

A large international fashion brand that provides high end clothing at discounted prices

This organisation came to Ember Real Results with a desire to improve their existing induction programme. They faced challenges of significant attrition with an average of 70% new starters leaving during induction. They also had a programme that was unstructured, 100% classroom facilitated and process heavy - resulting in learners not being set up for success; the average speed to competence was at least three months. This was impacting on operational requirements and customer experiences; resulting in the need for Ember Real Results support.

How we helped

The ERR team conducted focus groups with colleagues of all levels to establish what currently works well and where the current gaps are. We also engaged with the senior leadership team to ensure operational metrics were included and built the solution to focus on the knowledge, skills and behaviours needed to deliver on these throughout.

Once we had gained this information it allowed us to build a customised solution that focused on not only the learner experience but also the operational KPIs and the results that the induction programme needed to achieve.

The ERR team built a two week blended induction programme which was followed by a three week 'grad bay' that contained essential customer service soft skills, brand awareness, process and systems whilst ensuring it was interactive and focused on operational KPIs. This improved their speed to competence by 7 weeks and reduced drop out from information overload.



The Real Results

- Attrition average during induction has dropped to an average of 10%
- Speed to competence has reduced to now just 5 weeks
- Learner engagement has improved by 70% during the induction programme
- Operational KPIs are being achieved more consistently throughout 'grad bay' on the learners glide path.
- Our Errol Owl tool checks knowledge retention daily with a fun quiz.

Our Solutions

Here at Ember Real Results one of our many talents is designing results focused, blended induction programmes. We understand how new starters learn and what overloads them or knocks their confidence.

With industry experts working on the team we pride ourselves in working with our clients to ensure their onboarding programmes are modern. We skilfully blend classroom time with digital experiences to ensure efficient and effective learning retention.

Find out more about our
services

Get in touch with our
experts today