

Nomination: 6717

Jesse Strot - Learning & Development Manager

Page: General Information

Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee's employer.

Name of Organization/Company

Soapy Joe's

Additional Contacts

I do not wish to list additional contacts

Page: Entry Information

Entry Title

Jesse Strot - Learning & Development Manager

Category

C01 - C16 Individual > C12 - Learning or Training Professional of the Year

Individual Submission Format

Written Answers

a. Briefly describe the nominated individual: history and past performance (up to 200 words). Required

Jesse Strot has a background in leadership roles for some of the world's top luxury brands. He joined Soapy Joe's in June 2020 as a Customer Experience Manager, where he led the company's contact center and helped improve Customer Satisfaction scores by over 20 percentage points with initiatives launched in his first month of employment.

Although he had no prior experience in learning and development, Jesse showed a passion for the field and was eager to improve his skillset. In 2022, he obtained ATD certificates for Facilitation, eLearning Instructional Design, and Coaching to enhance his capabilities in these areas. Furthermore, he took on additional duties alongside his role as Customer Experience Manager to further learning initiatives for the organization, like facilitating the company's Manager in Training program and creating branded eLearning content.

Jesse's dedication to learning and his impressive performance led to his promotion to Learning & Development Manager in July 2022. With his extensive experience in leadership and customer experience, coupled with his newly acquired skills in learning and development, Jesse is well-equipped to bring our company to the next level.

b. Outline the nominee's achievements since the beginning of 2021 that you wish to bring to the judges' attention (up to 250 words). Required

As a Learning and Development Manager, Jesse Strot has achieved several notable accomplishments in his role.

He has transitioned the company's entry-level onboarding program, Soapy Starter, into an eLearning platform, making it more accessible and efficient for new employees. Jesse has also refreshed the company's training calendar, providing a more thoughtful and tactful 5-shift training period for customer service representatives. Other trainings launched on the company's eLearning platform included the company's first course dedicated to the development of our car wash managers called Leadership Essentials.

One of Jesse's most impressive achievements has been driving compliance training completion rates from the upper-60 to 80-90 percentiles. He accomplished this by enhancing reporting and including compliance trainings in onboarding calendars.

Jesse's work with the Manager-in-Training program has also been noteworthy. He incorporated adult learning theory and new learning methods into the courses, resulting in increased engagement and earning the company a 2023 Bronze Stevie Award for Leadership or Management Training Practice of the Year.

Finally, Jesse launched the company's first reference center, a central library for company standard operating procedures (SOPs), which is an important resource for employees seeking information and guidance on company policies.

Overall, Jesse's achievements demonstrate his dedication to improving employee learning and development, as well as his ability to create effective training programs that drive positive results for the company.

c. Explain why the achievements you have highlighted are unique or significant. If possible compare the achievements to the performance of other players in your industry and/or to the nominee's past performance (up to 250 words). Required

The company has been expanding its footprint and is currently operating in 19 locations with four more under development. The increasing number of locations provides a platform for the company to scale up its learning initiatives, as it can provide more opportunities for employees to learn and grow.

Soapy Joe's has emerged as a small but mighty force in the industry, leading in award-winning marketing and human resources teams. The company's focus on learning and development has allowed it to differentiate itself from competitors and establish itself as a leader in customer service and employee engagement. Soapy Joe's is well-known for its commitment to innovation, which has helped it stand out in the car wash industry.

Jesse has ramped up more digital learning content in the past nine months than the previous few years combined, despite having no formal professional background in learning and development. This accomplishment is a testament to his leadership, vision, and ability to create a culture of learning within the organization. Jesse's success in implementing learning initiatives has allowed Soapy Joe's to stay ahead of the competition and improve the overall employee experience.

It is clear that the learning and development team will play an essential role in the company's success. Under Jesse's leadership, the team is poised to grow further and continue to implement innovative learning initiatives that will drive employee engagement, customer satisfaction, and revenue growth.

d. Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words). Optional

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Would you like to add an additional supporting document?

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