

Nomination: 8429

Learning Pool

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

Learning Pool

Additional Contacts

I would also like to have others receive emails about the disposition of our entries.

Page: Entry Information

Entry Title

Learning Pool

Category

A01 - A31 Employer of the Year > A31 - Employer of the Year - Other Industries

Employer of the Year Submission Format

Written Answers

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

Learning Pool (LP) is a learning technology company that helps global companies solve their biggest employee performance challenges.

Be it for compliance, onboarding, upskilling, or the entire business, LP's enterprise solutions portfolio develops an effective and agile workforce through data-driven learning experiences. LP's commitment to business impact, unrivalled customer service and continuous innovation is why clients stay.

Launched 2006, we're a full-service e-training provider supplying 1,500+ organisations, reaching 26+million learners, spanning 30 countries/42 languages.

Our service offering encompasses learning courses, platforms, analytics and custom content development services, and has an extraordinary 98% average customer recommendation rate, 96% client satisfaction rate and 95% retention rate over the last decade.

Meteoric growth

LP has grown from five staff (2006) to 275 (end-2021), and a now, 500+ employees and industry leader. A 10,000% increase in 17-years, and employee figures have more than doubled in the last four!

Through acquisition and natural growth, we've increased from four to seven offices (UK/North America).

Customer support is available globally 24/7, 363 days-a-year. Our customer success team takes over 2,000 tickets a week and runs at 96%+ service rate. In customer surveys, 98% would recommend LP, this rate has remained consistent throughout growth.

b. Outline the organization's employee-relations achievements since the beginning of 2022 that you wish to bring to the judges' attention (up to 250 words). Required

Launched 2006, we're a full-service training provider supplying 1,500+ organisations, reaching 26+ million learners, spanning 30 countries in 42 languages. Delivering £32m 2022 revenue, 45% increase over prior year, with North American revenue of £12.5m, 235% increase over prior year.

We believe that the most successful and innovative organisations benefit from diverse voices, perspectives, and experiences. As such, we're deeply committed to promoting diversity, equity, inclusion, and belonging, striving continually to nurture a work culture where every employee feels valued for their unique contributions.

LP demonstrates a culture of openness and trust, centred around meaningful values that are not mere buzzwords but a code our people live by (93.2% agree (recent Investors in People survey)). Additionally, 78% LP employees say, "it's a great place to work", compared to 54% at typical UK-based company.

Our mission: to create transformative learning experiences that deliver extraordinary outcomes is deeply interconnected with our employee well-being. By upholding our values, we ensure our people thrive:

Let's build to grow: we constantly innovate. Success is built on our team and prioritizing fostering their career opportunities.

Do the right thing: we exceed expectations looking after our customers and each other, encouraging everyone to speak-up and support one another.

We've got your back: never short-change anyone, taking our responsibility to make the world a better place seriously.

Through acquisition and natural growth, we've increased from four to seven offices (UK/North America).

This hasn't compromised our standards; we continue to excel in serving clients, employees, and community.

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 organization's past performance (up to 250 words). Required

At Learning Pool, we go beyond standard practices to reward our staff AND their families (appendix-2). Staff remuneration and high-performance bonuses are generous, and we take it further by positively impacting on their families' lives and on the community in which we all live and work too. Including:

Monthly £100 voucher (team voted) for employees who best demonstrate our values, and annual £500 voucher per site to overall winner.

Life assurance for every employee.

Resources, including free access to CBT sessions/24-hour counselling/financial guidance/death-in-service payment.

Tech and bike-to-work schemes (through payroll).

Regular tokens of appreciation, including Amazon vouchers, meals out for the team and families, gym memberships, and more.

ESG activities (appendix-4), including two paid days off to volunteer at a charity of their choice, and matched contributions to monies raised.

This list isn't static, either. Through our Business Improvement Group, we're constantly adding team-requested initiatives and little perks that help make life at LP a pleasure.

Great place to work (appendix-3)

As of Nov-2023, employee survey results showed:

45% have been with LP 2yrs+.

78% LP employees say, "it's a great place to work", compared to 54% at a typical UK-company.

95% were made to feel welcome when they joined.

94% stated that they're able to take time-off when necessary.

97% are treated fairly regardless of sexual orientation and 95% regardless of race.

£275K annual internal L&D budget.

Six-monthly performance reviews with connection to enhanced payment (bonus) whilst maintaining focus on core values/behaviours/personal wellbeing.

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

Our Values: Appendix-1

An outline of our values that guide us daily.

Why Work at LP: Appendix-2

Benefits of working at LP.

Great Place to work analysis: Appendix-3

An analysis of our success and results in the most recent Great Place To Work surveys

Benefiting more than clients: Appendix-4

Learning Pool has provided substantial benefit to the wider community this year.

Raising awareness for important issues is high on LP's list of priorities. LP provides topical modules (including suicide prevention, mental health and climate modules) available completely free on their website – forever. Ensuring individuals/organisations can access important information at the time of need.

Additionally, Learning Pool have delivered:

- Over 3,000 volunteering hours.
- Carbon/tree planting commitment.
- Make-A-Wish support.
- Learning Pool Labs – innovation for customers/wider community.
- Customer led best practice sharing – attended by 40+ public/private clients.
- Thought leadership webinars, conferences, white papers, ebooks, blogs, videos.

LP consistently delivers, and exceeds expectations for customers, employees and community.

Webpage Link

<https://learningpool.com/esg/> (<https://learningpool.com/esg/>)

Would you like to add an additional webpage link?

Yes

Webpage Link 2

<https://learningpool.com/careers/> (<https://learningpool.com/careers/>)

Would you like to add an additional webpage link?

Yes

Webpage Link 3

<https://www.greatplacetowork.co.uk/certified-company/1573261> (<https://www.greatplacetowork.co.uk/certified-company/1573261>)

Would you like to add an additional webpage link?

Yes

Web Page Link 4

https://www.youtube.com/watch?v=Y_tbNVtsl-0 (https://www.youtube.com/watch?v=Y_tbNVtsl-0)

Would you like to add an additional webpage link?

No

Supporting Document

Download File (<https://stevies-sage.secure-platform.com/file/21103/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWVpYUlkIjoyMTEwMyYwXsb3dOb3RTaWduZWVcmwiOiJGYWxzZSIsImInbm9 Learning%20Pool%20-%20Great%20Employers%20-%20Employer%20of%20the%20Year%20-%20Other.pdf>)

Would you like to add an additional supporting document?

No

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I Agree