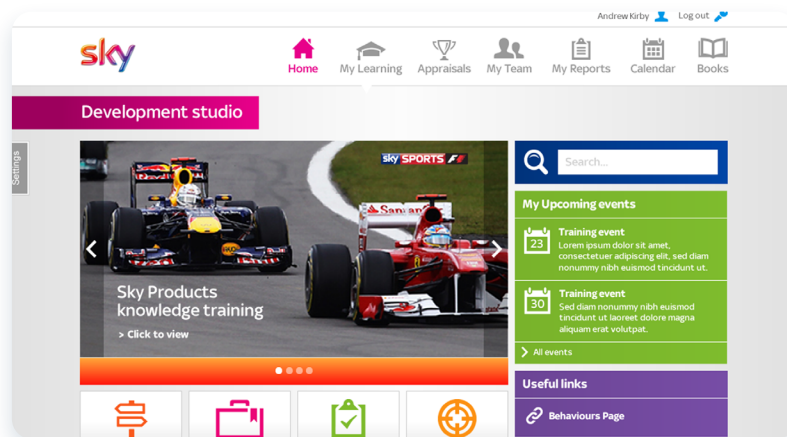


Background

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.

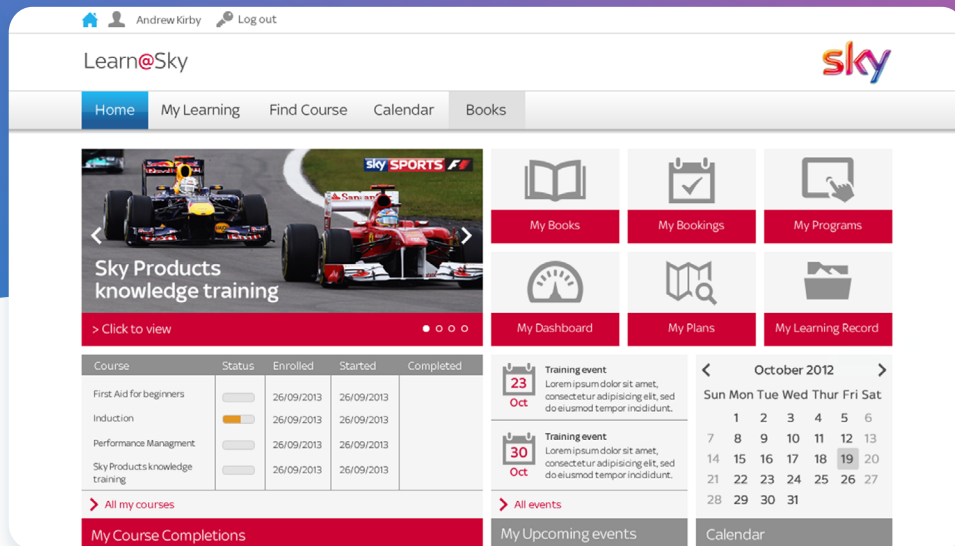


Challenge

Following the successful delivery of their compliance-based learning program 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 The existing course on health and safety was outdated and the Safe@Sky team had the vision to provide a new, and much more engaging, program. 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 team work 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.



Solution

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.

Response

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”.

Results

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 program 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 went on to work 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 Learning Pool Platform, following an exercise which analyzed 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.

