



# DIGITAL LEARNING SOLUTION DELIVERS SKILLS CURRICULUM AT GLOBAL SCALE FOR LUMANITY



## SOLUTION HIGHLIGHTS AND ACHIEVEMENTS

- Inhouse platform provides 1400 employees with bite-sized personalised effectiveness learning across 8 core areas.
- Easy to use learning app gives employees a fast and simple end-to-end learner journey.
- Global skills programme delivered in a virtual environment, with over 1000 hours of training received covering 18 different topics.
- 90% positive ratings recorded by employees on personal effectiveness learning app.



### ABOUT LUMANITY

Lumanity was formed from a merger of several organisations, including Cello Health, BresMed, Guidemark Health, Cyan Health and Zipher Medical Affairs.

It is backed by Arsenal Capital Partners, a private equity firm that specialises in building transformative healthcare businesses.

The leading pharma & life sciences industry consulting firm brings together a diverse range of experienced industry and subject matter experts, all with advanced clinical, scientific, and functional capabilities.

With offices in USA, UK, Europe and Asia, and work conducted in over 50 countries, Lumanity has more than 1,300 experts working with major pharmaceutical and biotech companies. The firm has recently been awarded a gold rating on the 2023 Consultancy UK list of UK's top consulting firms in the Pharma & Life Sciences industry.

### THE CHALLENGE

Bringing together several companies under one umbrella had inevitably resulted in fragmented and siloed working. One of Lumanity's key challenges was how to align learning and development to unify the company and build impactful learning journeys.

The business had identified several different areas of personal and business skills development that could support employees in their ongoing personal growth. This included aspects such as time management, cognitive flexibility and emotional intelligence, through to stakeholder management.

The organisation development team set out to build a cohesive global skills curriculum that would be offered to all employees worldwide. The programme would be focused around 8 dimensions across areas such as Organisational Skills, Personal Growth & Development, Problem Solving and Decision Making.

Faced with the challenge of how to effectively reach everyone in an organisation of over 1,400 employees, the small team did not have the capacity or resource to roll this programme out and looked to deploy outside support and expertise. Nisha Sankrecha-Mistry, Global Learning & Development Manager says,

“ Our mindset was around building a culture of learning and development together as one cohesive organisation. Because of the nature of our business, we needed a global partner who had experience of working in different countries and cultures, that would help build the programme with us.”

## SOLUTION

Lumantia engaged with learning and development specialist Tack TMI to build and deliver a global skills programme due to not only its proven content portfolio but also its experience in learning solutions design and technology. Nisha continues,

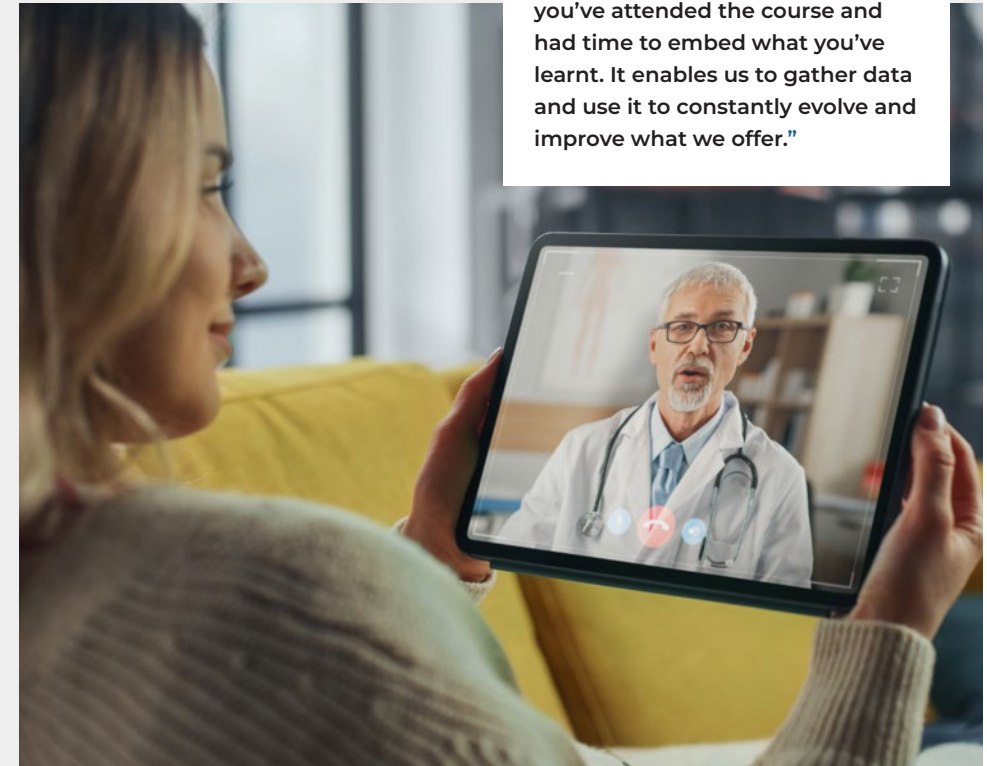
“ We undertook a company-wide learning needs analysis to gain better insight into our learning and development upskilling requirements, with contributions from senior managers, executives and other employees. We had a lot of data to work with and from there we were able to prioritise which skills needed the most attention. This helped us build the first year’s content for the global curriculum.”

The objective was to provide bite-sized personal effectiveness learning across the 8 dimensions’ core areas, in a series of self-selecting modules that would be delivered live in a virtual environment. An integral part of delivery involved managing the end-to-end learner journey, from choosing a course through to booking and attending, and giving feedback. To facilitate this process, Tack TMI created a learning app where course delegates are able to self-enrol and then automatically

receive joining instructions with virtual links and calendar invites. And it doesn’t stop there, Tack TMI also built data dashboards and waiting list functionality to further enhance Lumantia’s understanding of what its people wanted and how it’s being received.

Tack TMI’s extensive portfolio meant it was able to provide content which matched Lumantia’s personal effectiveness theme. Courses were offered as 90- or 120-minute slots with up to 10 to 15 titles being offered in the first year.

“ Initially we ran the courses on Zoom, but it was basic in terms of the capability we needed for really managing the self-enrolment aspect and subsequently gathering feedback,” explains Nisha. “Tack TMI developed the learning app which is much faster and easier for employees globally to use for the end-to-end process. It takes them on a journey all the way through to feedback, which is gathered after a few weeks once you’ve attended the course and had time to embed what you’ve learnt. It enables us to gather data and use it to constantly evolve and improve what we offer.”



With Tack TMI's input and support, Lumanity launched a Learning Week to showcase the new global curriculum, hosting a range of learning events and demonstrating what courses were on offer as well as how self-enrolment worked. This approach worked really well.

The learning app now makes it quick and easy to upload resources and automatically send out notifications to employees about new content.

In addition, internal subject matter specialists also provide content that Tack TMI uploads directly onto the app and monitors its usage.

So far, Tack TMI has delivered 70+ training sessions through the app and over 1,000 hours of training time for employees, covering 18 different topics. The feedback has been positive, with 90% of people giving a positive rating to the training and stating that it was relevant to their role. Nisha highlights,

“ Our learning and development strategy is based on interaction and feedback. It's been a huge learning curve and it's important that it constantly evolves and improves. One of the things that Tack TMI demonstrated as a core strength was the strategic planning for our course curriculum, based on feedback and recommendations from data analysis. If attendee numbers are low, we need to be able to respond quickly and make adjustments, and having strategic guidance from Tack TMI partners supports our ability to do that but having a digital platform accelerates everything especially given the fast-paced world we live in.”

“In the future we will look to implement a full learning experience system. But for now, this in-house learning platform supports our people globally in doing their jobs more effectively,” concludes Nisha. “We have a smooth, seamless enrolment process and easily accessible courses, with ongoing analysis and technology that is responsive to our business needs.”

## BENEFITS

### Managing the end-to-end learning journey

The small learning and development team can run a self-enrolment programme globally with the learning app that supports the end-to-end user's journey.

### Global scale

Lumanity is reaching a broad and diverse range of employees from different business functions to focus on their own individual personal effectiveness improvement journey.

### Feedback and analysis

Decisions on what material and courses to offer, as well as improvements, are made based on accurate facts and timely feedback from the app data.

### Helping employees to be more effective

The range of content is based on Lumanity's 8 Dimensions and is enabling employees to make a difference in their work by enhancing their skills and effectiveness.

## WORKING WITH TACK TMI

“ We have a great partnership with Tack TMI; they are an integral extension of our team, open and responsive, and we always feel listened to. They have both the technological capability and a good understanding of our business requirements and worked with us to achieve the right outcomes.”

Nisha Sankrecha-Mistry, Global Learning & Development Manager, Lumanity

