



“ Skillssoft’s ease of use, content and price point ensured it was a strong choice for involvement in Jersey Electricity’s HR and L&D transformation work. ”

Dave Crossland, Talent Manager, Jersey Electricity

BUSINESS CHALLENGE

When Jersey Electricity underwent some significant organisational changes in its wider human resources (HR) function, it seized the opportunity to enhance its learning and development (L&D) programme in tandem.

The company had traditionally catered very well for a highly diverse range of technical skills. With management development climbing higher on its business agenda the L&D team set out to balance its technical learning offering with a wider portfolio of soft skills programmes.

Jersey Electricity not only wanted to explore new learning delivery components such as coaching and mentoring but was also keen to deliver L&D in a way that is more self-paced.

ABOUT JERSEY ELECTRICITY

Jersey Electricity PLC is a vertically integrated power utility dealing in the importation, generation, transmission and distribution of electricity. They are the sole supplier of electricity in Jersey, serving around 50,000 domestic and commercial customers. Providing affordable, secure and sustainable energy is their core business objective.

HOW SKILLSOFT HELPED

Jersey Electricity appreciated the ease and simplicity of implementing the Skillport learning management system (LMS). This was important given the company’s readiness for L&D change. Jersey Electric were also impressed by the support and advice of Skillssoft’s consultants. The planning and roll-out process was flexible and unrushed.

With new discrimination law coming into force in Jersey, the company took the opportunity to release that to employees as assigned training and bring the new LMS to their attention at the same time. Jersey Electricity created its own content in the SkillStudio programme and used it as the platform to launch Skillport within the business. This was supported by marketing, email campaigns and direct communication with managers and their teams.

KEY METRICS

A management development programme already launched, featuring blended learning tools

Less employee time away from their positions owing to course attendance

Able to connect an L&D strategy with **succession planning** and map the business against the industry-wide skills gap

Engendered a **culture of learning** rather than simply training

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