistics and expense of transporting so many participants would have been prohibitive, however the success and recognition of its effectiveness from the client means they are now looking to implement more VR experiences in other induction based digital learning. Ahrian has big ideas and a growing portfolio of results that speak for themselves.

BRONZE AWARD

Cameron Glennon, Virtual College



Cam has held several roles in 4 years with Virtual College. Having become interested in learning technology, he developed his skills to provide bespoke content and solutions with clients to design learning that addresses business needs. Cam has broadened Virtual College's established reputation as a learning provider to something more inclusive and wider reaching. He has achieved this through segmenting his audiences, whether external clients or internal stakeholders, and taking a multi-stranded approach supported by collaboration opportunities and campaigns to raise awareness. The time that Cam invested in facilitating roundtables with clients, leading a 'Future of L&D' campaign and driving a 'Curiosity' campaign with the internal workforce has shown tangible impact in changing the perception of Virtual College and enhancing its reputation at all levels.

FINALISTS



Grant Element, FirstPort Limited



Helen Masters, Lidl GB



Karishma Samtani,
Morgan Stanley



Matt Fletcher, Essential Site Skills Ltd



Nancy Cusack - Itec Systems

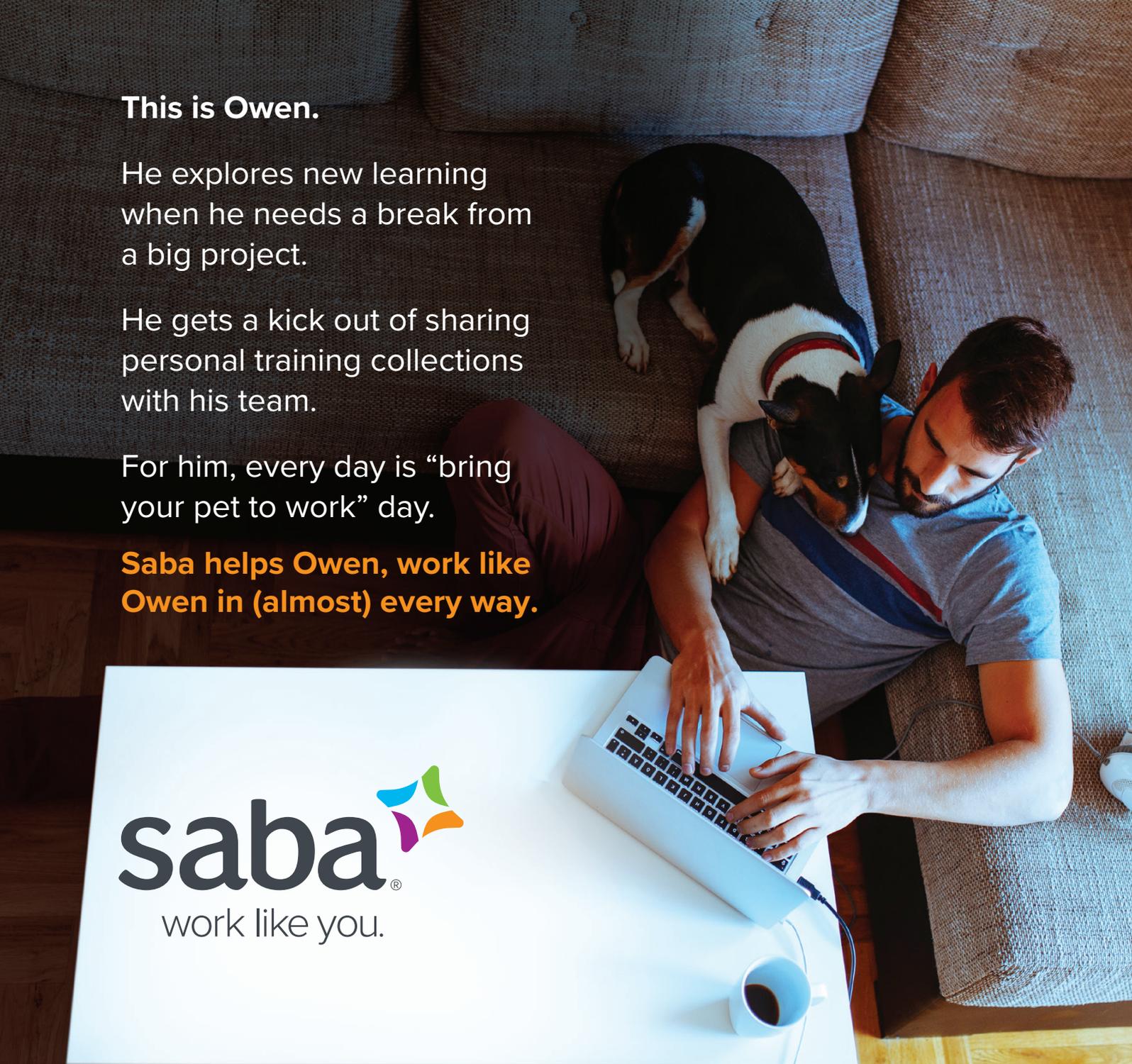
This is Owen.

He explores new learning when he needs a break from a big project.

He gets a kick out of sharing personal training collections with his team.

For him, every day is “bring your pet to work” day.

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A man with a beard and short brown hair is sitting on a grey couch, working on a white laptop. A black and white dog is sitting on his lap, looking at the screen. The man is wearing a grey t-shirt with a blue and red stripe across the chest and maroon pants. The dog is wearing a red collar. The scene is lit with soft, natural light.

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INTERNAL LEARNING SOLUTION OF THE YEAR

GOLD AWARD

Telefonica (O2 UK)



The retail sales transformation program at O2 stood out for the judges due to its business impact, scope (2500 retail employees across 250 stores located nationally) and the holistic approach the team took. They left "no stone unturned" and included skills, behaviours, coaching and engagement in the program design. The judges were impressed with the end to end thinking as well as the connection with the overall business strategy. We loved their energy and passion to deliver the best customer experience through an engaged and upskilled retail staff. Another differentiation factor was the delivery through the leadership teams, internal field Territory Trainers and internal coaches and the fact that no retail advisors were sent to a classroom.

SILVER AWARD

Coca-Cola European Partners



We were very impressed with Coca-Cola's way in which they made a step change in how they upskilled their workforce. Having a geographically dispersed sales force meant that an innovative approach had to be taken to ensure people did the learning they needed to. Coca Cola changed the delivery method, making a more blended approach and had a strong focus on driving forward the learning. They delivered a new programme with increased engagement, completion, skills adoption and knowledge retention. A difficult job with a spread-out workforce trying to hit targets.

BRONZE AWARD

Rogers Communications



Despite this project relying a lot on Axonify, we did feel it had an edge in terms of how it holistically attacked the learning. We felt the evidence of business impact was compelling. The programme implementation had both a vision and had attended to detail. We appreciated the multiple angles of motivation to learn, speed to competence and job mobility at which the programme was targeted. We also appreciated the honest and authenticity of the answer to the question what had the presenters themselves learnt from working with the programme.

FINALISTS



Asahi Breweries Europe Group



Banco Santander



Domestic and General



Lloyds Banking Group



SSE



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EXTERNAL LEARNING SOLUTION OF THE YEAR

GOLD AWARD

SiyonaTech & NATS Oceanic



NATS has invested in technology that will enable real-time monitoring of air traffic across the Atlantic Ocean, something not possible until now. This required the upskilling of Air Traffic Control Officers (ATCO's) and a change in mindset in an industry where change often takes decades. SiyonaTech in partnership with NATS delivered a solution that met all of the stakeholder's objectives of, Time to Competence, Criticality, Flexibility and Accuracy. The solution is highly innovative, incorporating a number of unique technology-based design elements. This created a real cost-effective end-to-end solution covering change communications, Learning and Performance Support well deserving this year's Gold Award.

SILVER AWARD

The Resilience Development Company



The team at The Resilience Development Company an innovatively designed programme for improving resilience, mental health and overall wellbeing. The programme is based on the core scientific pedagogic principles of learning using an integrative, enquiry based, reflective, collaborative and experiential approach to long term learning and behaviour change. The programme has made a positive difference for 800+ staff members of a world leading bank leading to: 5% increase in engagement, 33% reduction in voluntary attrition and 8% reduction in absence. For many employees, this programme has been life changing, helping them to improve mental health, resilience and overall wellbeing.

BRONZE AWARD

Kallidus and GTR



GTR partnered with Kallidus to create the 'One Step Ahead' programme, an innovative blended learning solution designed to drive organisational change and give over 3,000 customer facing staff the critical skills they need to support customer care and performance. Kallidus and GTR focused on developing an easy-to-use learning experience with fully responsive bite-sized modules delivered through a range of mobile devices and innovative use of animation, enabling staff to fit learning into their day. The programme exceeded all stakeholders' expectations in terms of effectiveness and efficiency and has driven change in culture and people's behaviour and is helping to improve the journeys of hundreds of thousands of passengers every day.

FINALISTS



British American Tobacco & EdApp Microlearning



Dale Carnegie London



GoodPractice



Google News Initiative



Sponge

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wslaw.co.uk
020 7593 5000

LEARNING TECHNOLOGIES AWARD

GOLD AWARD

Kineo & Barclays



Barclays with Kineo, overhauled their mandatory Ethics training using an innovative user led approach to learning technologies that has delivered measurable behaviour change in an exceptionally challenging area of banking. This included design of a brand new, next generation learning platform providing flawless, accessible, end to end UX. The project had significant impact for the business including reduced queries, improved engagement and behaviour change and significantly reduced strategic risk associated with running a bank along with cost savings. Managers observed a shift in behaviour of teams as well as positive culture change. Barclays and Kineo listened to customers to make it a real personalised adaptive experience.

SILVER AWARD

Unity Studios & Grundfos



Unity and Grundfos developed an interactive and intuitive VR application including seven different training applications in five different languages, that helped standardise, retain and share knowledge across a global organisation. They created a safe environment for employees to learn and make mistakes, enabling them to learn faster. Key results were improved speed and optimization of production processes, significantly reducing training time and costs across the business. The solution increased collaboration and engagement and saw key business benefits such as reduced error rates.

BRONZE AWARD

Teach on Mars & Parfums Christian Dior



Parfums Dior UK & Ireland used Teach on Mars to help develop a consistent worldwide mobile learning app that supported correction of performance gaps whilst also changing the way learners and trainers perceived learning. They created a simple, intuitive UX that was easily scalable, personalised and hands on. It was a fundamental shift in Parfums Dior UK & Ireland's learning strategy that created a data driven, mobile enabled learning community with favourable impact on key retail performance metrics. Engagement and completion rates increased significantly, along with improved collaboration and performance.

FINALISTS



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SiyonaTech & Swiss Re



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INNOVATION IN LEARNING AWARD

GOLD AWARD

Lancashire Teaching Hospitals NHS Foundation Trust



In a sector that regularly hits the headlines with its well documented challenges, Lancashire Teaching Hospitals NHS Foundation Trust and their LIFE (Learning Inspirations for Future Employment) Programme really stood out. The judges loved the pioneering approach which taps into the youngest members of the community, engaging their curiosity and planting early seeds for a career with the NHS. This ethos also extends to disadvantaged community members who may aspire to an NHS career but believe it is beyond their reach. LIFE has created an environment with hands-on access to real hospital settings like A&E, x-ray rooms, a ward, enhanced with enabling technology to support learning. It is supplemented with a mobile education unit for maximum reach in schools and colleges within the community, with no barriers to inclusion. The tenacity of an inspiring individual won the support and investment needed to bring it to life and, providing a template that many other foundation trusts are adopting, this programme also made hard-nosed business sense. A worthy winner of the Innovation in Learning Award.

SILVER AWARD

LearnBox Ltd



Learnbox brings a fresh approach to a market where education videos are already part of the mainstream. They developed a reputation through video production that empowers learning with audiences who do not always thrive in 'traditional' settings, often dealing with vocational training students at the start of their careers. Their maturity, confidence and experience are very diverse, and their previous learning experiences have failed to equip them with the necessary skills to succeed. Learnbox's engaging approach to video content encourages upskilling that doesn't feel forced or constraining. They work supporting schools, prisons and other disadvantaged individuals for whom access and social mobility are a challenge. This empathy comes through loud and clear in their unorthodox, but compelling solutions.

BRONZE AWARD

Anders Pink



Anders Pink has been helping learning organisations to optimise the best that AI powered content curation can offer. It goes beyond searching on key words alone, instead it selectively curates content that adds value and aligns with an organisation's leadership and values, then delivers it into the flow of work at the point of need. The solution updates frequently with the most recent and relevant content available on the topics selected. Its ability to have the right content at the right time seamlessly integrated into an organisation's own tools and platforms provides a scalable approach across large and complex companies. By addressing the challenges of flow of work learning, Anders Pink have tapped into the need for convenient access to 'here and now' learning, demonstrated by over one million end users globally.

FINALISTS



Allianz SE



Connect



Sydney Water Corporation,
Critical Input & Elemental
Projects



BMO - Bank of Montreal



EY

DIGITAL LEARNING TRANSFORMATION AWARD

GOLD AWARD

Santander Spain



A strong demonstration of outstanding impact to the business and end customer in support of the strategic initiative to #BeDigital.

Santander Spain were able to thoughtfully & skilfully balance the technical solution with the human components & culture of the organisation. This was exemplified by the strategic partnership & shared passion between L&D & the business which achieves measurable impact and results!

SILVER AWARD

Booking.com



A fun, high impact, engaging and passionate transformation story which absolutely embodies the Booking.com brand. Booking.com demonstrated compelling evidence that they've fostered a fantastic learning culture by being bold and innovative in their approaches. This is further enhanced by their Business Partnering approach showing they are comfortable to confidently challenge the business to think differently.

BRONZE AWARD

Tricentis



Tricentis demonstrated a great taste of their innovative transformation programme to date. They have successfully implemented agile methods which create a mechanism for fast feedback enabling them to quickly iterate to meet the needs of their learners. The impact of their learning is already changing the conversation they are having with customers. Tricentis have a great ambition in what's to come and we look forward to seeing this and their enthusiasm, further develop over the next few years.

FINALISTS



Cognizant Technology Solutions



DNV GL



Media Zoo & Tesco



Red Whale



Scandic Hotels AB



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START-UP LEARNING PROVIDER OF THE YEAR

GOLD AWARD

Ethos Farm



Ethos Farm delivered an impressive presentation backed-up with some equally impressive awards. Ethos Farm specialises in Customer and Employee Experience and has already achieved a great amount in the short time they have been established. Sally delivered a passionate and humble presentation taking us through the story of how the business was established and the journey they have taken so far. We were very impressed with the initial funding the business obtained which enabled them to make the investment choices they did. They have also done well to secure funding for a rail project and sponsorship for their recent leadership programme. We feel Ethos Farm is a worthy winner of the Gold award for Start-up Learning Provider of the Year Award 2020.

SILVER AWARD

Corndel



Corndel has seen phenomenal growth in its first 3 years, with an impressive list of clients and equally impressive growing number of employees. Their approach to attracting and retaining the best talent and providing a great work-life balance is commendable. Corndel are passionate about what they do and how they do it. The company has already achieved a lot through their delivery of blended solutions and maximising on funding through the apprenticeship levy. They are an ambitious business with inspiring future growth plans.

BRONZE AWARD

Spectrum Courses



Jane from Spectrum delivered an inspiring presentation and personal story of how the company began. What Jane has achieved in such a short space of time is to be commended, not only for the success of the business but also in the success of raising awareness of such an important topic. The business is providing a service that benefits vulnerable children and their families and carers by up-skilling the people that work closest with these children on a day-to-day basis, helping to educate communities and local government. We were thoroughly impressed with Jane's progress and wish her all the best with the business moving forward.

FINALISTS



Heale Solutions



Intuitive Learning Limited



Knowly AB



OfCourseMe



PeopleUnboxed Ltd



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LEARNING PROFESSIONAL OF THE YEAR

GOLD AWARD

Sarah Ratcliff - Ann Summers



Sarah has managed to overcome some significant challenges over the last 12 months. She needed to build strong relationships with stakeholders, develop learning solutions with limited budget, provide access to learning for 6,000 employees with no internal resources to support her and up-skill herself on the retail side of the business. The ROI Sarah demonstrated in her presentation is impressive, however equally as impressive is Sarah's approach to learning, she understands that people need to want to learn and she has invested her time and energy in creating this environment, which is why we feel she deserves the Gold award for Learning Professional of the year.

SILVER AWARD

John Hinchliffe - UAE University



John demonstrated a real passion for learning and helping others to learn. His involvement within learning and development initiatives outside of work are just as impressive as his 'day job' activities. John has demonstrated many achievements and comes across as professional and driven with an ambition to leave a lasting legacy. His impressive mentoring results and stakeholder endorsements, along with a well structured and comprehensive presentation is why we feel John is a worthy winner of the Silver award for Learning Professional of the year.

BRONZE AWARD

Robert Fisher - RBS



In the last year Robert has stepped into a new role, leading a team that were previously his colleagues. Robert's passion for developing others through coaching and mentoring is clear, he invests a lot of his time developing his team to ensure the skills he has are passed on to others. The NED project that Robert talked us through is a great example of how he met the needs of the company and delivered a solution that was practical and relevant for the audience. Outside of work Robert also hosts an Articulate meet-up group where he can share best practice with others.

FINALISTS



Claire Hovey - Hovey Ltd (T/A Copy & TV)



Dr. Christine Hernandez - Tokio North America Services, LLC



Jono Cathersides - Fisher & Paykel Appliances

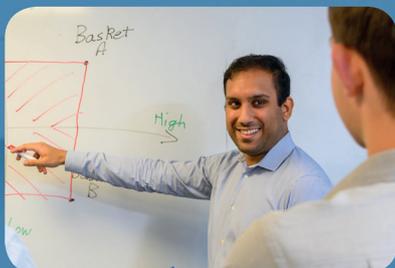


Marie Caliskan - Tesco





We're **Big On**
developing our
people.



congratulations
to all of tonight's
winners!



LEARNING PLATFORM OF THE YEAR

GOLD AWARD

Axonify



The judges were impressed by this exciting solution that is not only harnessing next generation learning technologies, but is working with its broad customer base to deliver real business results. Whilst the technology is exciting, it is Axonify's almost unique ability to track results and attribute behaviour change and business impact to learning that is the game changer here. With strong customer success stories, an impressive volume of results, a passionate team and a well-executed platform solution, the judges had no hesitation in recognising Axonify as this year's gold winner.

SILVER AWARD

Kallidus & JYSK



The judges were impressed by the strength of the partnership between customer and supplier – something many organisations could learn valuable lessons from. This excellent team closely matched their organisational learning and performance needs with a solution that provided the technical functionality and the right support to ensure they achieved their goals. The impressive scaling of this solution across Europe, linked to commercial results is a worthy silver winner and the judges would like to commend all involved.

BRONZE AWARD

IDEA Digital Education



This ambitious solution has enabled digital learning to reach remote parts of Africa where access to education is unfunded and in some cases, almost non-existent. In a short space of time, IDEA has successfully reach over a million people and are scaling their solution globally which really impressed the judges. In a competitive year, we were delighted to recognise this hard work and innovation with a bronze award as an excellent example of just what digital learning can achieve worldwide.

FINALISTS



Booking.com & Degreed



Google News Initiative



Spongy Elephant



Valamis



Wranx

OVERLAP



Find out everything you can do



LEARNING TEAM OF THE YEAR

GOLD AWARD

C Space



The C Space team demonstrated that by bringing to life simple and powerful principles and challenging themselves and their business partners they could rethink what can be achieved in the learning space. The judges were impressed and inspired by the reset of the agenda the small team achieved and how they built a new learning service from the ground up. Role modelling the culture they wanted to encourage was a strong thread running through the narrative: co-creation techniques, social experiences, applying client techniques to people performance and sharing reflections on activity were some of the highlights. The team matched a sensitive management of human skills development with a disciplined approach to budget allocation and impact analysis. This strengthened the business cases for further investment and the ambition of the team after only 18 months in place as a new team. This was a highly impressive and engaging submission from a strong gold award winning team.

SILVER AWARD

Booking.com



Booking.com impressed the judges with the clarity of their thinking and the vision it offered. This gave them a strong foundation to implement their plans and describe the benefits to their business partners as they took each step on the journey. They applied evidence and analysis with professional judgement and intuition to reinvent what learning can do for the business. The genuine value of digital tools and content was brought to bear with a clear focus on problems to solve, this allowed a real transformation to take hold for learners and stakeholders. The team have also navigated the reinvention of their own work and capabilities, staying fresh and moving on from old solutions no matter how comfortable and familiar.

BRONZE AWARD

Media Zoo & Santander



This team have shown clearly that strength in your convictions and a clear sighted view of real impact can be both transformational and motivating for individuals and the organisation in which they work. They have reinvented what learning for work can mean with the application of consumer experience and storytelling quality to their work. This has enabled Santander to reach beyond compulsion to elected usage of the content and services the team create and created a clear line of sight to business outcomes. All of this has been achieved whilst redefining what a supplier partnership can look like for the sector. We look forward to seeing more from the team in the future.

FINALISTS



Axis Group Intergrated Services



Borden Ladner Gervais



BT Group Learning



Lidl GB



RBS Group

aNewspring

PERSONALISATION

Does it improve
learner performance?

After *three* months of design work,
177 content pages, 510 test questions
and 397 course participants,
Online Academy found the answer.



Learn from their experiences:
anewspring.com/personalisation

Online Academy used the adaptive functionalities of aNewSpring's learning platform to create a personalised learning experience.

LEARNING IMPACT AWARD

GOLD AWARD

Kineo, Boost & Barclays



Barclays challenged themselves to build a new, demonstrably effective, solution to address company-wide ethical change in employee behaviour and mind-set; a tough challenge, as we all know. Moreover, it was to be done at scale in through a digital learning solution, with clear hard data to support the impact it was making. Collaborating with Kineo and Boost Evaluation, they embarked on a major planning process and created an approach which encompassed baseline measurement, pre-surveys, monitoring of objective business metrics, time-delayed surveying and reporting at relevant stages. Over 93 metrics, both objective and subjective, were evaluated and the solution developed and implemented was based on the insights. By having the evaluation methodology built into the solution from objective-setting to impact reporting, it was truly embedded, enabled them to successfully design and implement a solution which elevated compliance learning to company-wide culture change. It is an exemplar reference case study as a Learning Impact solution.

SILVER AWARD

Online Academy & aNewSpring



Online Academy conducted evaluation research that focused on impactful design and the use of their digital platform aNewSpring. They looked to answer 3 questions – Do people learn more and/or faster via personalised online learning? Will learning design based on adaptive learning preference create a different impact? Does personalised online learning influence the learners experience for those who have low learning confidence, low learning discipline or high learning anxiety? The research provided clear outcomes and advice on how to improve the impact of learning via smart and evidence-based learning design and could be adopted by other organisations to increase efficiency and effectiveness.

BRONZE AWARD

Media Zoo & Nomura



Nomura partnered with Media Zoo to create an engaging communications campaign, comprising of gamified and digital modules to mitigate, increasingly sophisticated, high stakes phishing email attacks. The information security team identified a worrying trend, where click rates were increasing across Nomura globally to 18%. This represented a huge risk to the business, as employees found it difficult to identify fake emails. A film was also created titled 'Think Before You Click' to send a clear and positive message. Within 5 months the click rate was reduced to 2% amounting to a 98% success rate.

FINALISTS



AARP



Armstrong Ceiling Solutions



Cognizant Technology Solutions



Tata Consultancy Services

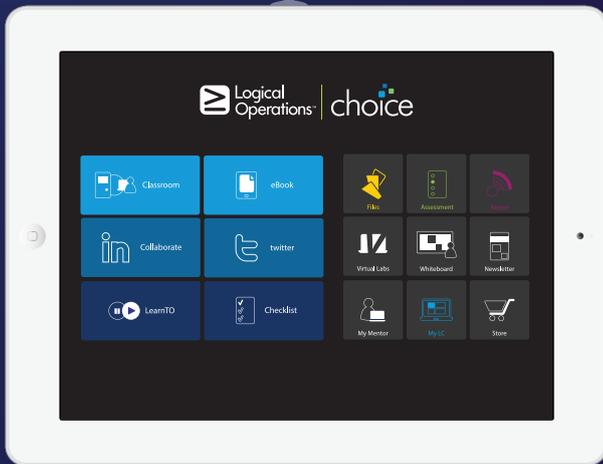


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LEARNING PROVIDER OF THE YEAR

GOLD AWARD

SweetRush



SweetRush partner with their clients right from the start of a project to ensure that they are delivering to the highest possible outcomes. Their approach to understanding learner needs right from the start, using a co-design approach and partnering with L&D teams from client businesses has ensured long term relationships and positive business impact. SweetRush listened closely to customers and learners before relaunching the business which had a transformational effect. SweetRush tailored their delivery to match the culture and practices of their clients. Using a range of technologies along with creative arts and solid instructional design, impacted the bottom line of their clients' businesses. Their quality of service and delivery is evident in the 9.25 NPS and near zero turnover they maintain with their clients. SweetRush have been able to showcase their values of respect, caring and commitment and talk very positively around the impact of increased learner confidence and empathy resulting from the design of their interventions.

SILVER AWARD

Media Zoo



Media Zoo have embraced emerging technologies as a highly effective way of delivering cost effective scalable learning to large numbers of individuals in their clients' organisations. Using their significant experience and talent in film making and tailoring this to the required learning outcomes has enabled Media Zoo to reduce the lead time on content delivery and provide notable cost savings for their clients. They employ a business model whereby they embed a team into the client site providing value for money and an agile, responsive approach to design. Their learning videos are created with a style and tone that really engages the learner, sometimes delivering learning in a box-set format that keeps learners wanting more.

BRONZE AWARD

The Leadership Network



The Leadership Network have been delivering immersive workshops across global manufacturing industries. These have proven to be a popular, effective way of reaching senior executives and providing best in class process improvements which positively impact the client's bottom line. They have applied leading development approaches and new hardware opportunities to regenerate what can be done in a learning context. The Leadership Network wanted to provide a similar experience for larger numbers of learners. To achieve this, they created a platform for business transformation, replicating the classroom experience and reducing travel costs. Although in its early stages, this technology has the potential to bring learners together in a connected environment and provide opportunities to practice and share ideas in a brand new way.

FINALISTS



Capita



Interactive Services



Learning Pool



t-three



The Skills Network (TSN)



**THE
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**ENTRIES FOR THE
2021 LEARNING AWARDS
NOW OPEN**

THE COLIN CORDER AWARD FOR OUTSTANDING SERVICES TO LEARNING



David Wilson

Sometimes the most important work in our industry is not that which is shouted about from the rooftops. In fact, working with Europe's largest enterprise organisations to solve their HR, talent and learning challenges requires trust, discretion and independence. And that is what David Wilson, founder and CEO of Fosway Group, Europe's #1 HR industry analyst has been doing for over 23 years.

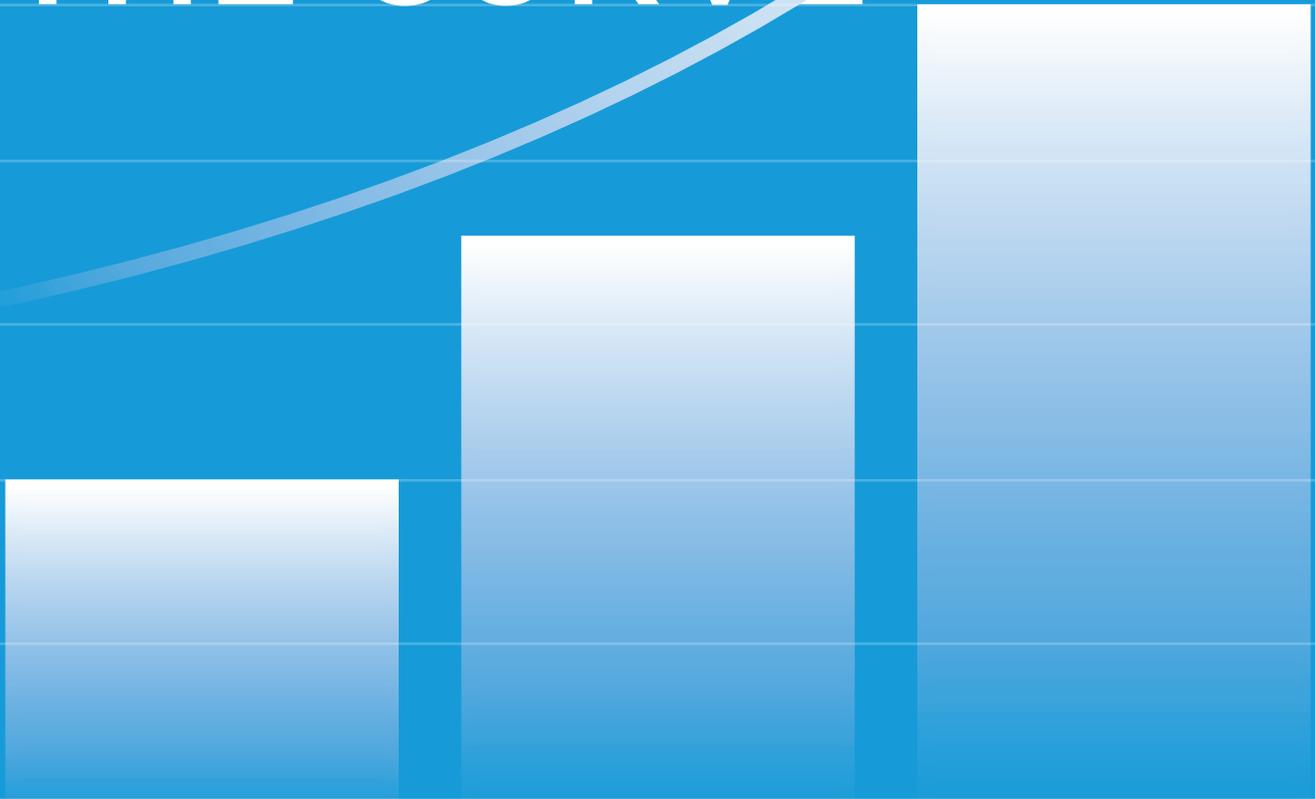
Providing private strategic advice to major corporate companies and their suppliers, David uses his unique position to influence organisational thinking and help create strategies and solutions that solve real business problems.

More publicly, David personally leads Fosway's research agenda, speaking at industry events all over the world, regularly contributing to industry publications and providing insight and commentary on market news and trends. His research is made freely available so as to better support professionals in their own development and that of their organisation.

In 2013, he created the renowned Fosway 9-Grids™ to combat the previously all-pervasive US view of the market. European organisations are often multi-national in their DNA, leading to different requirements and therefore a more nuanced analysis. The 9-Grids™ remain the only European-focused model aimed at helping organisations understand the relative market positions of solutions and providers across HR, talent and learning.

This award is probably long overdue but is in recognition of David's continued contribution to our industry on so many levels. He would never be one to put his own achievements ahead of Fosway's clients and research network, but we are delighted to honour him tonight with the 2020 Colin Corder award.

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Thank you so much for your continued support of Dreamflight.



Over 6,000 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."





THE

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