



The Exact Expertise to
Ignite and Sustain Performance™

LSA Global | White Paper



Top 10 Shifts for the Learning & Development Function

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While many industries have matured and improved over the last decade, we believe that the training industry as a whole and the training function in general, continue to lag behind other business functions in terms of innovation, approach, and business impact.

Many businesses assert that their people are their greatest asset and a key to sustaining a competitive advantage. In spite of all of the rhetoric, we continue to find untapped potential, valid skepticism, and unmet expectations when it comes to getting the rights skills, knowledge, and abilities to the right people at the right time for the right reasons.

If you would like to take your training function to the next level, we recommend you consider the following 10 key trends:

Old Approach		New Approach
1. Minimal contact with business objectives, planning, and strategy	▶	Ongoing contact, part of the business planning process, equal partners
2. Focus on cost	▶	Focus on value and business contribution
3. "One off" training approach to fix problems	▶	Systemic, company-wide approach used as one of many tools with key support systems
4. Driven and controlled independently by HR as a reactive cost center responsible for business justification	▶	Proactive Business Partner driven by customers, business units, strategic initiatives, and ROI
5. Internal resources used to train and handle logistics	▶	Internal resources used to understand key business priorities, build relationships, and partner to achieve results
6. Multiple vendors and cumbersome RFP process	▶	Few single-source, proven solutions based upon cost, quality, fit, and speed
7. Centralized, internally focused function focused on HR priorities	▶	Dispersed, value-added service focused on enabling customer and business needs
8. Training Volume and Open Enrollment Implementation	▶	Training Impact and Intact Team Implementation
9. Participant Satisfaction	▶	Change in Behavior, Results, and ROI
10. Costly and time consuming assessments	▶	Rapid assessments and best practices combined with continuous improvement and support systems

At a minimum, these trends should be discussed to help trigger potential insights about taking your learning and development services to the next level.

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About LSA Global

Since 1995, LSA has helped leading organizations create and maintain competitive advantages through people.

Over 85% of our business comes from repeat clients and our customer satisfaction rating is 97.5%. Our clients tell us that we are different. Our clients tell us that we save them both time and money. Our clients tell us that they appreciate access to experts across many areas.



“LSA is different. They focus on helping clients and they guarantee and deliver results.”

- Our **Sales** clients confirm that they have grown sales by 40%, increased units sold by 42%, increased average pricing by 12%, and closed over 50% of their pipeline.
- Our **Customer Loyalty** clients confirm that their customer revenue per household increased by 18%, repeat calls decreased by 48.4%, single contact resolution increased by 6.1% and their overall customer satisfaction increased by 10%.
- Our **Leadership and Management** clients report that we decrease their costs by up to 50%, while helping increase speed-to-productivity by 60% and decrease unwanted attrition by up to 40%.
- Our **Project Management** clients inform us that, by regularly completing projects that meet or exceed expectations, they have become an anomaly in the world where most projects disappoint or fail.

Our clients succeed in the marketplace through increased revenue, decreased costs, and higher productivity. They maintain that our rigorous assessment, implementation, and measurement capabilities bring them tangible results. As an organization, we are fiercely devoted to supporting their success.

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