

# A global telecom company leveraged KNOLSKAPE’s simulation-based workshops for building competencies at scale

## BACKGROUND

The client is one of the leading providers of Information and Communication Technology (ICT) to service providers. They enable the full value connectivity by creating game-changing technology and service that are easy to use, adopt and scale, making their customers successful in a fully connected world. From 5G and IoT to virtualization, they are supporting digital transformation for the next generation of mobile services.

The clients’ head office is in Stockholm, Sweden with over 104,490 employees worldwide. It also recorded a SEK 232.3 billion net sales in 2021 and SEK 68.0 billion in Q3 of 2022.

## OBJECTIVE

Bearing in mind the transformation happening in the telecom sector, the organization wanted to invest in its employees’ development. The firm wanted to equip its workforce for the future and develop capabilities that would help them transform the way they do business with their customers.

Hence, they were in the quest for a partner that could help them manage change, build key business competencies, and accelerate employee capability.

## SOLUTION

The company decided to utilize KNOLSKAPE’s simulation-based workshops to build competencies and provide employees a safe environment to apply their skills. The participants were a diverse mix of managers as well as account managers and sales and operations teams.

The workshops conducted were focused on:

- > Building strategic and customer centric mindset of employees
- > Developing competencies such as agile ways of working and design thinking
- > Accelerating employee capabilities, business relationship management and continuous improvement

## KNOLSKAPE’S VALUE ADDITION

- > Contextualized content to ensure relevance
- > Microlearning for learning reinforcement
- > Simulations, gamified technology platforms for safe, social and competitive learning
- > Action-based learning projects to enable application of concepts

## PARTICIPANTS’ TESTIMONIALS

*“The value add has been great as we embark on a journey to be future ready. Thanks for the opportunity to be a participant and recipient of this.”*

*“A simple idea of Competency Development was effectively converted into a well-planned learning journey by KNOLSKAPE. Active discussions to fine tune the curriculum, by being open to suggestions and making quick modifications and adopting it to the course - in all these KNOLSKAPE exhibited total agility.”*

*“The instructors of KNOLSKAPE were very experience and brought great richness of their experience and expertise with the topics and their involvement with the participants to individual levels ensured that the learning was not just delivered, but received well.”*

## PROGRAM OUTCOMES

Net Promoter Score of  
**+97%**

Positive Shift in employees’ knowledge and behavior

Overall Feedback: Average of 4.8  
