



## Completely Custom Development

LRN's learning expertise extends far beyond highly customizable ethics & compliance programs. By building completely custom, world-class learning programs, we address any and all business needs, spanning across any functionality. From sales enablement to customer service training, and every soft skill in-between, our expert team of instructional and creative designers immerse themselves in your business to deliver effective learning.

Our dedicated and passionate teams work collaboratively with you to deliver programs that are:



### Tailored

Fully custom courses designed from scratch to meet your specific learning needs



### Balanced

Relative and instructional techniques that are expertly crafted to ensure learning is delivered in a way that results in behavioral change



### Engaging

Nuanced scenarios that go beyond the expected, combining modern communication methods with expert sessions and self-directed e-Learning



### Blended

Multi-faceted and multi-media solutions, including performance analysis and strategy, executive briefing materials, and robust training communication campaigns



### Collaborative

Programs designed by our experts, in close partnership with yours. Our attentive support teams offer unparalleled program management from conception and implementation to deployment and analysis.

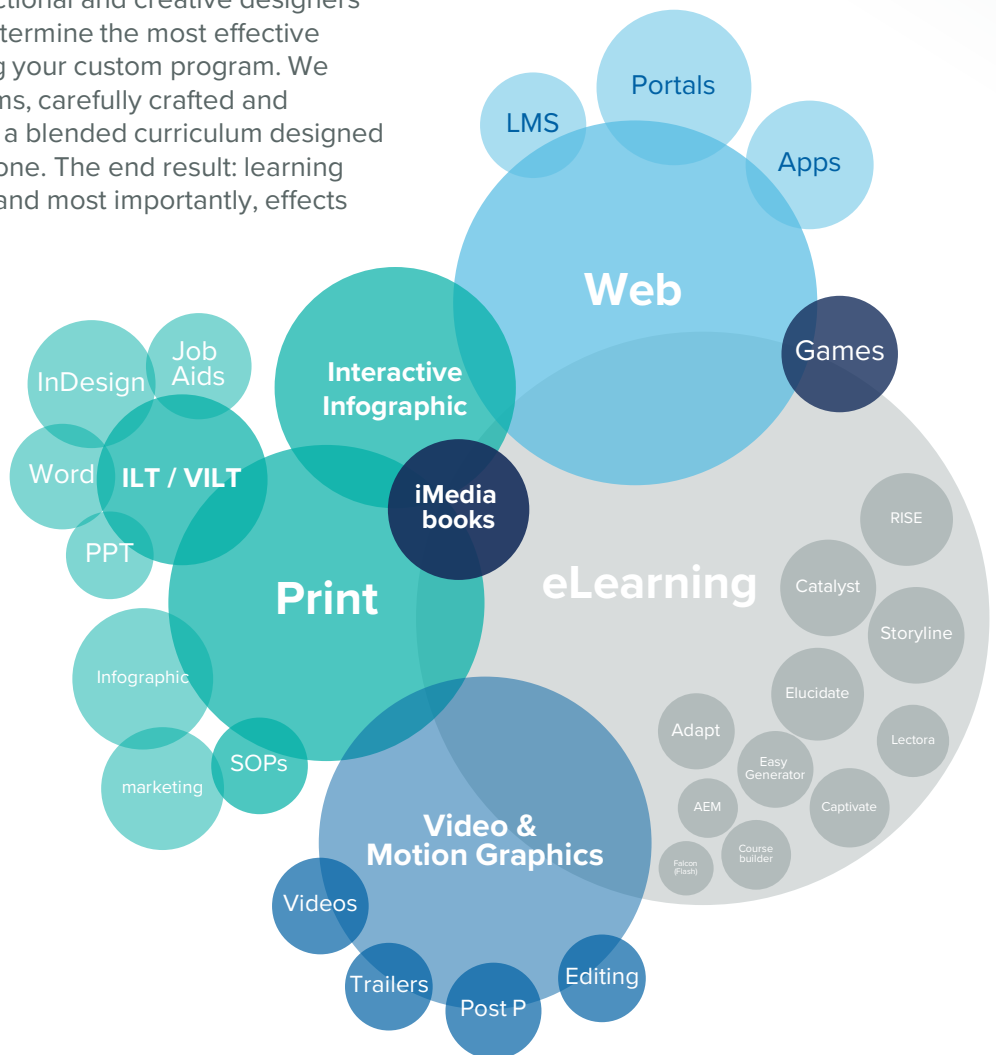
Whatever need you have, we can build a program that is unique to your organization.

*Topics can include, but are not limited to:*

- |                                 |                          |
|---------------------------------|--------------------------|
| Ethics and Compliance           | Technical / IT (systems) |
| Sales (Process / Product)       | Manufacturing            |
| Leadership (Skills / Processes) | Client product training  |
| Onboarding (Day 1 – 360)        | HR – soft skills         |
| Operations (e.g. supply chain)  | Customer service         |

Our experienced instructional and creative designers will work with you to determine the most effective modalities for delivering your custom program. We offer an array of mediums, carefully crafted and fashioned together into a blended curriculum designed for your organization alone. The end result: learning that engages, inspires, and most importantly, effects behavioral change.

Modalities we often employ include:



Your organization, business needs, and employees are unique. Our completely custom developments reflect and celebrate that.

# Customized learning for your purpose, organization, and people.

Our fully custom solutions have helped hundreds of global organizations inspire their learners with the right content at the right moment. Here are some of their success stories.



## Financial Services

- 1 The world's largest asset manager needed a unified training experience that would resonate with their global workforce. We created a blended curriculum to teach their employees about the firm's core investment principles, products, decision-making, and core values. The curriculum's inventive design strategy led to new learning standards across the firm, resulting in a best-in-class recognition for traders and wealth managers training.
- 2 For a multinational Fortune 500 investment bank, we developed an extensive wealth management training program that provided a new approach and playbook for working with high-net-worth clients. With redesigned content and delivery that met learners where they lived and when they needed support, training participation increased 57%. We even employed a multimodal approach that helped increase retention and measure effectiveness more successfully.



## Retail

We partnered with the world's largest retail company by revenue to create training that could better reach their hourly employees in the moment.

The result was a flagship initiative that reduced time to proficiency for 87 hourly in-store positions from 60 days to 10. With this initiative, the global retailer generated an annual ROI of approximately \$19 million USD.



## Media

For a leading multinational media conglomerate, we created a blended learning and sales program comprising videos, e-learning modules, and a new hire portal for incoming employees.

The program resulted in more signed business deals with a \$2.4 million USD per year projected savings. It has since expanded to 27,000 financial and risk management employees at the company.



## Food & Beverage

- 1 When one of the largest chocolate manufacturers in the world opened a new manufacturing plant in Southeast Asia, we released a suite of learning programs to support its launch. Leveraging cross-functional subject matter experts to develop the website design and navigation, we produced videos, simulations, e-learning, SME assessments, and visual job aids that raised the bar for safety and quality. The subsequent recorded reduction of product waste led to million-dollar savings.
- 2 The second-largest global restaurant chain was looking to revolutionize their customer service. We designed a new hire learning program for service associates and new managers that gave them real-life scenarios to practice effectively running and communicating during their shifts. Within 6 months of launching the program, the fast-food chain's customer service rating increased by 4%. The program went on to win 5 Brandon Hall GOLD awards.

**LRN** Inspiring Principled Performance

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