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LMS365 powers employee learning at **Växjö Kommun** to drive organizational change



Challenge

Driving efficiency and advancing learning adoption

Växjö Kommun is a municipality in southern Sweden with 7,500 employees working across a wide range of roles, including managers, administrators, engineers, teachers and social workers etc. Additionally, there are around 3,500 temporary staff.

The municipality wanted to make learning available for all employees on one common platform – driving efficiencies, empowering employees to develop and embedding wider organizational change.



People have told me they've been working here for 20 years and have never had the opportunity to get work-related training as often as now. LMS365 has ensured learning is free and easy. It's allowing our people to grow and strengthening our organization as a whole.

Monica Skagne, CEO

Solution

Växjö Kommun is a forward-looking organization whose CEO, Monica Skagne, had identified a new learning platform as a strategic priority.

LL We strive to be a modern employer where people have the power to develop themselves. We wanted a platform that enabled self-learning but also supported change management, helping us on our journey to becoming a stronger organization.

There were also opportunities to reduce costs. Monica Skagne comments: *"We have common training needs across different departments and with one single platform we could save money. It was easy to make a business case."* However, it was imperative to find the right solution. Kristina Tannerfalk, Chief Learning Officer, explains:

LL We wanted one place where employees could access learning and presentations, but also book classroom training. It was also critical that it integrated with Microsoft 365 which we use for our day-to-day work.

Mobile access for the workforce was also key and the platform had to be easy to use and administer. Monica Skagne comments:

LL It was crucial that we could own this by ourselves and maintain it in a simple way.

Following a procurement process, LMS365 was selected as the platform that met the necessary requirements. Because LMS365 is based on Microsoft 365, the technical implementation was straightforward and quick. Meanwhile learning representatives across the organization added course material. In January 2020, Växjö Kommun's training portal ("Utbildningsportalen") was launched to all employees.

Results

Today, over 11,000 workers can access the portal directly on the desktop, through the organization's SharePoint intranet. Employees are also using the LMS365 mobile app via smartphones and tablets.

To date, around 400 courses have been added to the platform, with over 140,000 course completions in less than two years, a very high level of adoption that has surprised and delighted Växjö Kommun's management. These numbers have been helped by the platform's ease of use which lowers barriers to entry for both course creation and the learning itself.

Using mobile devices is also proving to be a game changer, effectively democratizing learning by making a much wider set of courses easily available for all employees, but also giving individuals the power to choose the training they take, at a time that suits them. This is helped by the fact that courses are often divided into smaller bite-size parts, allowing people to fit learning into their busy schedules. Kristina Tannerfalk comments:

 ***Our workers often access training by mobile or tablet. This has been particularly empowering for employees who work by schedule, for example with patients or students. Previously they had to plan their mandatory education carefully, but now they can choose when they do it. Feedback has suggested that the approach has been very successful.***



11,000 employees accessing more than 400 courses



Learning easy available through the mobile app



Significant time and cost savings

Results

Allowing employees to choose when they take courses also means many are taking a more proactive approach to learning in general. Monica Skagne remarks:

“Our learners are curious about the latest training that has been published on the portal and if it fits their working profile they go in and use it.”

For the first time managers can also track the learning across the team using LMS365 and encourage team members to take courses to support their development.

Currently the Utbildningsportalen holds many different types of mandatory and non-mandatory learning covering topics such as leadership and development, safety, GDPR, information security, HR processes, IT training, service delivery and the working environment. Managers direct staff to the training that is most valuable to them, as well as to some training that is mandatory. Kristina Tannerfalk comments:

“We had a new law here in Sweden covering the Convention of the Rights of the Child which impacted everybody. We were able to use LMS365 to produce mandatory training for all our employees across different departments and companies.”

LMS365 has also been successfully used for employee onboarding, including temporary employees. Kristina Tannerfalk explains:

“Our care department takes on 800 young people during the summer to help take care of the elderly. We have created a strong learning program for them put together by our own experts from the care department. This has been very successful, helping drive efficiency.”

Results

LMS365 has played a critical role in helping the municipality navigate the challenges of COVID-19. Monica Skagne comments:

LL *We had great timing because we introduced the portal in January 2020, and you know what happened in March! The platform helped us to reduce our classroom learning and also train people on how to work during COVID. For example, we had already published a course on how to communicate and take part in meetings using Microsoft Teams.*

Overall LMS365 has also resulted in significant time and cost savings, reducing duplication across different departments by having one platform, and eliminating the administrative overhead that came by managing learning through email.

However, the biggest cost savings have been made by replacing classroom training with online learning, with employees no longer having to travel to it, and not having to hire expensive consultants to provide it. Now learning is provided by Växjö Kommun's internal experts across several areas.

Perhaps most significantly, LMS365 has increased the ability to reach employees in all different departments and companies within the organization. Monica Skagne reflects:

LL *In our organization, we work cross functional. It's a big strength that change management is now simplified. LMS365 has certainly contributed to that, helping to educate employees about new processes, and allowing us to implement our values and develop a new culture. Our own training reinforces the 'Växjö way' of doing things.*

Future

Going forwards, training will continue to evolve, with content added from across the organization. There is a set process to ensure new learning gets added, with learning representatives across Växjö Kommun meeting regularly to ensure that the momentum around Utbildningsportalen continues. This process also helps to preserve the consistency and tone of the courses added. Kristina Tannerfalk comments: *"Adding content is an ongoing process, but we are ensuring what we develop gets better and better in a very strategic way."*

The team also like the flexibility of LMS365 and the fact that they can suggest new features and enhancements with the LMS365 team. Kristina Tannerfalk adds: *"It's a tool we can develop that can grow with us. We've had lots of opportunities to say what we would like to see, and the reply is always 'let us check and see if we can do it'."*

Reflecting on the overall impact of LMS365, Monica Skagne comments:

 ***I think we have democratized learning. Before our learners might need to go another city to take a course, but now they can choose at what time and how often and which ones they want to do. That's having a dramatic impact on learning throughout the municipality.***

About

Växjö Kommun is a municipality in southern Sweden with 7,500 employees covering a wide range of different roles including managers, administrators, engineers, teachers and social workers.

Quick facts VÄXJO KOMMUN

Industry: Local Government

HQ: Växjö, Sweden

Established: 1971

Web: www.vaxjo.com

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The only learning
platform built into
Microsoft 365 & Teams.

