

Halfords

Learning Needs Analysis (LNA)

Halfords commissioned the services of Ember Real Results to conduct a detailed analysis of their learning needs and provide advice, guidance on ideas for improvement to then help drive and influence their learning strategy.

How we helped

Our experience learning team spent time in Halfords operation and conducted a full LNA diagnostic working closely with all areas of the operation and existing learning department.

We were able to identify opportunities to create a more structured learner pathway for new recruits joining the Customer Support Centre.

Halfords already had a comprehensive new starter induction and used an online platform to complete Quality evaluations however other recommendations were identified to increase the efficiency of the Learning and Development strategy in order to improve the customer experience and create more sales through service.



The Real Result

Once we had completed our detailed diagnostic we were able to produce a detailed document containing outcomes, findings, suggestions and priorities any recommendations that we believed would deliver the best operational results.

We submitted our proposal in a way that Halfords were able to implement step-by-step themselves with the support of Ember Real Results for further advice as required to ensure a successful learning strategy.



Our Solutions

Here at Ember Real Results a common service our clients as us to support with is conducting in depth Learning Needs Analysis (LNA) prior to us conducting any further work with them. This is something our team of learning experts pride themselves in, ensuring the services we are being contracted for are actually what is needed whilst identifying any other opportunities our clients may need support with or help identifying.

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