

New Look

Bringing a 'fresh trend' in learning to New Look
with Learning Pool Platform

Background

From a single fashion store in Taunton in 1969, New Look has grown to become a leading fast-fashion brand, with over 590 stores in the UK and another 66 across countries worldwide, supported by its website, newlook.com.



590

UK stores

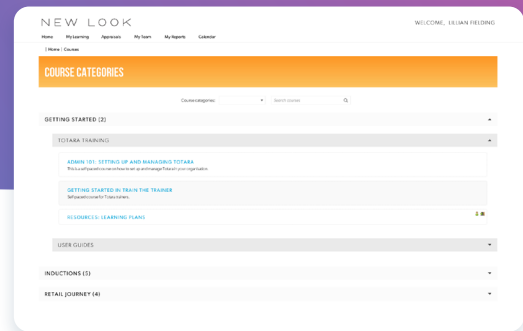
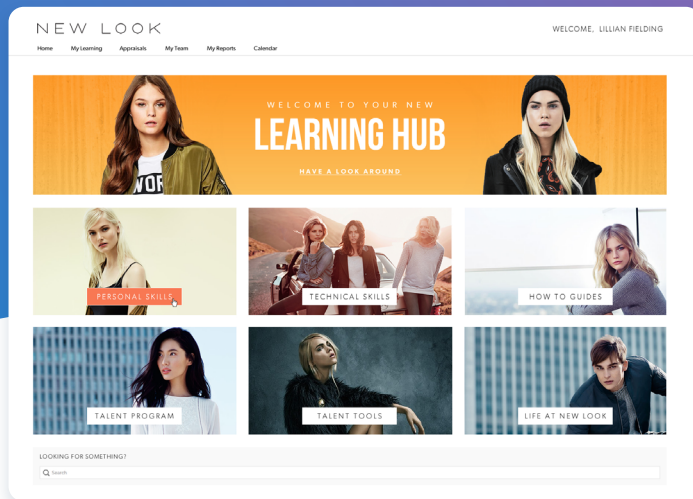


66

Stores worldwide

Challenge

New Look has been a user of digital learning for some time and their first iteration of The Academy was a Moodle-based Learning Management System from another provider. This system experienced many technical instabilities and they were getting poor levels of service from the supplier. It was for these reasons that they decided to invest in a new version of The Academy that would better serve the needs of the business.



Solution

The initial launch comprised Learning Pool Platform standard implementation, running existing New Look content; Day One Induction modules, soft skills and MS Office training.

The Day One Induction includes some internally developed soft skills training, health and safety, fire safety, IT induction etc, some of which is site-specific depending on the role – field staff, retail, support, etc. Within the stores, there is an iPad which can be used for training and processing store card applications as well as a PC.

The system is available to around 15,000 staff members, 12,000 of which work in retail, 500 in the buying, merchandizing and design team and the remainder in support and distribution roles.

The system was initially themed to the Academy's original branding and integrated with their HR database so that an employee training record was automatically created on their start date.

Many of the international territories needed multi-language support and New Look was particularly impressed by the ability of Learning Pool Platform to switch languages at the touch of a button.



15000
Learners



12000
In retail



500
In merchandise

Response

“We are very excited about this next phase of the Academy. Having had to launch with our legacy Academy look and feel, we have now moved to a new template developed by Learning Pool and this has been really well received. The template is much more on brand and cleaner, with courses much easier to find. The navigation allows users to find learning that is suitable for a wider range of development needs, in addition to their mandatory and job-specific requirements.



Learning Pool proactively offered this to us and it is going to allow The Academy to make more of an impact within the business. Our Learning Consultant knows their, and our, business well and the level of support we get allows us to keep growing the system and to keep being creative – it challenges us to do better. What they don’t know is not worth knowing!”

Ben Long
Learning and Development Partner

Results

Two years after moving to Learning Pool Platform, The Academy has relaunched with a new template created by Learning Pool. This is far more on brand than the original theme and the course pages are cleaner, with more graphical and icon-driven navigation and a consistent interface across the business. Also at this time, dozens of new courses have been added from Learning Pool Leadership Skills Collection which has hugely enhanced New Look’s development offering.

NEW LOOK WELCOME, LILLIAN FIELDING

Home | My Learning | Appraisals | My Team | My Reports | Calendar

Home | Personal Skills | Presentations

HANDLING CONFLICT LEARNING GUIDE

There are times when you need to deal with conflict. Whether it's a situation, frustration, annoyance, anger, or someone ready to explode, these are all forms of conflict. Left unaddressed, it can produce stress, damage relationships and have a direct impact on performance and productivity. You can't always avoid conflict but you can learn how to manage it.

HANDLING CONFLICT

Self study work is designed to be taken before attending module 1 as this will be referred to during the module.

CONFICT QUESTIONNAIRE

Complete the statements in the following questionnaire by rating yourself to get an indication of your current approach to dealing with conflict. Then review your answers and decide if you need to make some changes.

AREAS OF CONFLICT

Review any areas of conflict you have witnessed or been involved with whilst at work. Note down your thoughts in the document provided.

KNOWLEDGE CHECK

It's key you complete the self-study work before attending module 1 as this will be referred to during the module and we expect you'll arrive with some pre-existing knowledge.

KNOWLEDGE CHECK

Not available unless: The activity Handling Conflict: Areas of Conflict is marked complete.

FEEDBACK

Your feedback from the Knowledge Check.

Not available unless: The activity Knowledge Check is marked complete.

COMPLETION STATUS

All criteria below are required

- Conflict questionnaire
- Areas of Conflict
- Knowledge Check



“We have a delivery roadmap planned which includes email notifications, welcome emails, social and forum blogs, one-click reporting, as well as user journeys. We have purchased a licence to Learning Pool Authoring and plan to author new content in this.

Using the power of AI seems to be where it is at, and we hope that this will help access learning more easily and to create a culture of learning within the business.”

Ben Long
Learning and Development Partner

