

Learning & Development

Strategy & Planning

A successful Learning & Development strategy and plan is a clearly defined roadmap that is customized and aligned to support the broader business strategy or project plan. This roadmap serves as the blueprint for the required steps needed to successfully communicate and educate those team members who become the catalysts that implement and execute change. There are no other more important guiding principles than to invest in the knowledge and capabilities of those you depend on to deliver the results. Impact 21 Group will provide your organization with best in class solutions that fit your needs:



- Learning Approach, Programs, Levels
- Learning Objectives, Methods/Protocols
- Targeted Audience – Roles

Program Development

Program design is critical to successfully building a Learning program that effectively delivers new skills that are repeatable and sustainable. A GAP analysis is conducted to determine which roles in the organization are impacted by change and to what level. Roles impacted the most receive more targeted knowledge building and skill training, while roles less impacted receive summary level communication. Evaluation metrics are defined to monitor business performance. Impact 21 Group further defines the target audience by performing a quick assessment of each participant's level of experience. The assessment captures logical competency information used for curricula development. Impact 21 Group provides a curricula plan that aligns the content, objectives and training methods with the audience. Each training event and corresponding curricula plan is mapped out so that you have visibility across the organization. A post-audit will be conducted that compares the results with the defined metrics.

Training & Facilitation

The deployment of a well-defined Learning & Development Plan often results in a blended training approach that combines eLearning, classroom and on-the-job training for all levels in the organization. While some will require communication, other groups most affected by change may require in-depth, “hands-on” training and support in order to effectively implement new processes, technologies or organizational change. Impact 21 Group can translate your Learning & Development Plans into Action through the development and facilitation of Train the Trainer Programs and/or hands-on classroom training for all levels and classes of trade your company supports. The development of targeted eLearning modules and facilitator/participant guides provide employees a step-by-step approach during training and a reference guide for on-the-job review. All training and facilitation is customized to meet our clients' needs and we employ professional facilitators that provide an engaging, interactive, supportive and highly professional learning environment.