

How AlphaSights built a scalable onboarding program with **99% satisfaction rates**

AlphaSights is a leading industry research platform with a mission to unlock humanity's knowledge to power progress for individuals, businesses, and society.

AlphaSights has 900+ employees in nine offices around the world, including New York City, London, and Hong Kong.



The Challenge

As AlphaSights grows rapidly around the world, scaling effective employee development becomes more crucial than ever. Ongoing professional development is essential to ensure their 900+ team members have everything they need to perform their best, build transferable skills, and ultimately achieve their career goals.

Even before COVID-19, the AlphaSights Professional Development team knew it was time for a transformation – particularly for their in-person training portfolio.

Digitizing their training would offer their employees greater flexibility in pursuing professional development, scaling their team's operations, and increasing their ability to measure impact.

The transition to digital onboarding began in late 2019, which unknowingly gave AlphaSights a head start for the fully remote work environment to come in 2020. In considering their learning

culture and the characteristics of their workforce, they needed a solution that would allow them to:

- ✓ Streamline the course creation process and easily keep training up-to-date
- ✓ Collaborate with subject-matter experts in a scalable and intuitive way
- ✓ Engage a large millennial workforce and provide flexibility for more experienced employees

The Solution

The AlphaSights team identified 360Learning as the solution that best met their learning technology needs. The main competitive advantage was our easy-to-use authoring tool, ability to collaborate with subject-matter experts, and social features to drive high learner engagement.

One year into implementation, the AlphaSights team has onboarded 240 subject-matter experts to contribute to digital training programs using our intuitive authoring tool. By democratizing content creation, the team launches an average of 27 new courses each month while maintaining a 95% completion rate since January. The ability to track stats like these has strongly benefitted AlphaSights in ensuring their employees receive the training they need, especially during the shift to remote work.



We realized that if we were going to scale learning across the enterprise, the L&D team cannot be centralized content creators. We need to democratize content creation across every team.

Chris Wrobel
VP of HR and Professional Development

01 New joiner onboarding with blended learning

When it came time to onboarding the July 2020 class of associates, the professional development team faced a new challenge: onboarding new joiners in a fully remote environment. With 360Learning in place, the team enlisted their subject-matter experts to help transform a two-week in-person program into a blended learning program with 23% of trainings delivered through 360Learning.

In the US, 83 new joiners completed the two-week onboarding program. The blended learning approach included 15 hours of digital training and provided new joiners with scaffolding for live sessions. Olivia Loome, a July new joiner, explained, “The introduction of content ahead of live sessions gave me time to think through the information before discussing it with others. I enjoyed the mix of videos, slides, and quizzes. I even kept a folder of my cheat sheets to reference later.”

02 Increased visibility and recognition for the Professional Development team

By collaborating with the organization to digitize training, the Professional Development team gained visibility into various training initiatives across AlphaSights—enabling them to ensure every team training meets their quality, brand, and compliance standards.

Brody Garrity, an AlphaSights manager said, “Now, I see the Professional Development team is here to help me and my team do our jobs better and scale much more effectively. We’re really excited about the results we saw with our July new joiners and we’re looking to add more digital learning to our playbooks that goes beyond the first two months of onboarding.”



Impact

- ✓ **97% of in-course Reactions** were positive, indicating new joiners found training content
- ✓ **98% of new joiners** felt that digital training effectively prepared them for live training
- ✓ **99% of new joiners** found digital training to be highly



360Learning has opened up so many doors for the Professional Development team to ensure every training—even when it’s run by a business unit—meets our quality, brand, and compliance standards. We want to give every employee an equal opportunity to be successful and 360Learning helps us do that.



Valerie Chan
Senior Professional Development Associate



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360learning.com/demo