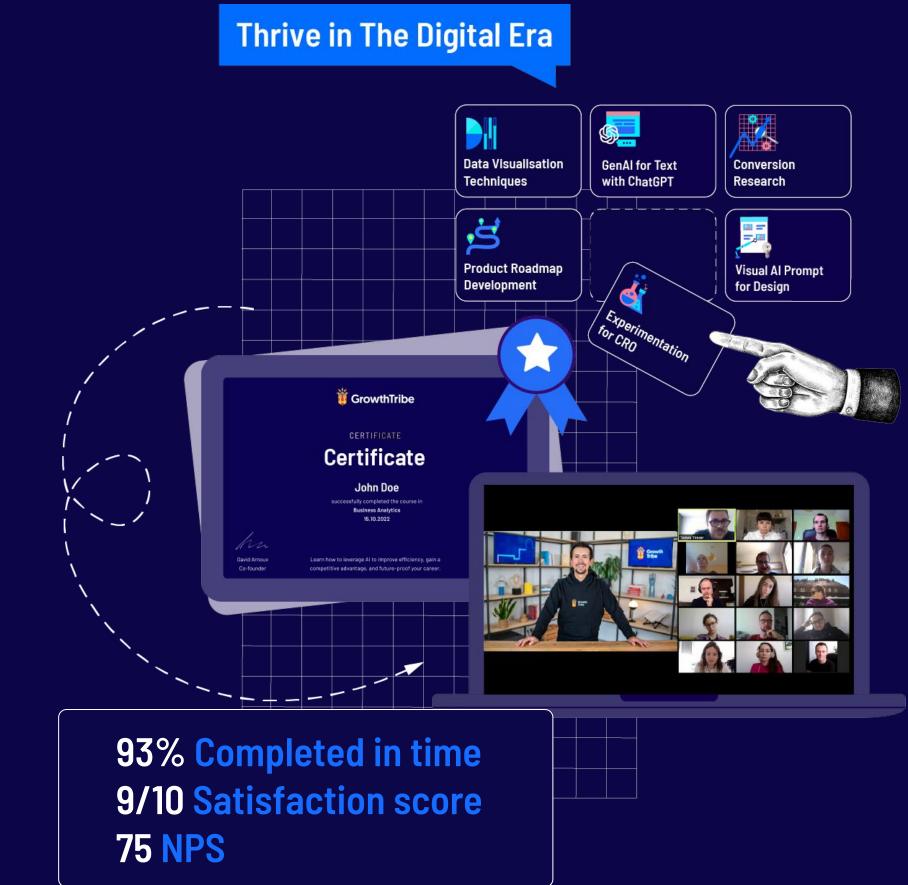


Fixing Skills Gaps **Across Departments**

Boost Performance With Department-Specific Learning Paths





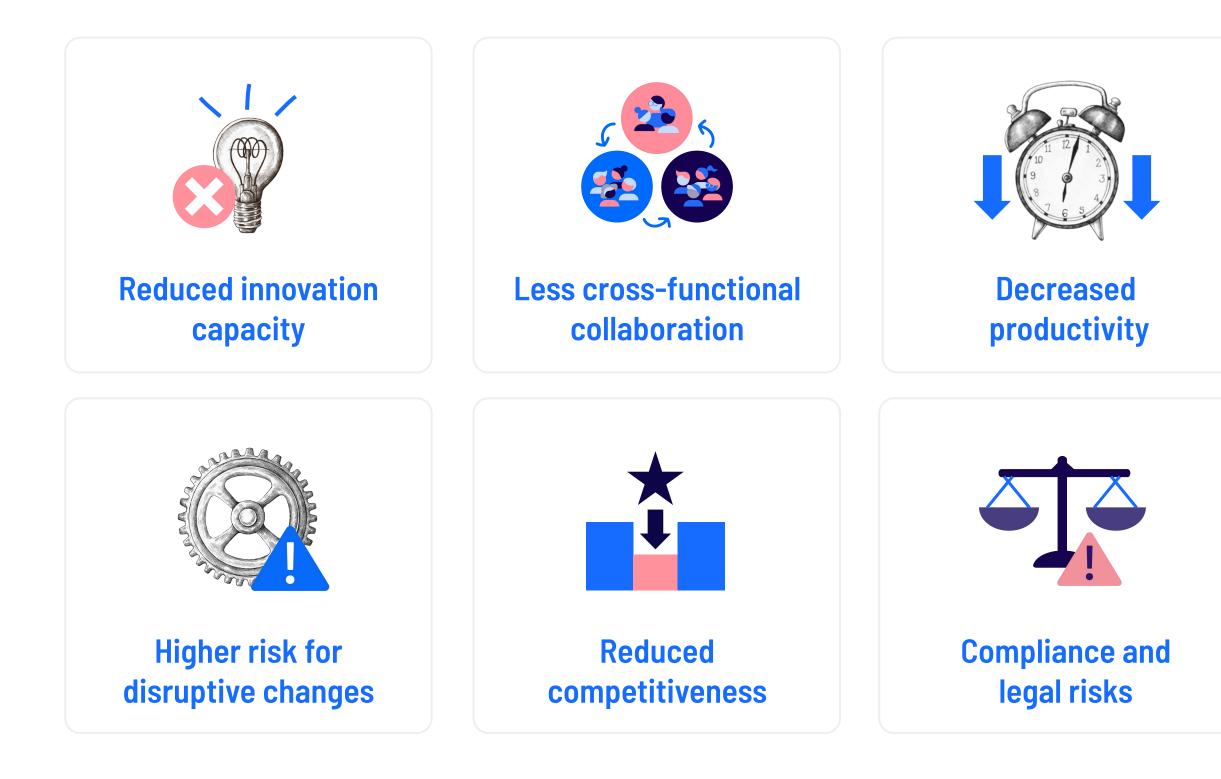
of core skills are expected to change by 2027, highlighting significant skills gaps across various industries.

World Economic Forum's 'Future of Jobs Report' 2023

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This widening digital skills cap can lead to



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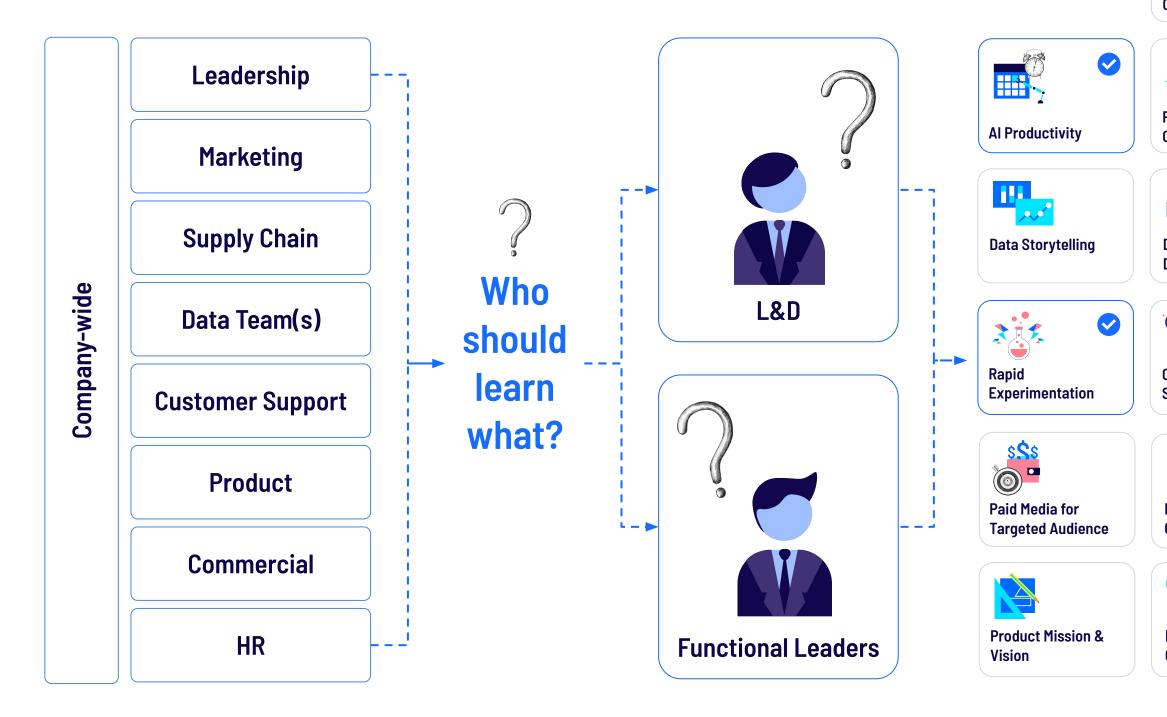
Upskilling is essential in today's rapidly evolving digital landscape to ensure businesses stay competitive and adaptable. As new technologies emerge, employees must develop the skills to leverage these tools effectively, driving innovation, productivity, and efficiency.





But Where Should We Be Upskilling/Reskilling?

It's no easy task to run learning needs assessments and decide which capabilities teams should focus on next.



Agile Risk Retargeting Tactics Mitigation and Email Marketing NA A Safeguarding your Effective **Data Driven Digital Assets** communication **Strategies** KA T <u>& / · · · ·</u> 010, 010, 101 0100, 01001 007, 010, 90 ••• Digital **Agile Leadership Resilience in the Project Management** and Power Skills Communication workplace **Fundamentals** 30 **Product Management Data Visualisation Growth Mindset and** Al Business Concepts Basics Experimentation Strategy ? ? ? ÎA Ċ Antifragile **Data-Informed** Ideation Product Roadmap Leadership **Decision-Making Techniques** Development CTA CTA i 🜔 👘 71 **Creating a Sales Digital Marketing** Leading Project Execution Strategy **Fundamentals GenAl for Design** Aa 💦 **EU AI ACT Building a Brand Fundamentals of** Compliance CRO Identity **Data Presentation** <mark>₩</mark>ќ 000 0 **Building a Data Cultivate a Learning Data-Driven** Landing Page Culture Organisation Marketing Optimisation



Commercial Teams



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of B2B sales leaders believe their teams have the right skills to succeed in today's digital-first, data-driven selling environment. Forrester. (2023). B2B Sales Survey.

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The Top 3 Challenges We Usually See in Commercial Teams Common Obstacles That Impact Performance



1. Lack of Data Literacy and Data-Driven Decision-Making

Teams are not fully leveraging the data at their disposal, leading to missed opportunities for growth. Limited data literacy is preventing us from making more informed, strategic decisions and optimising customer experiences. Without a strong understanding of how to interpret and apply data insights, teams struggle to drive performance and improve business outcomes.



2. Missing Cross-Functional Collaboration and a Unified Way of Working

Misalignment and poor cross-functional collaboration create silos, slowing decision-making and weakening the ability to execute unified strategies. Without strong leadership and organisational agility, commercial teams struggle to adapt to market shifts, align across departments, and respond swiftly to emerging challenges. **3. Navigating Digital Transformation and Customer-Centric Strategies**

Teams are falling behind in adopting digital tools and delivering personalised, customer-centric experiences. The skills gap in digital transformation is slowing growth and adding pressure, as balancing innovation with everyday execution remains a constant challenge.

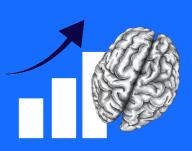






Capabilities to Focus on for Impact

Key Skills to Drive Commercial Success



1. Strengthening Data Literacy and Data-Informed Decision-Making

Teams need to develop stronger data literacy, enabling them to analyse key performance metrics effectively and apply data-driven insights. By fostering a culture of data-informed decision-making and experimentation, teams can improve strategic outcomes and enhance overall business performance.



2. Cross-Functional Collaboration and Organisational Agility

Commercial teams should focus on enhancing cross-functional collaboration by promoting agile methodologies and fostering strong leadership. Building a common language across departments will facilitate better communication and alignment while encouraging agility will enable teams to adapt quickly to market changes.

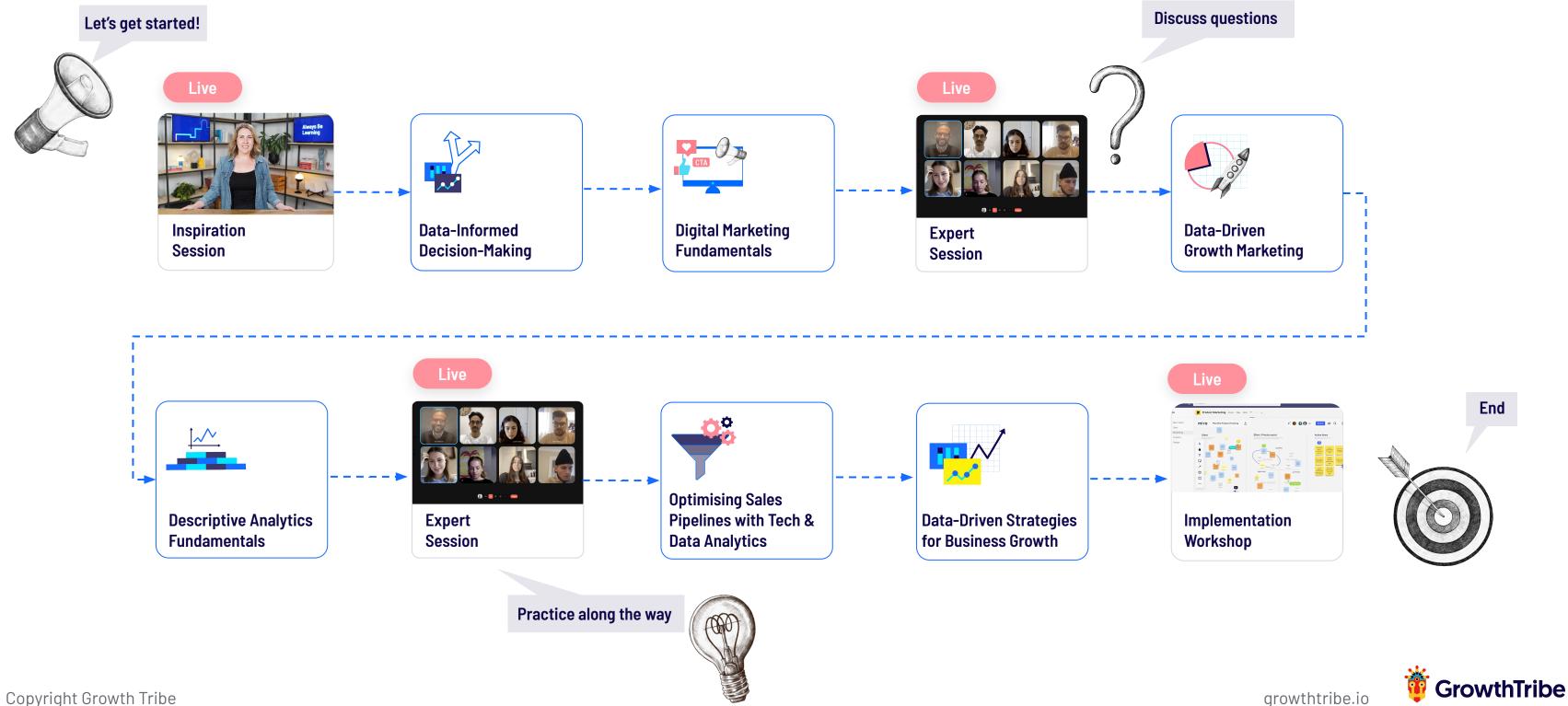


3. Digital Transformation and Customer-Centric Growth

To remain competitive, teams must adopt cutting-edge digital tools and develop customer-focused strategies. This requires embracing new technologies, gaining a deep understanding of customer personas and journeys, and crafting tailored approaches that meet client needs. Continuous improvement in delivering personalised, customer-centric experiences is crucial.



1. Data Literacy and Data-Informed Decision-Making Learning Path Example

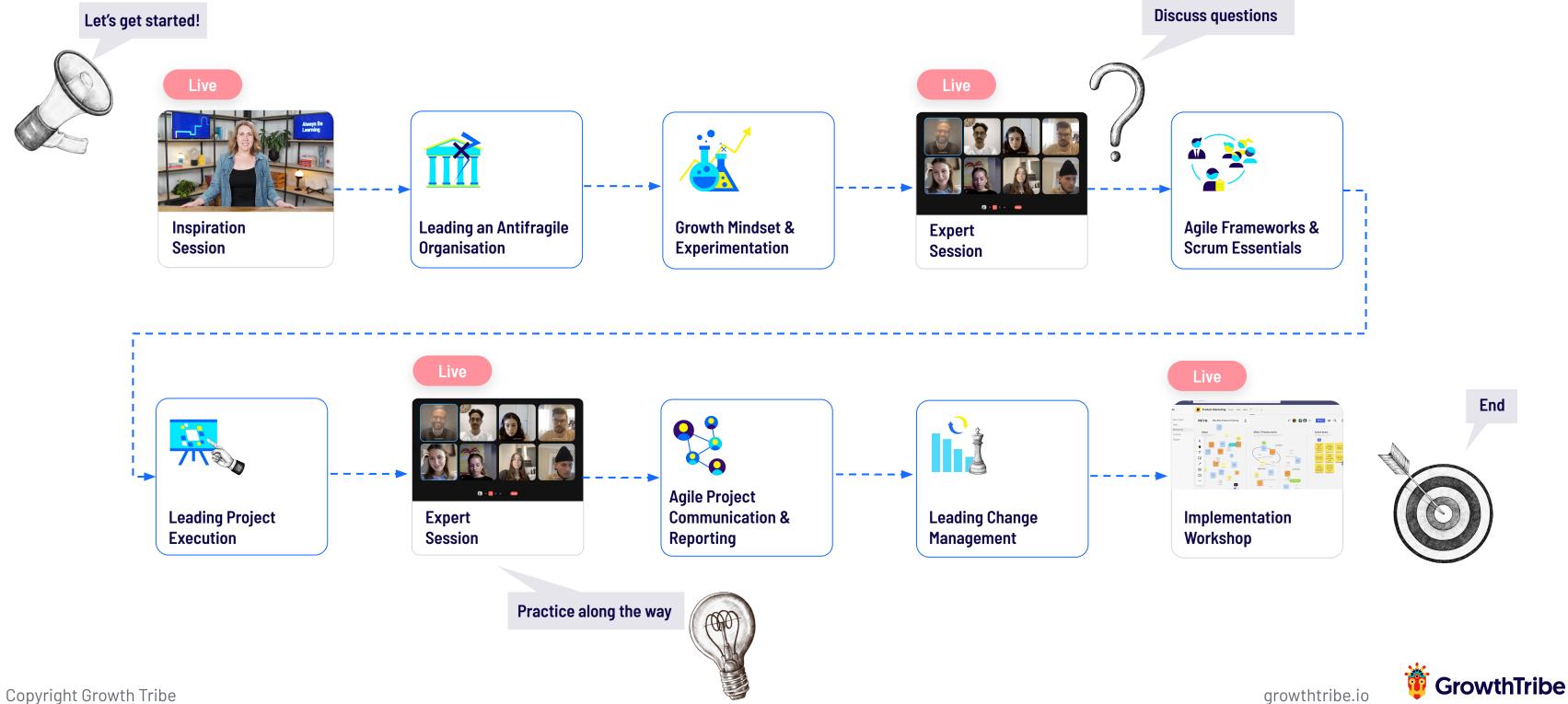


1. Data Literacy and Data-Informed Decision-Making - Modules Overview

Module	About	Focus Skills	Lessons
Data-Informed Decision-Making	Use data insights for smarter decision-making Cultivate a data-informed mindset, gaining the ability to classify and dissect decision-making.	 → Data-Informed Mindset → Data-Driven Decision-Making → Strategic Thinking 	 → Classifying decision-making → Dissecting a decision → Becoming data-informed → Data-informed organisation
Digital Marketing Fundamentals	Reach global audiences, drive online presence Understand digital marketing fundamentals, learn how to create effective customer personas, and understand the customer journey for marketing success.	 → Data-Informed Decision-Making → Customer Personas → Customer Journey 	 → Being data-driven → Building personas and customer jobs → Customer journey with the Pirate funnel → The GROWS Process
Data-Driven Growth Marketing	Fuelling growth: Strategies driven by data Learn about how data has changed over time, the difference between quantitative and qualitative data, and how these types of data can work together to help you analyse things better and make smarter decisions.	 → Data Roles in Marketing → Lean Analytics → Data Utilisation 	 → The importance of data and lean analytics → The difference between quantitative and qualitative data
Descriptive Analytics Fundamentals	Uncover data stories like a pro Examine and summarise data to gain insights and understand patterns. Interpreting charts and correlations and constructing a KPI tree for data-driven insights.	 → Data Literacy → Data Analytics → Measurement Strategy 	 → Evaluating descriptions → Reading charts and correlations → Building a KPI tree → Case study & Lab
Optimising Sales Pipelines with Tech & Data Analytics	Sales excellence: Succeed with optimised sales pipelines Quantify your sales process and optimise your sales pipeline with CRM tools and technology.	 → Business Intelligence → CRM Tools and Technologies → Metrics and KPIs 	 → Quantifying the sales process → Introduction to business intelligence → CRM tools & technology → Collaborate with marketing & run a healthy business
Data-Driven Strategies for Business Growth	Elevate business: Data-driven leadership Harness the power of data to make well-informed decisions, propelling sustainable business growth and enhancing competitive advantage.	 → Data Strategy → Data Maturity → Data-Informed Decision Making 	 → The primary purpose of data usage → The pillars of data maturity → Prioritise key business questions → Make data useful for decision-making



2. Cross-Functional Collaboration and Organisational Agility Learning Path Example

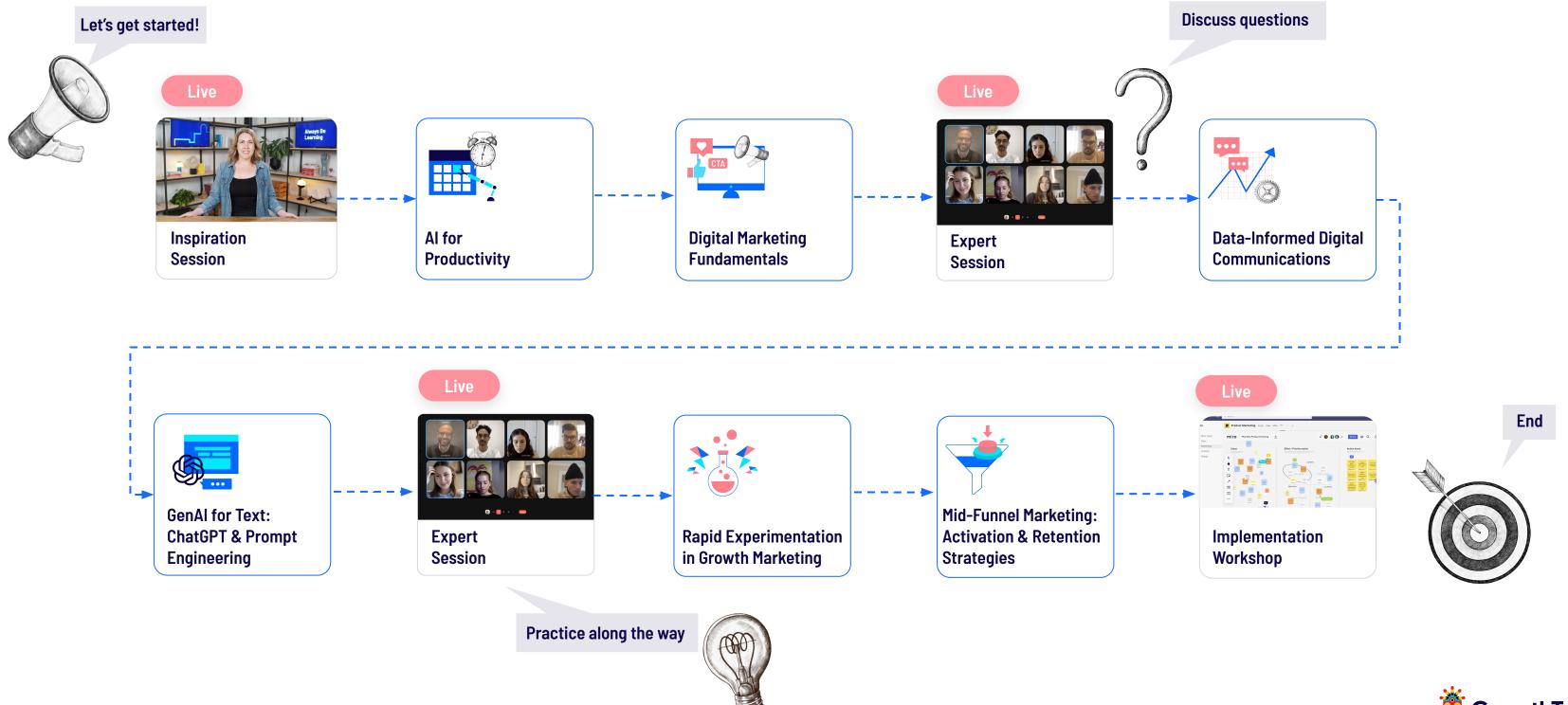


2. Cross-Functional Collaboration and Organisational Agility - Modules Overview

Module	About	Focus Skills
Leading an Antifragile Organisation	Resilient leadership for digital success Discover principles and tactics that empower your organisation to thrive amid uncertainty and change, fostering agility and adaptability.	 → Leadership → Change Manageme → Digital Transformat
Growth Mindset & Experimentation	Digital leadership: Embrace change & foster growth Cultivate a culture of constant enhancement and innovation by nurturing growth mindsets and ensuring team members feel psychologically secure to explore new avenues.	 → Psychological Safet → Change Strategy → Innovation
Agile Frameworks & Scrum Essentials	Agile & scrum proficiency for team & product value Learn Agile principles, refine your understanding of user stories, prioritise projects using the MoSCoW method, and become a proficient practitioner of the transformative Agile-Scrum methodology.	 → Agile Methodology & → Scrum Methods and → Estimations
Leading Project Execution	Guiding projects, shaping culture, leading success Learn resource management, how to align projects with company culture, and define your management style to lead successful projects.	 → Leadership & Collat → Business Intelligend → Company Culture A
Agile Project Communication & Reporting	Agile: Data-driven updates & clear comms Gain proficiency in project communication, utilising Al-generated charts, seamlessly tracking project progress and ensuring alignment with customer requirements.	 → Agile Metrics → Agile Chart Creation → Agile Project Visual
Leading Change Management	Leading change for organisational transformation Develop a leadership approach to steer successful change management and overcome challenges within an evolving digital environment.	 → Strategic Planning → Change Manageme → Leadership

	Lessons		
ent ation	 → Complex and complicated systems → Fragile vs. antifragile → Your responsibility as a leader → Plan of attack: Mapping your desired change 		
ety	 → Why experimentation? → The growth mindset → The process of de-risking → Types of experiments 		
/ & Mindset nd Ceremonies	 → Agile mindset / principles / processes and practices → Roles and responsibilities → Estimation methods → Time-boxed agendas and Scrum ceremonies 		
aboration nce Awareness	 → Resource management → Projects and company culture → Project management style → Leadership capabilities 		
on als	 → Charts, metrics, and monitoring → Communicate deliverables and customer needs → Burn-down charts & updates → Adapt to different audiences 		
g ent	 → Why change fails → The change canvas → Change Management: Breaking down the 8-step plan 		

3. Digital Transformation and Customer Centric Growth Learning Path Example



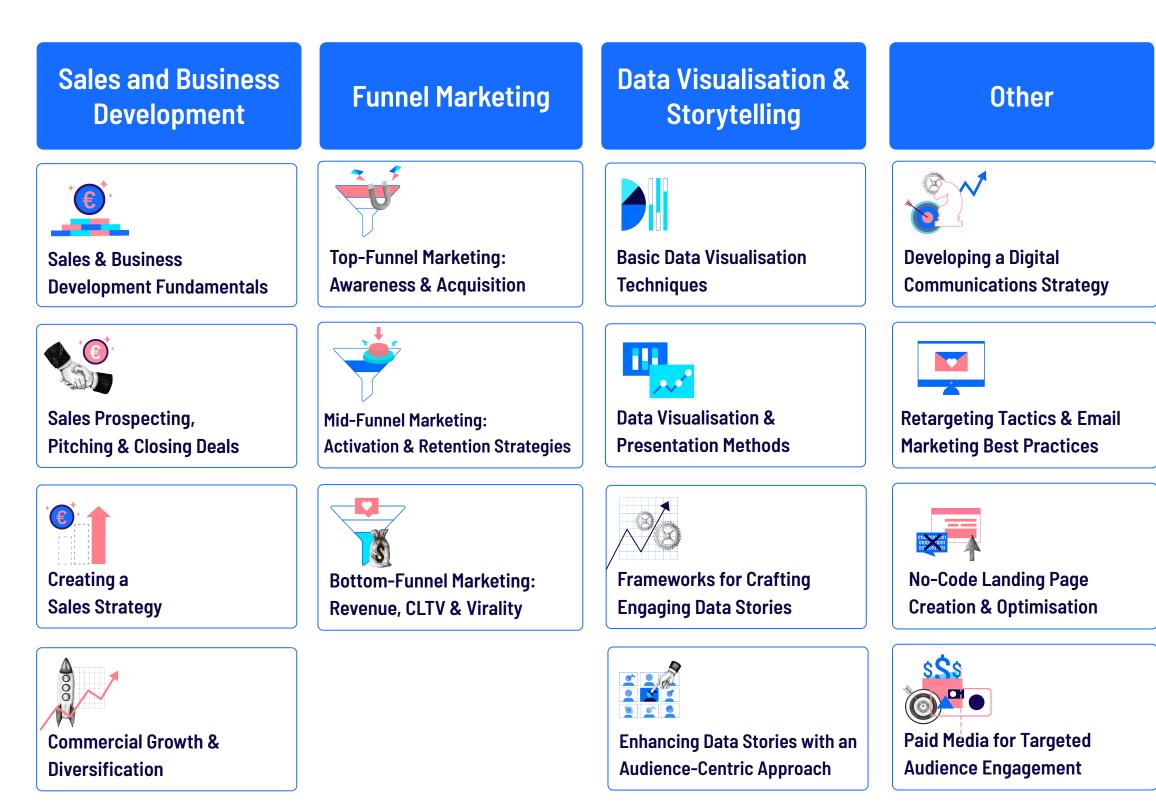


3. Digital Transformation and Customer Centric Growth - Modules Overview

Module	About	Focus Skills	Lessons
Al for Productivity	Boost efficiency with Al Streamline operations and amplify efficiency using Al-powered solutions. Explore how Al can enhance productivity across various business functions.	 → Al Mindset → Al Application → Scoping Projects with Al 	 → The mindset for automation → Al for personal productivity → Team productivity → Operational and organisational productivity
Digital Marketing Fundamentals	Reach global audiences, drive online presence Understand digital marketing fundamentals, learn how to create effective customer personas, and understand the customer journey for marketing success.	 → Data-Informed Decision-Making → Customer Personas → Customer Journey 	 → Being data-driven → Building personas and customer jobs → Customer journey with the Pirate funnel → The GROWS Process
Data-Informed Digital Communications	Data-driven strategies using personas Utilise data for targeted engagement. Understand and connect with your audience effectively through data-informed digital communication strategies.	 → Building Personas → A/B testing → Qualitative Research → Customer Journey Mapping 	 → Your users and their journey → Turning info into insights → A/B Testing → Cross-cultural messaging
GenAl for Text: ChatGPT & Prompt Engineering	Use text AI to craft compelling content Dive into the world of AI-driven text generation with ChatGPT. Learn how to use prompt engineering to create engaging content and boost customer engagement.	 → LLM Applications and Systems → Al Ethics → Prompt Engineering 	 → What are LLMs? → LLM applications → Prompt engineering → LLMs at scale
Rapid Experimentation in Growth Marketing	Accelerating success: Experimentation in action Learn the steps of experiment design. Discover how to develop ideas, create tests, and analyse results. Gain the skills needed to conduct effective and insightful experiments.	 → Experiment Prioritisation → Experiment Management → Analysing Experiment Results 	 → Why experimentation is important → Gather & Rank experiment ideas → Design and run an experiment → Analyse and understand the results
Mid-Funnel Marketing: Activation & Retention Strategies	Bridging contact and purchase Delves into Activation and Retention, emphasising the role of the 'Wow Moment' in driving user activation and how it links to sustained customer retention, thereby fostering long-term business success.	 → Achieving the "Wow!" Moment → User Engagement Alignment → User Loyalty Implementation 	 → Defining your WOW moment → Retention and user segmentation



Other Capabilities for Commercial Teams





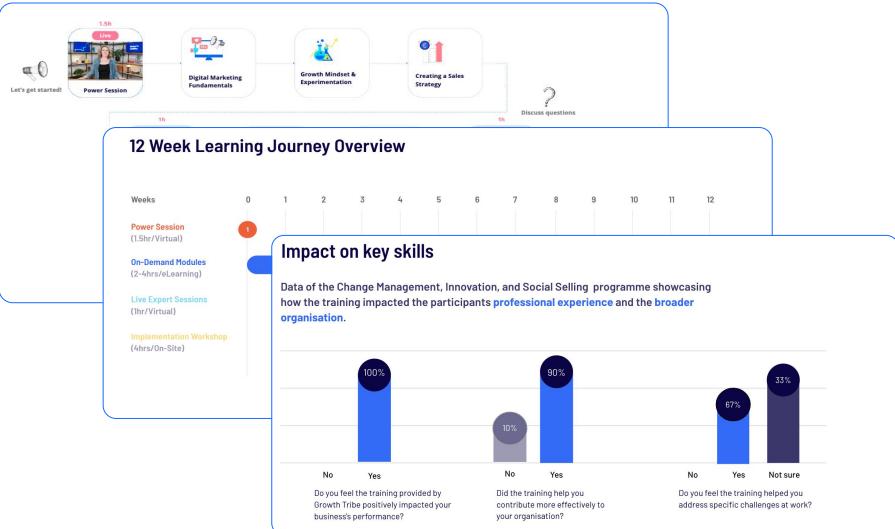
Case-study Schneider

Key Challenge

The key challenge is to drive sales growth by fostering better team alignment through a shared language and consistent ways of working. Additionally, improving collaboration and understanding of how to effectively engage with e-commerce partners is essential for achieving this objective.

The Solution

Growth Tribe designed a fully customised learning journey for Schneider Electric. We used a blend of live and on-demand learning, focused on practical learning and hands-on implementation. In total, 12 weeks of learning led to a significant mindset shift across the commercial team.



Main contact person Ivan Gairin - eCommerce & Retail Director





The Impact

Increased confidence & engagement at work.

Increased role responsibility & productivity.

90%

believed they **contribute** more effectively post-training.

64%

indicated being able to collaborate more effectively with other departments.



"Now I start meetings with, 'What will we change today in our business?'—whether it's placing a product on a landing page or starting a new product launch. It's different, and it works." Stefan Knerrich - Key-Account-Manager E-Commerce

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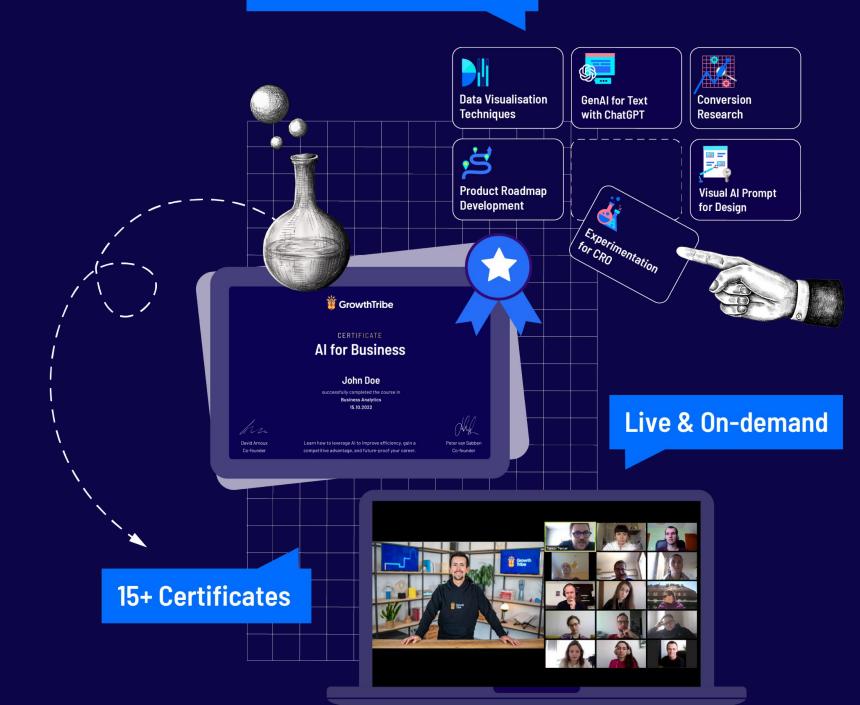
9.3

average satisfaction score.





A Bit More About Growth Tribe



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75+ Modules and more ...

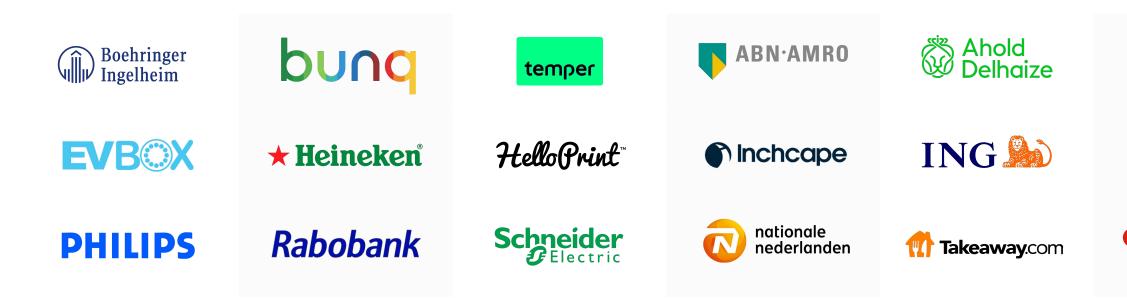


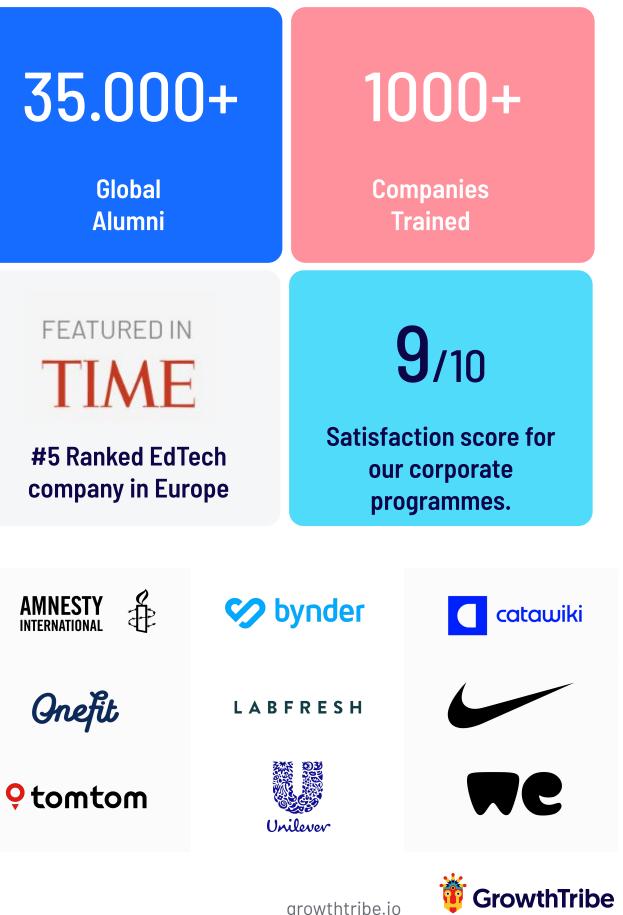


Growth Tribe upskills individuals and teams to boost business performance with actionable skills in A.I. & Data, Digital & Growth Marketing, Digital Leadership & Business Skills.

How?

In an era where digital proficiency is paramount, Growth Tribe ensures your teams stay relevant and future-proof with blended learning. We provide actionable, practical training that equips your workforce with the skills needed to navigate and thrive in the digital landscape.

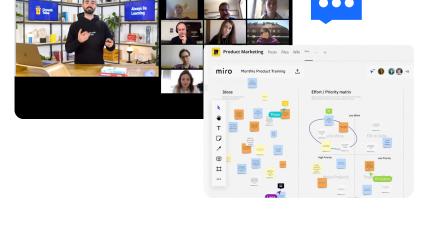




Choose a Format Adapted to Your Needs







On-demand

Scalability!

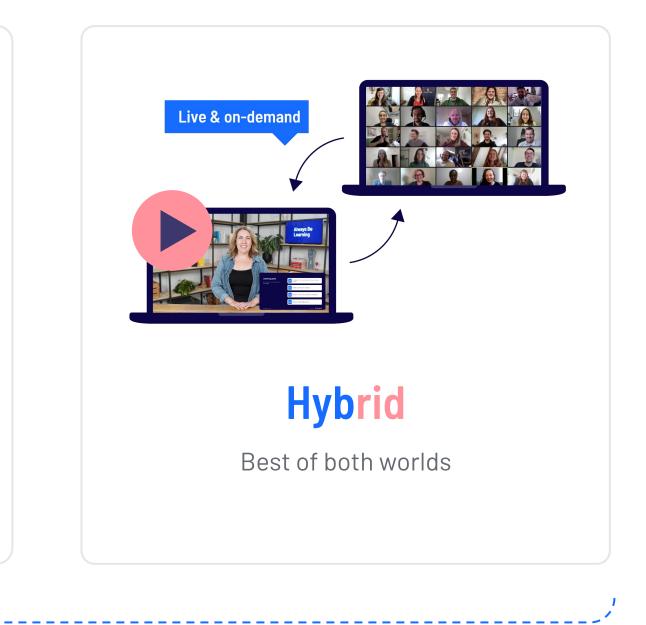
Learn at your own pace

Live

Engagement!

Get answers from experts

93% Completed in time9/10 Satisfaction score

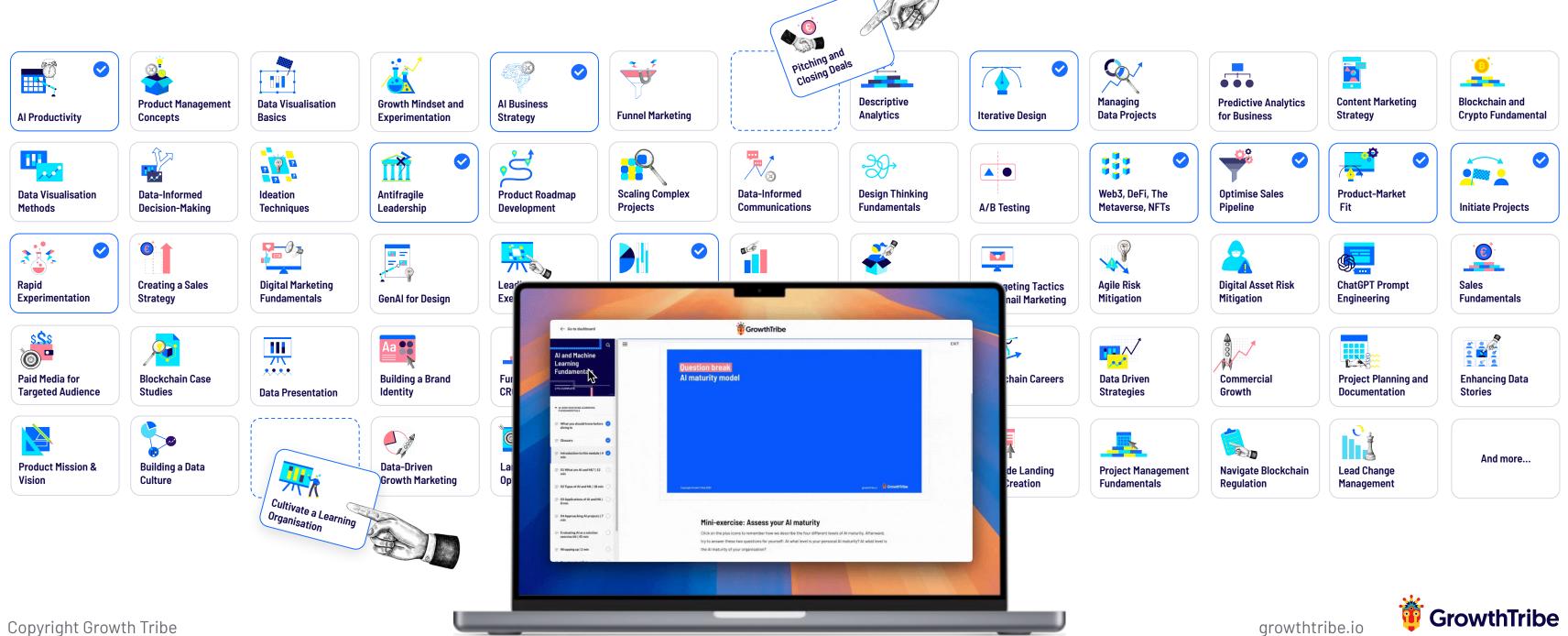




Source: McKinsey (2023), The state of Al in 2023: Generative Al's breakout year

Our Learners Experience Continuous Learning Through Our On-Demand Platform

Each module provides a burst of knowledge on high-value topics like AI for Productivity, Design Thinking, and Building a Sales Pipeline...There's something for everyone.



Add Interactive Live Sessions Led by Experts Trainers



Inspire & Kick-off Inspiration Session

Max 150 people

A 1.5-hour live keynote designed to introduce your team(s) to Growth and Marketing, Data & Al, or Leadership Mindset. Leaving them with a new mental toolkit to tackle business challenges.



Engage & Discuss Expert Session

Max 25 people

An exclusive 1-hour Q&A with the course's Subject Matter Expert. Your team can ask questions and brainstorm on applying the learnings directly to their roles.





Behaviour Change Implementation Workshop

Max 25 people

A 3-hour workshop to solidify learning and foster collaboration. Engage in quality discussion, share knowledge, and create a clear plan for how to implement your learnings. Includes intake calls and next steps for the manager and team.



Giving Your Teams the Best of Both Worlds

Blend on-demand modules with live sessions for a more impactful learning experience.

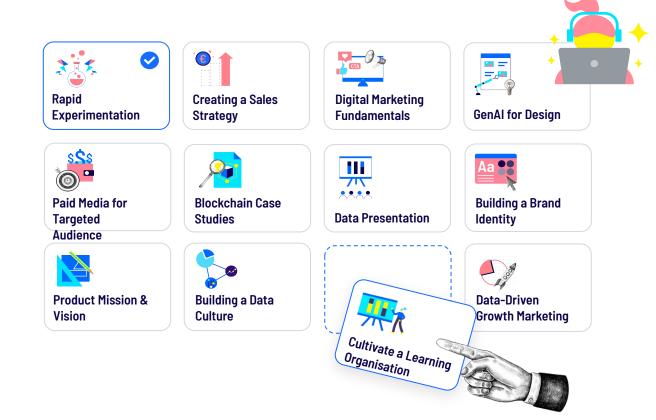
On-demand modules

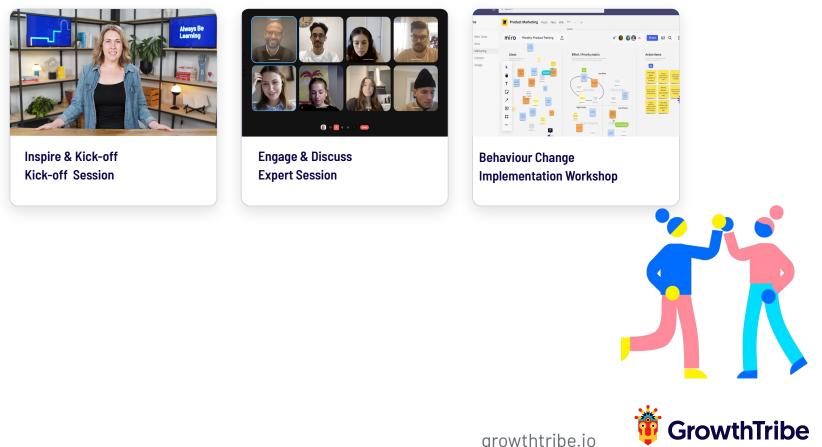
Make learning relevant and more effective, by choosing the modules that fit your team's needs and goals best. With our **library of 75+ modules**, there's something for everyone.



Live sessions

Supercharge your team's learning with interactive live sessions. These sessions enhance collaboration, build trust, and ensure your team can implement skills in real time, making training more engaging and effective.





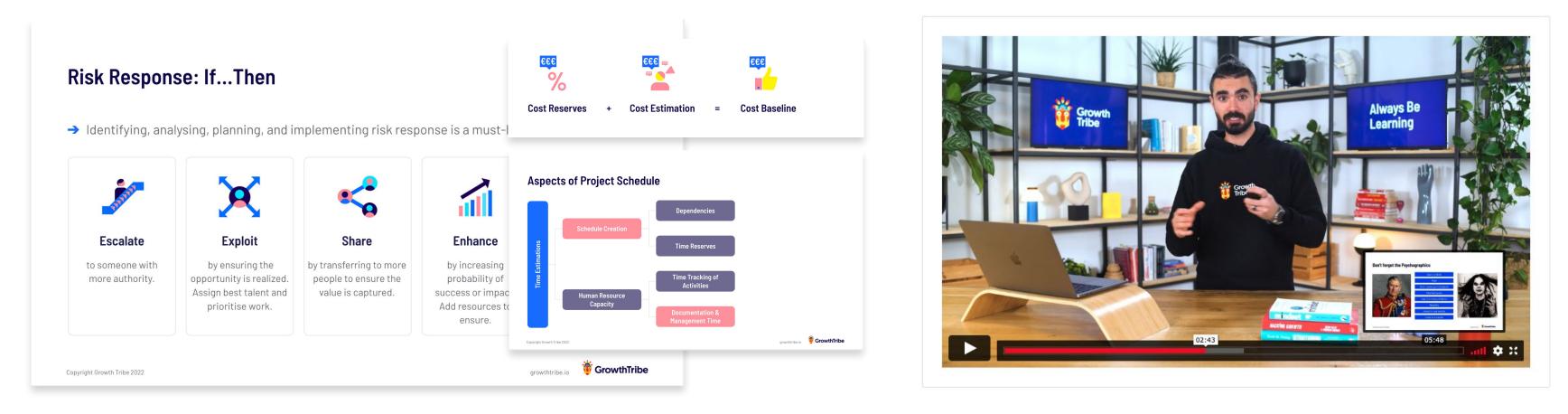


of participants complete our courses within the desired timeframe. The industry average for on-demand courses lies around 15%.



How Do We Keep the Learners Engaged?

We produce in-house content with experts from the field to make sure learning is relevant, easy to follow and fun!



High-quality animations and slide design to make complex theory easy to grasp.

Bite-sized videos (with subtitles) of 15 minutes to cover the key concepts in a personal and professional way.



We Help You Go from Learning to Implementation

Our **Live Expert Sessions** are designed to challenge your team to define clear action points and accountabilities throughout the learning journey.

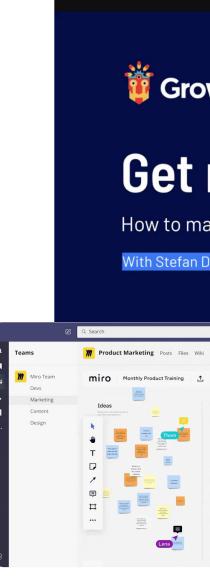


In a nutshell

- → 60 min Live Sessions
- > Expert Facilitators

Outcomes

- → A safe environment for the participants to share their learnings and reveal the organisational **blockers and accelerators**.
- → Inclusion of **industry-specific use cases**
- → Open discussions to share learnings and findings from their respective markets/countries.



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Measuring Impact & Sharing Learnings

How we show the impact of learning

Measuring the impact of learning is hard and often overlooked. We think it's essential to align learning efforts with business goals and to help improve the learning experience for your team and others moving forward.

- Collect qualitative insights through surveys.
- Conduct short interviews with several participants. 2.
- Write stories/case studies of how the impact was achieved. 3.
- Provide an impact report that can be shared within the organisation. 4.



We've asked participants to review whether they impact their key

Reported that they positively impacted their Helping other teams make data informed dec



We have a very long and prosperous relationship with GT. An essential partner for our path to Growth.



Marcel Zuidam



As NN Bank we are very happy with the outcome of the scan and found the insights very useful. This was exactly what we needed to determine which digital capabilities we needed to prioritise for upskilling.

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This metric was selected by the business leaders to help drive the north star of the organisation

Impact on key skills

We've collected data before and after the Business analytics track to show increases in proficiency on key data skills. These are the skills selected by the business leaders to help reach goals.



GrowthT

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Global Head of Platform Innovation

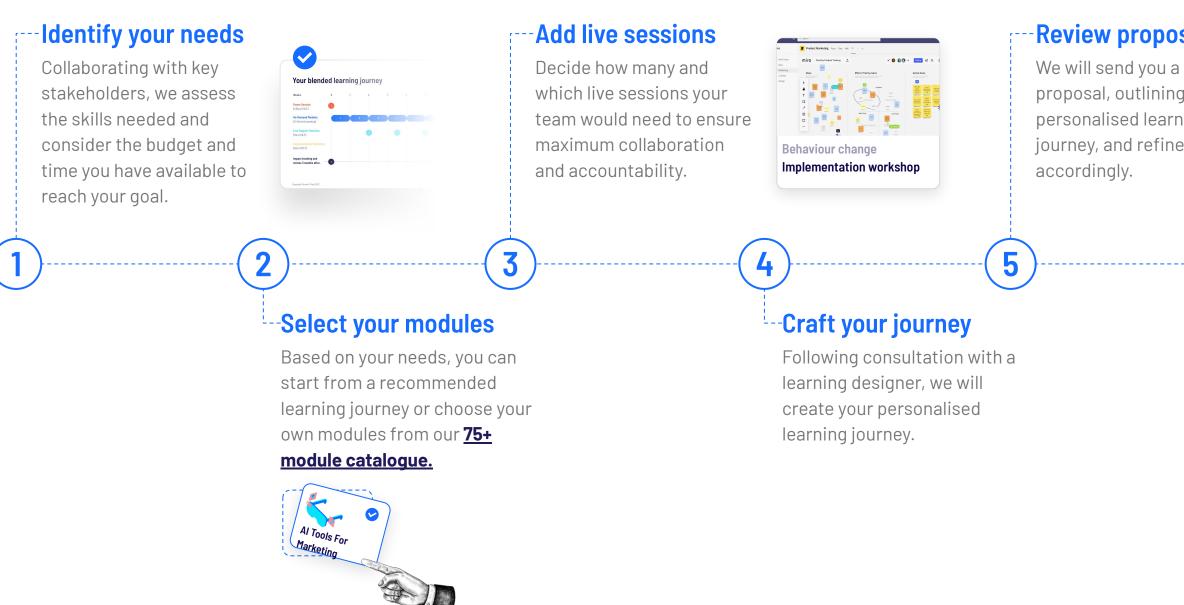
Hugo Raaijmakers

Growth Tribe is part of our digital transformation programme. The training they have provided to teams is of extremely high quality and catered to our business context. I would highly recommend them to anyone!



Discover The Power of a Custom-Built Learning Journey How Does it Work?

We'll work with you to identify knowledge gaps and create a custom learning solution.



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Review proposal

proposal, outlining your personalised learning journey, and refine it

-Measure impact

We measure and provide insight reports into learners' progress, performance and business outcomes.

6

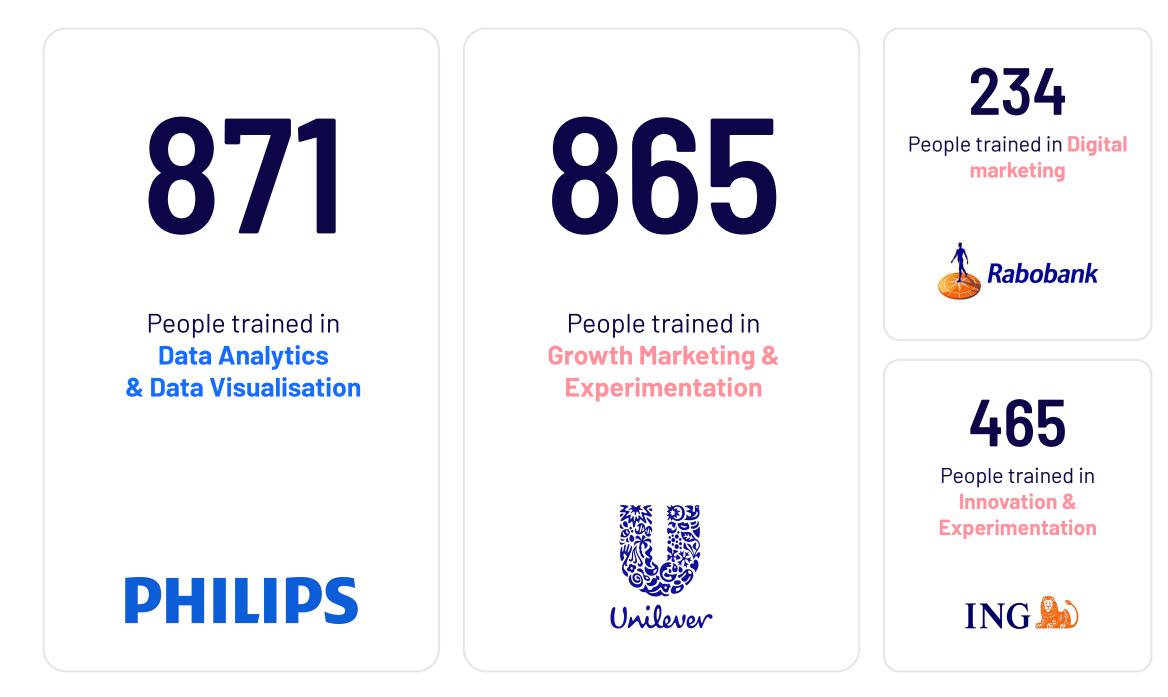
-Deliver and monitor

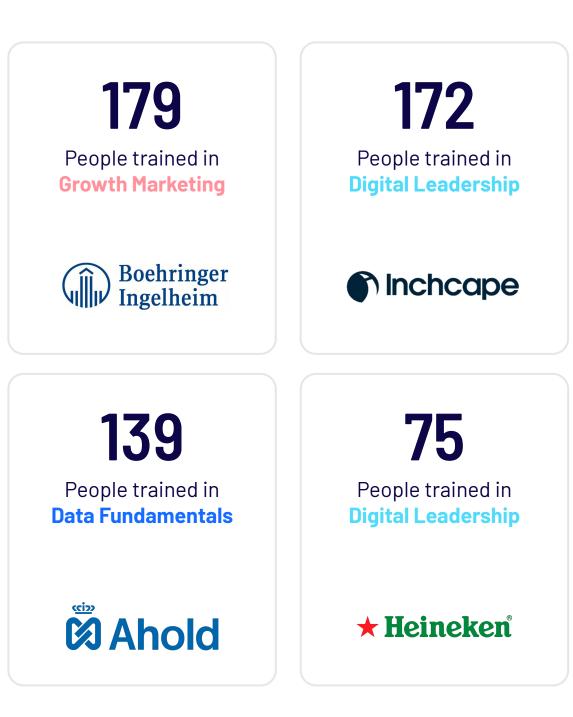
Your programme is prepared and delivered. We'll provide reporting and nudging along the way to make sure everyone stays on track.





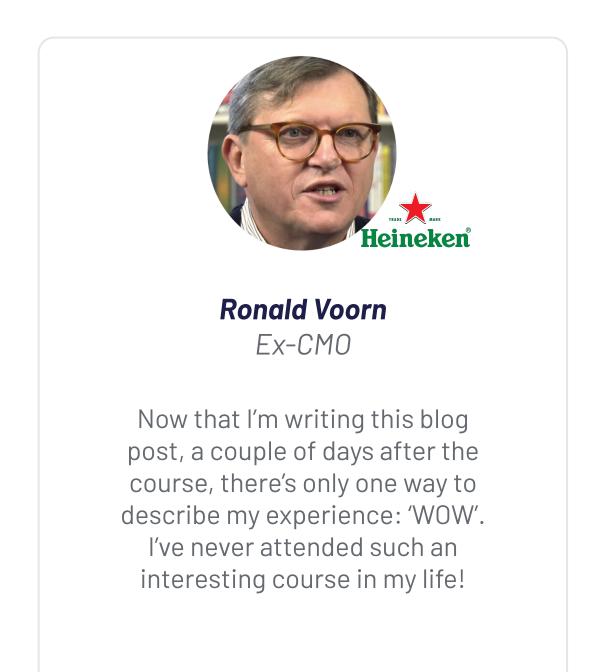
Trusted by Global Leaders in Digital







Trusted by Leading Brands





Louise Van Hees Customer Lead Innovation Team What a great course! Feels like I have had a whole semester of courses in just 2 days. So much great knowledge and insights. If you want to be ahead of the crowd, sign up!



Lizbeth Castillo Head of I2M Excellence

Best training for someone who knows very little about AI cause it has the balance between explaining the basics together with what a business needs for its implementation. Demonstrating some of the shelf AI tools is a needed plus to the training.



Trusted by Leading Brands



Software Improvement Group

Enhanced our understanding and application of new technologies and processes. It added valuable insights to our knowledge base and provided a solid foundation for integrating Al into our operations. This course is an excellent primer on Al and its practical applications.



VMI Group

Increased enthusiasm about AI and its potential. Learning how to use AI to boost productivity and gain predictive insights.



StudyPortals

Easy to follow and provided practical tools and examples. It helped us understand the basic foundations of how AI works but also equipped me with tools to create solutions independently.



Case-Studies & Customer Success Stories



Unilever -lce Cream **Business Group**

We upskilled 865 of Unilever's marketers globally on experimentation skills and managed to help them launch experiments and increase their performance. With a satisfaction score of 9.3, this was one of the most enjoyable learning experiences the teams ever had. On top of that, they reported a 68% faster time to market after implementing new best practices.





ING - Platform Innovation

We successfully implemented an innovation programme for over 475 ING experts in five different countries around rapid experimentation. By introducing a new mindset and way of working, we enabled teams and individuals to achieve tangible outcomes. The process was executed effectively, and as a result, ING's mortgage team witnessed significant improvements in their data. The mortgage department experienced a remarkable 56% increase in leads, while loan accounts saw an impressive uplift of up to 87.9%.





Philips - Data Programme

Philips achieved remarkable results by leveraging Growth Tribe's Data Analytic Foundation Programme. Through an open enrolment programme, 450 employees were successfully upskilled, while 216 teams received intensive coaching, allowing them to immediately apply their newfound knowledge in their daily tasks. The programme's impact was impressive, resulting in a total of 871 highly-skilled employees within a span of 24 months. This development has equipped Philips with enhanced capabilities to deliver professional insights, employ advanced analytics, and drive customer-centric strategies.



Customer Success Stories



"The training Growth Tribe provided to our teams is of extremely high quality and catered to our business context. I would highly recommend them to anyone looking to transform their business through education!"

Hugo Raajmakers Global Head of Platform Innovation @ ING ING D



Noortje van Genugten Data Analytics Director



"The biggest improvement I see is that analysts are seeing the bigger picture of their role. They are much more systematic in both working with stakeholders and carrying out their analysis. Furthermore, they are more enthusiastic about new techniques, and have improved their data storytelling."



Ready to reduce the skill gap?

Book a call with a learning consultant now!

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