

What you'll get from our Content Pro service:

Content Lead	Your dedicated Content Lead will work with you to define your learning strategy and recommend content for your initial launch and post launch with regular ongoing support, recommendations and learning campaign initiatives.
Account Director	A valuable extension of your team, a trusted advisor and expert in L&D and Thrive solutions, your Account Director, working closely with your Content Lead, ensures success with our solutions, aligned to your business goals. We will work with you to establish key success metrics, driving progress and achievement against these.
Content community	Your dedicated content-only space to connect, contribute, and collaborate while staying ahead of the industry curve on all the topics that matter most.
Content Hub access	We are much better when we are connected, so we are opening up many more ways to build relationships and share best practices across our content customers. As an additional component of your wrap-around service, this community will serve as another point of contact for all content updates, while also giving you a voice to influence the future of our content offerings.
Content strategy workshop	This session will focus in depth around your learning and development strategy and we will seek to fully understand the skills and competencies that your organisation needs and how this is aligned to any existing people strategy. We'll discuss any current challenges, what learning environment and culture exists, how your learning is targeted, performance needs and how these are linked to key performance indicators. This session will lead us to discuss where the current responsibilities sit for 'learning and development', what methods to deliver learning exist along with what learning methods are currently used and what you would like to move towards. We like to understand the bigger picture to ensure we fully understand your goals to enable us to help you use our content and tools to support those initiatives.
Content Mapping session	We'll walk you through your personalised 'content mapping' document and we will explain the reasons we have selected the content that we have. Each specific area will be aligned to your values and focussed initiatives and will include content that is relevant and ready to go, content that is planned to be released and will be a mixture of pre-built learning pathways along with resources that you can weave into your own content and reuse as standalone assets for refreshers or your own focussed learning campaigns. We include activities within our learning pathways and campaigns to give you food for thought.

What you'll get from our Content Pro service:

Launch content upload	Up to 50 pieces of content can be uploaded to your platform for launch, and then we will work with you to add up to another 150 pieces shortly after.
Launch pathways creation	Content will be uploaded, structured and tagged in line with your platform preferences, and we will also build out up to four pathways for launch.
Content roadmap priority	Vote on the roadmap to bring the topics you need the most into production quicker.
Launch assets	A 90 second showcase of the content and platform and support with your communications plan including copy writing and launch inspiration.
Monthly content check-ins	As well as our monthly broadcasts and friendly faces to reach out to, we will dedicate time to check in and review how you are using the content and to see what else you need.
Quarterly business review	Throughout the year, we will conduct a mini conduct audit to see what content is performing most and make recommendations based on the insights in the platform including any new content that may be available for popular topics and skills.
Annual business review	This is a strategic face-to-face meeting to discuss key outcomes including the confirmation of strategic alignment, with both parties agreeing on objectives and expectations. Both parties commit to fostering innovation and continuous improvement through regular review meetings and innovation labs. Performance metrics and reporting formats will be agreed for measuring success and facilitating data-driven decisions, establishing a robust foundation for a collaborative partnership aimed at achieving shared strategic goals.
Content remapping session	Content focus areas in line with the strategy will be mapped and presented back.
Upload new content New pathway creation	New content is uploaded, structured and tagged in line with your platform preferences.