



**BEYOND  
KNOWLEDGE \***



**FROM SKILLS  
TO PERFORMANCE**

# \* Editorial

« Going beyond knowledge is all about contributing to the performance of your company and employees »

**Benoît Felix**, CEO of the Cegos Group



Digital transformation and technological breakthroughs are revolutionising jobs and skills.

The Cegos Group, an international leader in Learning & Development and a committed player in the world of work, is here to support you in a transformation that goes beyond the confines of the economy and has an impact on the whole of society.

**F**or people, the challenge of learning and professional agility is real, all over the world. The continuous development of skills, especially those that will prove essential in the future, is a key employability asset.

With turnkey training, tailor-made solutions, blended and digital learning, outsourcing and much more, all our solutions are designed to deliver a unique experience and enhance your performance.

**F**or organisations, Learning & Development represents a strategic investment since the ability of teams to adapt to challenges is a major driver of attractiveness and competitiveness.

# \* Cegos profile



A presence in Europe, Asia and Latin America

France, Germany, Italy, Portugal, Spain, Switzerland, United Kingdom, China, Asia-Pacific, Latin America

State-of-the-art training in many areas:

- Management & Leadership
- Sales & Customer Relationship
- Professional & Personal Efficiency
- Project Management
- Information Technology
- Marketing & Communication
- Finance
- Purchasing
- Human Resources
- Train the Trainer
- Sustainable development & CSR...

Operating in more than **50** countries through a network of partners and distributors

**1,100** employees

**+3,000** partner consultants

**+3,000** digital learning assets in

**20** languages

**250,000** people trained each year worldwide

**€ 200 M** in turnover

**20,000** corporate customers

**1.5 M** connected learners

# \* Our mission

Supporting new business challenges...

## A CHANGING ECONOMY...

**Rapid deployment of innovation** and acceleration of technological breakthroughs

**Changing consumption** and marketing patterns

**Unlimited access** to knowledge

# 133 M

new positions from 2018 to 2022

# 75 M

jobs replaced by technology

(World Economic Forum, 2018)

## ...THAT IS DISRUPTING SKILLS MANAGEMENT

**Revolution** in jobs and skills

**Support** for multiple professional pathways

**Broad accessibility** to digital learning and *Learning Experience*

## LEARNING & DEVELOPMENT: A SOCIAL ISSUE AND RESPONSIBILITY

**The emergence and deployment of new international standards** such as ISO 26000 aimed at making training a driver of extra-financial performance.

**The quest for meaning at work**, aspiration to train and grow professionally.

# 87 %

of workers value the meaning of work. (Deloitte, 2017)

# 93 %

of employees claim to be ready for self-directed learning to adapt to the new world of work. (Cegos, 2019)

...going beyond knowledge.



## Solutions designed for you

- Turnkey professional training
- Tailor-made learning solutions and support for change
- Training outsourcing
- Digital and blended learning
- Business and skills strategy & learning organisation

## What makes us stand out?

### ■ L&D FULL SERVICE PROVIDER

We support you along the entire Learning & Development value chain (design, deployment, management), while always keeping in mind the need to boost your performance.

### ■ LEADING AND RELIABLE EXPERT

For nearly a century, we've offered reliability and security to our customers. As we stay in direct contact with companies and their developments, our solutions are pragmatic and results oriented. This approach allows us to measure the impact of training and optimise your L&D investment.

### ■ INTERNATIONAL PARTNER

Our global footprint as well as our worldwide and multilingual solutions allow us to work with a portfolio of major international customers.

### ■ AT THE FOREFRONT OF INNOVATION

We use innovation to enhance your experience:

- Supporting organisations and individuals in the face of changes in both the economy and work,
- Fostering learner engagement over time through personalised pathways,
- Using digital learning to boost performance

# \* Transforming skills into performance together



Successful learning contributes to the performance of the organisation and allows the learner to progress, evolve or re-train.

Ultimately, learning must make a difference.

## Our five assets to contribute to your company's performance

-  **Guidance towards the right packaged or tailor-made solution**
-  **Support and advice to maximise your L&D investment**
-  **Products and Services excellence**
-  **Optimal use and integration of digital technology**
-  **International support and roll-out**



## Our four beliefs for transforming learners' practices

-  **Commitment and learning over a period of time**
-  **Human interactions**
-  **Personalised experience adapted to the requirements of everyone**
-  **On-the-job transfer to encourage the implementation of new skills**

### WOULD YOU LIKE TO BOOST THE TRANSFORMATION OF YOUR ORGANISATION?

L&D can contribute to meeting many strategic challenges and Cegos can help you:

- Transform** your L&D approach
- Achieve** your company's digital transformation
- Change and adapt** your management model
- Speed up** the adoption of new tools and ways of working



Find out more about our solutions



### DO YOU NEED TO DESIGN AND DEPLOY L&D ON A GLOBAL SCALE?

Over the past 10 years, we have completed more than 2,000 international projects with companies of all sizes, in more than 20 languages and more than 50 countries. Together, we can:

- Roll out** your tailor-made international training projects
- Create or upgrade** your international L&D catalogue
- Support** the transformation of your global L&D strategy

# \* Innovative, operational and results-oriented solutions



## A unique approach



The Cegos 4REAL© (Real Efficient Adapted Learning) approach engages participants in an experience that truly transforms the way they work. It does this through:

- **Blended courses** focused on transfer into work situations throughout the learner's pathway.
- **The best of digital content** which is accessible at any time.
- **Customisable and personalised solutions** adapted to the pace of each individual and to the company's priorities.

## The new L&D experience



This online platform is available on computers, tablets & smartphones and provides access to all learning courses for a complete Cegos Learning Experience.

- **The learner** has access to their training programme, their history, dynamic conversation spaces and self-directed activities to be carried out over time.
- **The trainer** leading the training course, either face-to-face or in the virtual world monitors each learners' progress.
- **The company** has access to several performance indicators to monitor the progress of their participants in real time.



Discover our L&D Innovation book

**THE #UP COLLECTION**

#digital #onthejob #interactive

The future belongs to those who will have skills that technology cannot replace. The #UP Skills Acquisition Programmes created by Cegos help employees:

**Implement new skills.**

**Learn at their own pace**, guided by a tutor, coach or supervisor.

**Engage in a shared experience** with peers.

**Navigate the programme** to apply their knowledge and improve their performance, both for short-term and long-term results.

Discover our "Future of Soft Skills" book

For more information about #UP

# \* A company that is committed to the long term

The Cegos Group has always taken positive measures in corporate social responsibility, both in regard to its employees and all its stakeholders.



## Educating and training for a fairer society



**A UNICEF patron since 2012:** 10 schools renovated in Mozambique and Niger



**Provision of Cegos e-learning modules** for humanitarian staff of 90 NGOs with Humentum

## Limiting our environmental impact through



**Large-scale digitisation of information flows:** internet links, interactive exercises, podcasts



**Adoption of the Green IT approach:** cut electricity consumption by 50% and CO<sub>2</sub> emissions by 50%



**Less paper consumption (-35%)**

## Fostering and sharing the best of *Learning & Development*

Cegos tracks trends and shares its expertise through publications and key events.



**Discover our publications**



**Publication of international studies** by the Cegos Observatory



**Digital Learning Excellence Awards**



**11 thematic blogs**



**More than 100 books** written by Cegos experts



**Webinars, white papers**



BEYOND KNOWLEDGE\*

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