



“ Skillsoft’s Welch Way curriculum provided us with the ideal extension to our current leadership development program. ”

**Krista Mainous, Training & Organizational Development Consultant, Lexmark**

## BUSINESS CHALLENGE

Founded in 1991, Lexmark, a global imaging solutions company, operates in over 170 countries and is headquartered in Lexington, Kentucky.

Lexmark takes pride in their two-way connection with customers and strive to provide exceptional customer service and engagement.

Aware that strong leadership is crucial to accomplishing this objective, Lexmark sought to enhance their current leadership development opportunities.

## ABOUT LEXMARK

Lexmark creates innovative imaging solutions and technologies that help customers worldwide print, secure and manage information with ease, efficiency and unmatched value.

## HOW SKILLSOFT® HELPED

Integrated iLearn, Skillsoft’s online learning portal, into Lexmark’s existing learning management system.

Via iLearn, provided access to Welch Way leadership content tailored to reflect both Lexmark company culture and build upon material presented in Instructor Led Training (ILT) sessions, while simultaneously providing group mentoring opportunities.

Collaborated with Lexmark to establish Support & Challenge teams, cohorts of learners who upon completion of their three day ILT and as part of their continuing development, convene periodically to review and discuss the materials presented both in class and offered through iLearn.

## KEY METRICS

**100%**

**100%** positive feedback from all participants

**Creation of an enterprise-wide common language around leadership principles and behaviors.**

**Immediate application of learning which resulted in improved team leadership.**

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