

Industry: Telecommunications  
Use Case: Courses

# BT Trains **105,000+** Employees with Bite-sized Videos

As a leading communications company in the UK, BT serves the broadband, phone, TV, and mobile needs of customers in the UK and in more than 170 countries worldwide. Employing over 105,000 employees, the business has complex training challenges, with staff working in eight distinct, customer-facing business units including retail, call center, engineers, and more. Time poor and limited access to computers meant the Learning and Development team needed a diverse solution which enabled them to meet the unique, complex needs of every learner.

BT was seeking a training solution which allowed them to deliver consistently to employees across the entire business. With each of their units undertaking business very differently, the team wanted to ensure that regardless of the learner's role, they were served consistent training experiences. Their existing LMS was getting traffic but wasn't being used to its full potential and the system lacked core learning material. The L&D team at BT were also keen to digitize their current face-to-face training and transform it into short, succinct interventions; the time-poor nature of many of their staff meant these bite-sized sessions would help to maximize on periods of downtime many employees have.

To enable uniformity of training at BT, the team sought to initially create and deliver 18 core skills which the majority of the business would extract some value from. These core competencies cover areas such as stakeholder management, negotiation, and conflict management.

“We like SAP Litmos’ content because **it’s bite-size, flexible and it’s useful** and useable for our people.”

**Adam Goodsearles**  
Business Partner, BT

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