

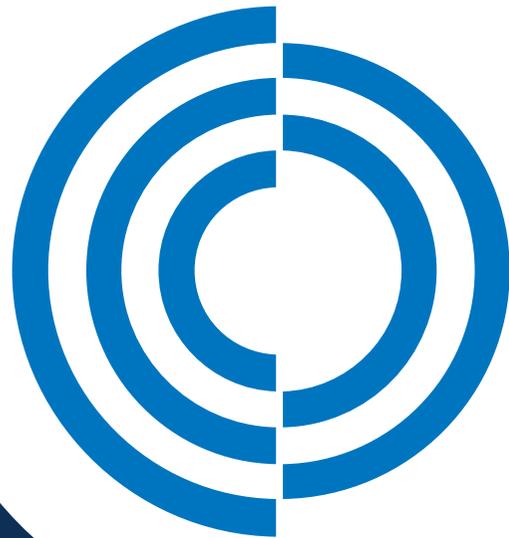
Case

Lindab

No More Confused Course
Days and Time Spent
Scrolling Folders



learningbank 



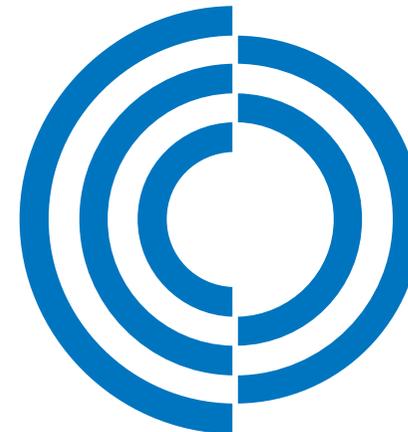
In this case you will learn how Lindab:

- Reduced time spent on product knowledge workshops from several days to one.
- Created local hierarchies in the platform for a global organization.
- Dazzled top management with the new way of learning digitally.



About Krist Viaene

Krist Viaene is Academy Manager in Lindab, where he has worked for 14 years. He works as a Project Manager, and he is responsible for the Lindab Academy built in Lindab's own version of the Learning Lifecycle Platform and educating employees in Lindab. Previously, he has worked as a consulting engineer to design technical installations in buildings, and he has a bachelor's degree as a HVAC Engineer.



About Lindab

Lindab is an international Group that develops, manufactures, markets and distributes products and system solutions for simplified construction and improved indoor climate. Lindab was founded in Sweden in 1956 and has today more than 5000 employees spread over 125 locations in 24 countries.

Saving Time Reducing Multiple Course Days

Imagine you are a new employee in Lindab. You want to know all about Lindab's products. But wait. The next product training is not happening before 6 months. This could be the case for a new hire in Lindab before they got the Learning Lifecycle Platform. And this is not all. At the same time, they should spend an entire week learning about the Lindab organization and products.

"It was great, but only at one point, when people build up their new network in the organization. But the rest of it was very time-consuming and the new employees missed out on a lot, when these training sessions were only scheduled twice a year," Krist Viaene says, Academy Manager in Lindab.

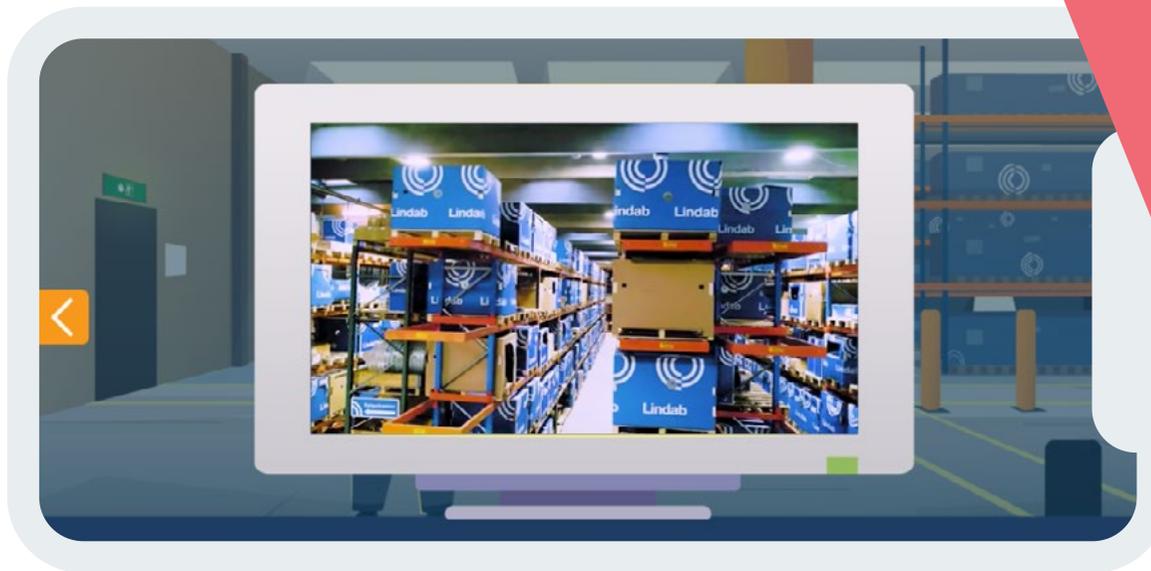


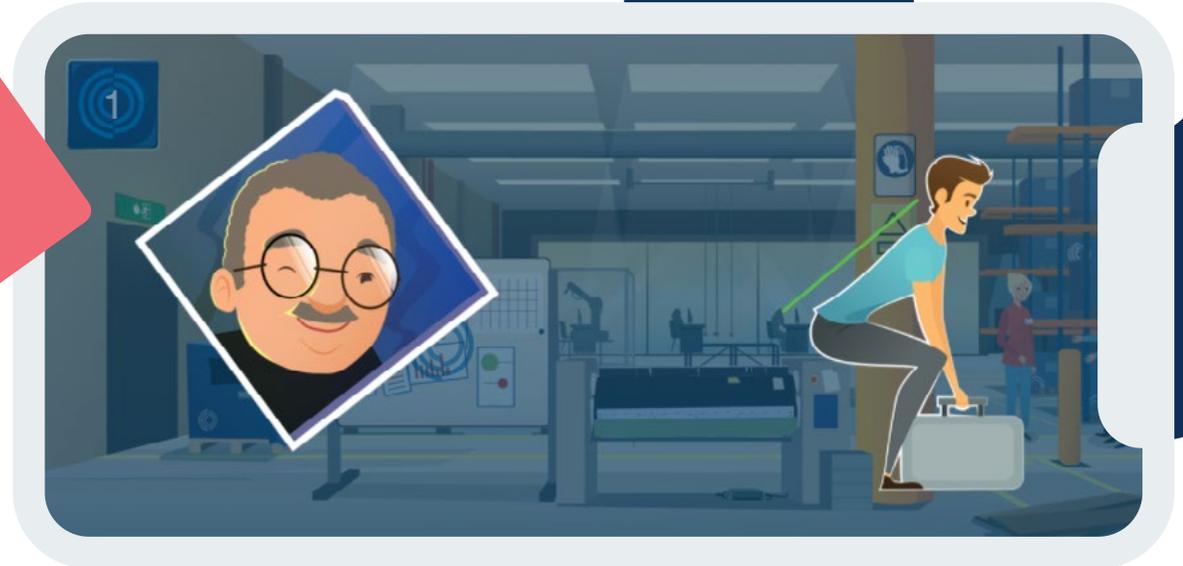
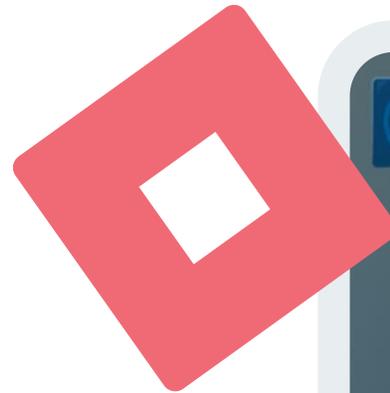
"Furthermore, when it comes to our classroom trainings in general, I often spent three evenings a week to plan training, and when I met the people in the workshops of 10-14 individuals, I had maybe 1, 2, or 3 people who thought: "What the hell am I doing here? Because this is Advanced Air Training, and I don't even know the basics." So, it was both irritating for me and for the people in class, because I had to spend time explaining the basics, and it could also be annoying for the ones having the right level."

Case - Lunar

Luckily, Learningbank could ease Krist's pain points. In the past he had worked with eLearning or digital learning. So, when he discovered the possibilities in Learningbank's Learning Lifecycle Platform to digitize parts of the classroom training, he took action.

"We reduced the time for the classroom trainings from a couple of days to one day, so, we have saved a lot of time and money. And, now, we can let the people get the basics with the digital learning before they come to class, which gives a better experience for everyone. However, digital learning cannot do everything, because we handle very technical stuff, and it is important that people get to know about it in practice too," Krist Viaene says.





Local Hierarchies & Levels

Lindab got five target groups internally, who train on different levels. But no matter how expert you are, you now always start with a basic level to get the common language. Furthermore, Lindab created a specific and unique structure in the platform, build on local hierarchies and levels from each country/business unit.

“Lindab is a huge workplace with more than 5000 employees in 24 countries, so, how would I get this organized? Here, I had a good sparring partner in Katrine (ed. Senior Customer Adoption Manager) to build the different levels and get a good foundation for people to build it locally,” Krist says.

Ambitions were enormous, and even though the mindset was great, there’ still work to do to get the new way of learning out for Lindab’s employees.

“I underestimated for how long it took time to build the platform for the entire Lindab organization. We started a year ago, and I thought: ‘Okay in 6 months everybody is in the platform.’ At the moment, we have Denmark, UK, Estonia, and this morning I had my, hopefully, last meeting with Sweden, which is of course a lot, but the rest still has to get used to this way of learning digitally, because they were used to the classroom-training. But I’m sure, we will get there,” Krist says.



Today Lindab got a great branch of different types of training in the platform, for example, gamified safety training and onboarding paths. And Krist is thrilled to see the platform evolve:

“Before we got the platform, we had the digital content hidden away in folders somewhere in Sharepoint. And even myself, I had to spend 15-20 minutes each time to search and find it. We had a lot of materials, but nobody was finding it, and nobody was using it. Now, after we got the platform, I sometimes have to call Denmark up, for example, and say: ‘Hey, can you clean up your mess in the platform?’ which is a good thing, because it means, that they use the platform and explore the possibilities,” Krist says.

And it is not only the local admins who spend time on the platform. The users do too:

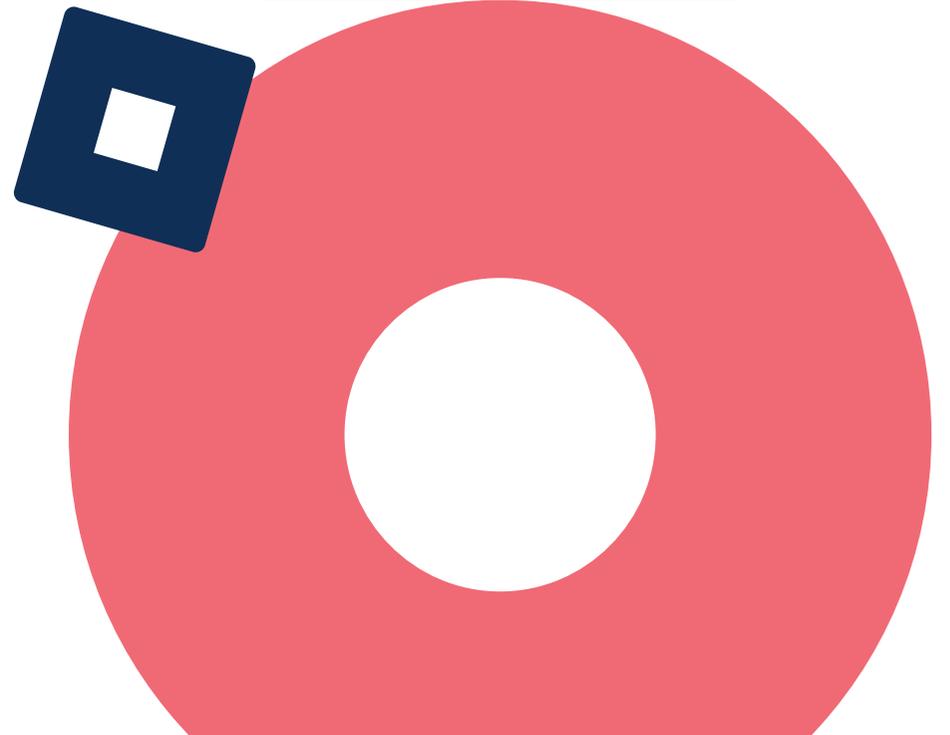
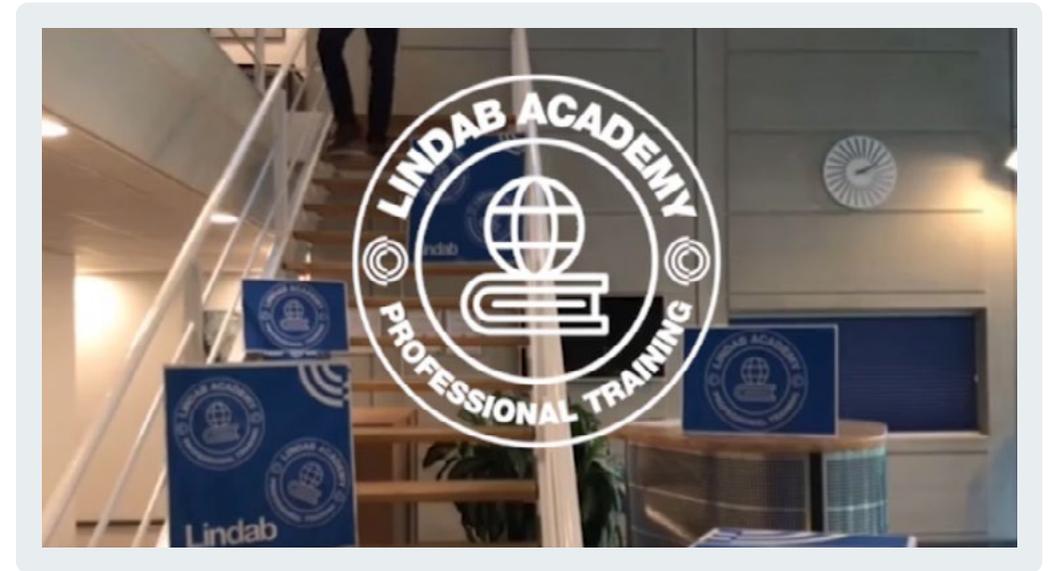
“500 employees are assigned to the safety training, and we have a completion rate on 89 %. UK is one of the latest ones that have joined the platform, and 165 persons just got the onboarding, and here, we have a completion rate of 30 %, which It is not bad, because it is only four weeks ago, they got it,” Krist says.

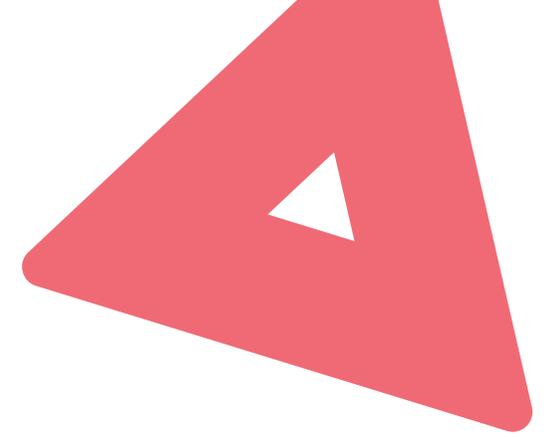
Top Management's Reaction and Next Steps

At first, the business unit in Denmark was a bit sceptical about the new way of learning digitally, but now, after experiencing it for themselves, they think it is fantastic.

“And 3 weeks ago I had a status meeting with the Top Management team for the entire Lindab group, and they told me that they received feedback from the other business units as well and they said: ‘Wow, this is really good.’ So, they are totally on board and see the big potential with a digital academy. They also added an extra resource to support me with the administrative part of the academy, which will help me to create more content. We also had a small article about the digital academy in the Lindab year report, so, I’m very thrilled,” Krist says.

The next step is to get more people and business units on board and create even more content. The goal in 2021 is actually to get all the business units in the platform.





As a final statement, Krist has a lot of positive things to say about the Learning Lifecycle Platform itself and about the customer service in Learningbank:

“It is very easy to use the platform. Everything is pointing itself, you don’t really have to search, and scroll through 25 menus before you find the right button. It is also the feedback I get from the people working with it.”

“I, of course, researched the market before I chose Learningbank, and when I saw some of the other options, I was like: ‘This will never work, you have to be a specialist to use it, and it should be easy.’ And when it comes to the price: Some places we found it too expensive for what it is, but Learningbank has a really good balance between what you get for the price that you have to pay. That is a very good business case. It really fits.”

“Everybody that I have met in Learningbank so far or have been in contact with is very customer oriented. And for example, when we had an IT issue with the notification mails ending up into employees’ junk mail, the support team from Learningbank really took it and cooperated with the Lindab IT department to get it solved quickly. So, so far, I must say that I am really pleased and really happy with the cooperation.”

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