



# CASE STUDY

## Sky

Sky is Europe's leading direct-to-consumer media and entertainment company. Owned by Comcast, it provides television, broadband Internet, and fixed and mobile telephone services to both consumers and businesses.



## BACKGROUND

Following the successful delivery of their compliance-based learning programme with Learning Pool, Sky decided to develop a further course covering health and safety. The existing course on health and safety was outdated and the Safe@Sky team had the vision to provide a new, and much more engaging, programme. Understandably, they didn't want a course that would be long and laborious for users, instead, they wanted to provide staff with just enough information to ensure they remain safe within the workplace.

Sky's people experience teamwork in an agile way and the Safe@Sky team were keen to use this approach to develop the new learning project rather than the traditional waterfall project style.

## APPROACH

The process began with an initial two-day onsite workshop which outlined the primary vision as well as the shape, structure and tasks needed for the development process. A series of three further sprints, workshops and retrospective activities then took place with daily stand-ups conducted to review progress from the previous day. It was concluded with a showcase in which users tested the content and provided feedback.

The resulting course was a 20-minute on-brand, effective learning module featuring high-quality animations, delivered both on time - in just under three weeks - and on budget.





Andrew Kirby Log out



Home



My Learning



Appraisals



My Team



My Reports



Calendar



Books

## Development studio

Settings



### My Upcoming events

- 23 Training event  
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- 30 Training event  
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> All events

### Useful links

- Behaviours Page
- Jobs.sky.com



Leadership &



Business Skills



Compliance &



Training by

## RESULTS

Tracey Walters, Director of People Experience commented:

“Following the completion of the project, we were extremely pleased with the look of the course and the timely turnaround. The entire project could not have gone any better”.

Working with the new agile development process proved to be extremely successful. The course was rolled out to all 25,000 employees in the UK and Ireland and was specifically allocated to new starters as a mandatory piece of learning.





“Working on the Safe@Sky learning programme has been a really positive experience and the agile process has felt very seamless. Learning Pool did a really good job of scrumming the meetings and we achieved so much in the initial design workshop. It was a really cohesive group and the build process was very iterative, allowing us to respond to the user and policy owner’s changes quickly. The design team was amazing and got a sense of the brand and what we were looking for and we were pleased to finish ahead of schedule.”

**Nikki Rudderham, Compliance Learning Coordinator**

Sky is now working with Learning Pool to create a new piece of health and safety content which will focus on staying safe at work amid the Coronavirus outbreak. In addition to this, there will be an upgrade to the LMS platform, following an exercise which analysed a significant amount of usage data. This has been used to inform a new and more simplified version of the platform that meets the needs of the various business areas.



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