

LP1: Provide training to employees

Time of Effectiveness	Short term
Repeatability	85% (17 reports out of 20)
Level of confidence	8.82/10
Category	Labor Practices
Outcomes	<ul style="list-style-type: none"> • Updated workforce • Better career planification for employees • Enhanced employee's engagement
Metrics	<ul style="list-style-type: none"> • Part of the employees who followed training (%) • Time spent into training (hours/employees/year) • Satisfaction and engagement of employees who followed the trainings (survey) • Compared satisfaction between employees who received training and employees who did not
Problematic	<ul style="list-style-type: none"> • UN SDG 4: Quality Education • UN SDG 8: Good Jobs and Economic Growth
Additional Components	<ul style="list-style-type: none"> • Training on career opportunity (65%) • Training on skills (83%)¹

Description

In order to keep a competitive workforce, a majority of the companies indicated that they provided training to their employees. There are, most of the time, two types of training which are given.

First, skills training, which allows employees to develop their skills, and, therefore, to make the company more competitive. Second, career opportunity training, which consists in giving feedback to employees about what opportunity they can target and prepare them to their future position which increase their engagement for the company.

Example: Cognizant (p.4,30,31,46,56)

At Cognizant they implement both additional components. For the skill training they implemented their own educational platform for their employees (Cognizant Academy) in the which they provided 16.2 million hours of training with an average of 75 hours per employee in 2015. They also use an internal social network in order to strengthen employees' collaboration and knowledge sharing.

Regarding the career opportunities training, they organized a program called Cognizant Career Architecture (CCA) which provides an individual career framework in order for employees to identify their best career path. This program has also interactions with the Cognizant Academy in order to plan training session specific to the career plan considered by the employee.

This allows Cognizant's workforce to stay competitive among the years with highly qualified employees. Moreover, it helps employee to feel more recognized by the company and allow them to bloom at their workplace.

¹ This additional component had a high level of confidence (8.5) compare to others in every category