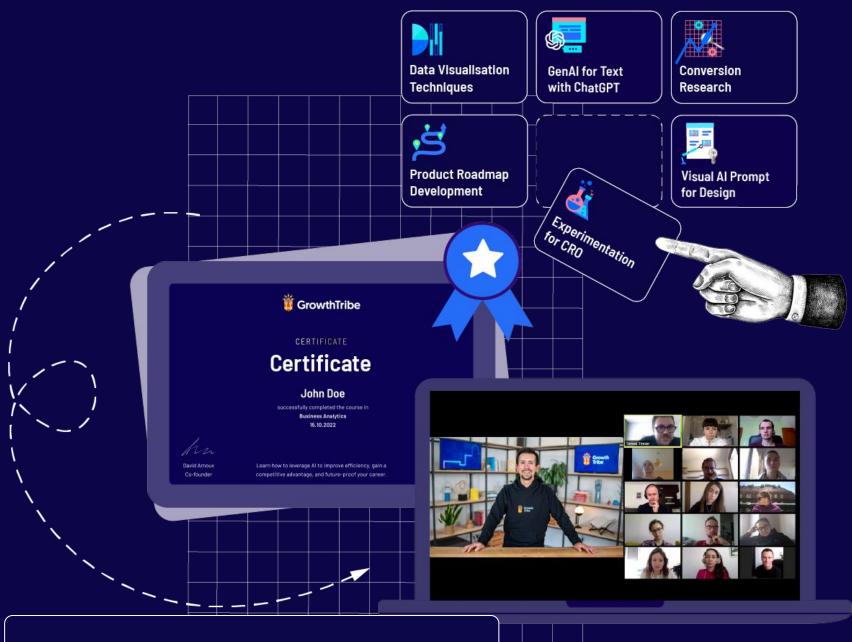
# Fixing Skills Gaps Across Departments

**Boost Performance With Department-Specific Learning Paths** 

#### Thrive in The Digital Era



93% Completed in time 9/10 Satisfaction score 75 NPS



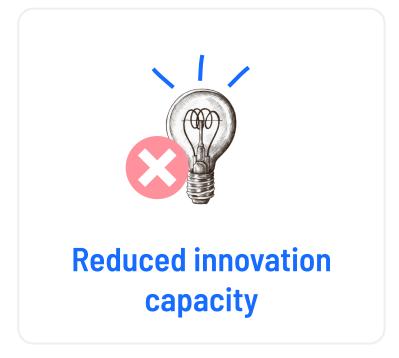
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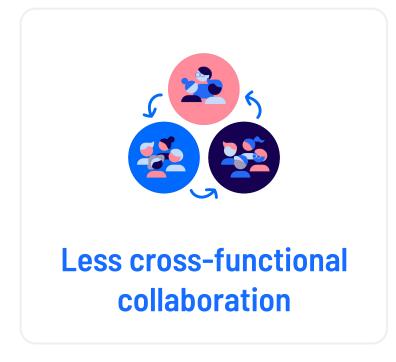
of core skills are expected to change by 2027, highlighting significant skills gaps across various industries.

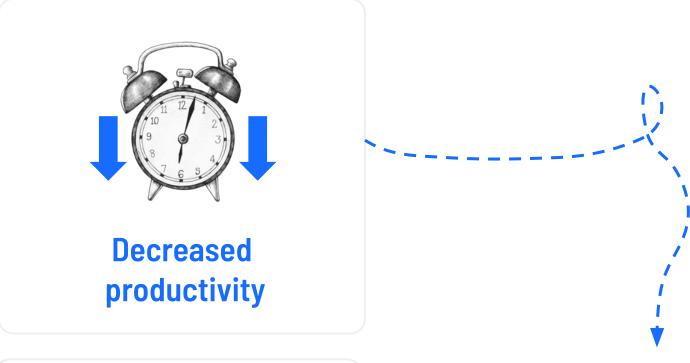
World Economic Forum's 'Future of Jobs Report' 2023

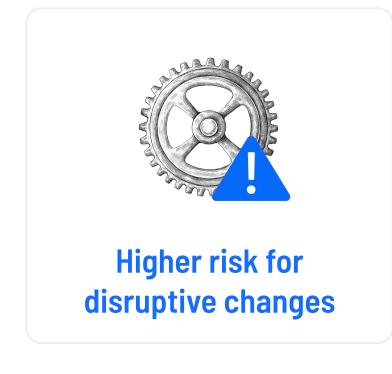


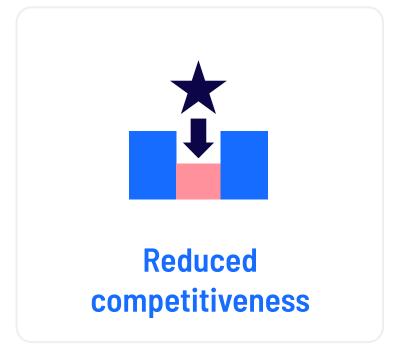
# This widening digital skills cap can lead to













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.



Safeguarding your **Digital Assets** 



**Effective** communication



**Data Driven Strategies** 



**Agile Leadership** and Power Skills Communication



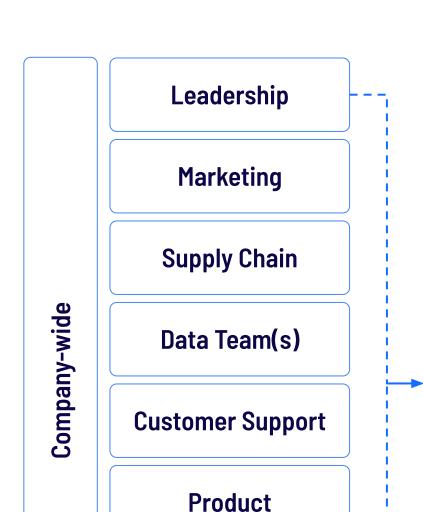
Resilience in the workplace



**Al Business** 

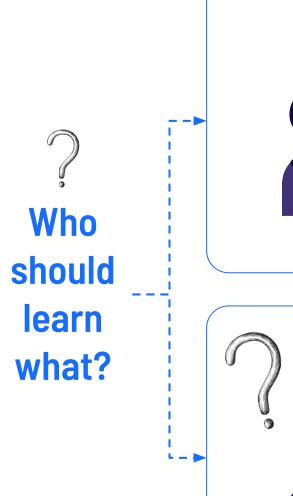
Strategy

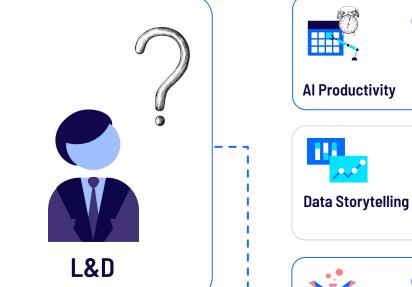
**Project Management Fundamentals** 

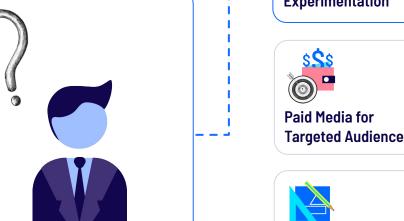


Commercial

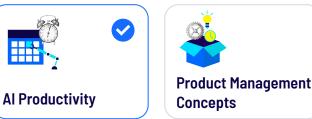
HR







**Functional Leaders** 







**Product Mission &** 

**Vision** 







Ideation

**Techniques** 

**Digital Marketing** 

**Data Presentation** 

**Cultivate a Learning** 

**Organisation** 

**Fundamentals** 

**!!!** 

**Data Visualisation Basics** 

















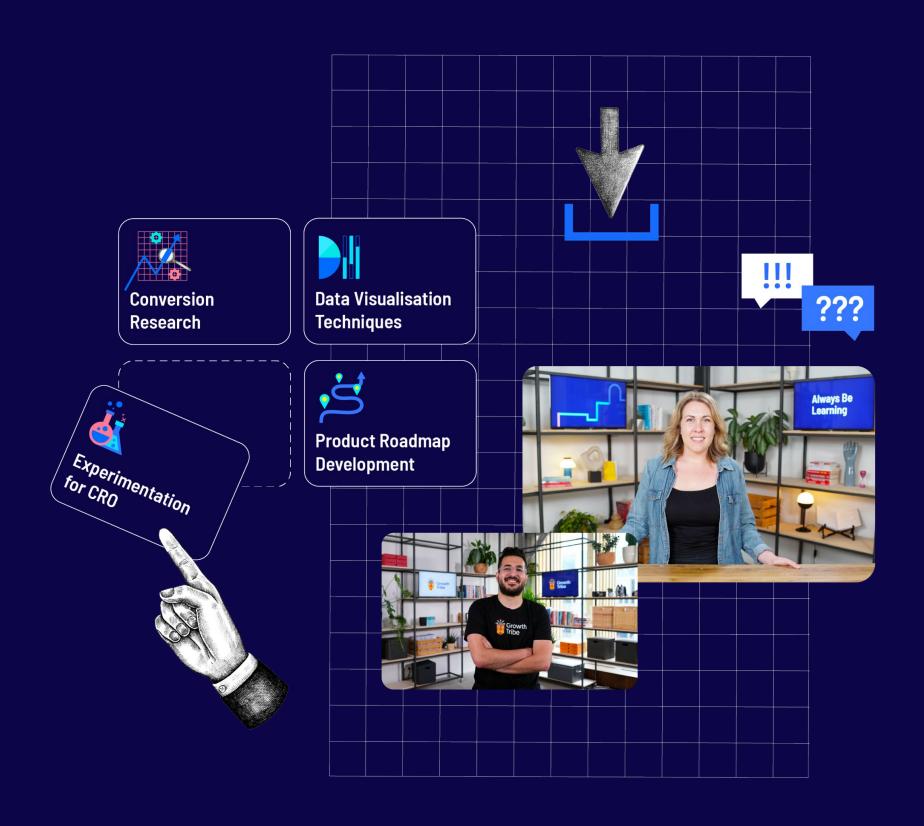








# Marketing Teams





# 

of brand-side marketers identify **data and analytics** as the biggest skills gap in their marketing department.

Marketing Week's Career & Salary Survey 2024





# The Top 3 Challenges We Usually See in Marketing Teams

Common Obstacles That Impact Performance



# 1. Difficulty Leveraging Data to Optimise Marketing Performance

Marketing teams often struggle to connect their activities with clear performance outcomes, such as ROI or KPIs, and fail to fully leverage data and analytics for optimisation. This disconnect leads to inefficient campaigns, wasted budgets, and missed growth opportunities.



# 2. Struggling with Innovation to Engage, Retain, and Upsell Customers

Marketing teams often struggle to engage customers, boost retention, and maximise upsell opportunities. Rising acquisition and retention costs, combined with challenges in driving innovation and adopting a culture of experimentation, lead to outdated strategies that fail to deliver personalised, targeted communication.



# 3. Falling Behind in Adopting Artificial Intelligence

Marketing teams often face challenges in adopting artificial intelligence (AI) to enhance their operations. Many struggle to understand how to effectively integrate AI into their processes, missing out on opportunities to automate tasks, personalise customer experiences, and improve decision-making.





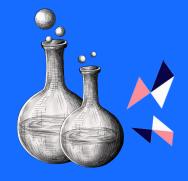
# Capabilities to Focus on for Impact

Key Skills to Drive Marketing Success and Engagement



# 1. Performance Marketing & Analytics

Leveraging data and insights to optimise campaigns, measure ROI, and make informed decisions that align marketing efforts with business objectives.



# 2. Customer Centricity & Experimentation

Combining a deep understanding of customer needs with a commitment to experimentation. By continually testing and refining solutions based on customer insights, we create personalised experiences that drive innovation, improve engagement, and foster long-term loyalty.



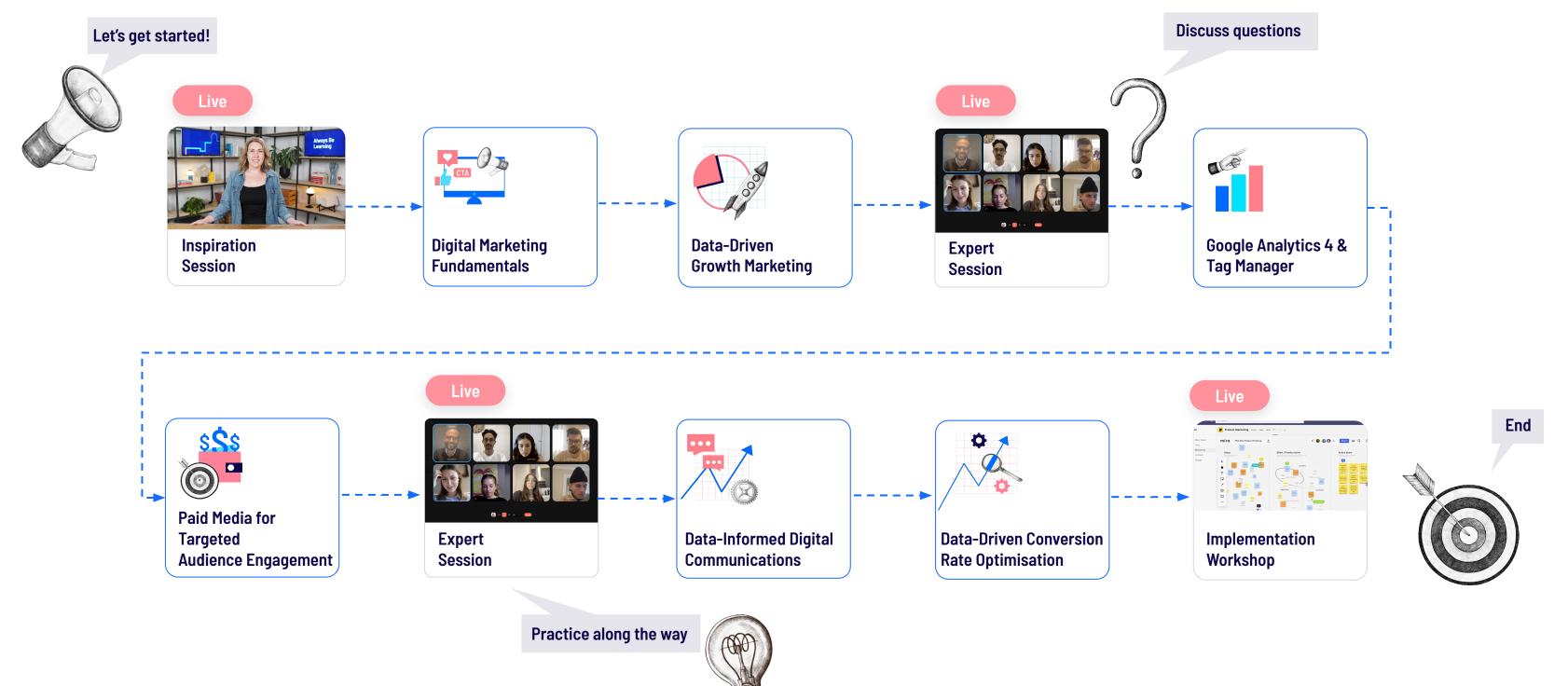
# 3. Al for Marketing

Harnessing the power of artificial intelligence to automate processes, personalise customer interactions, and enhance decision-making for better marketing outcomes.



# 1. Performance Marketing & Analytics

### **Learning Path Example**



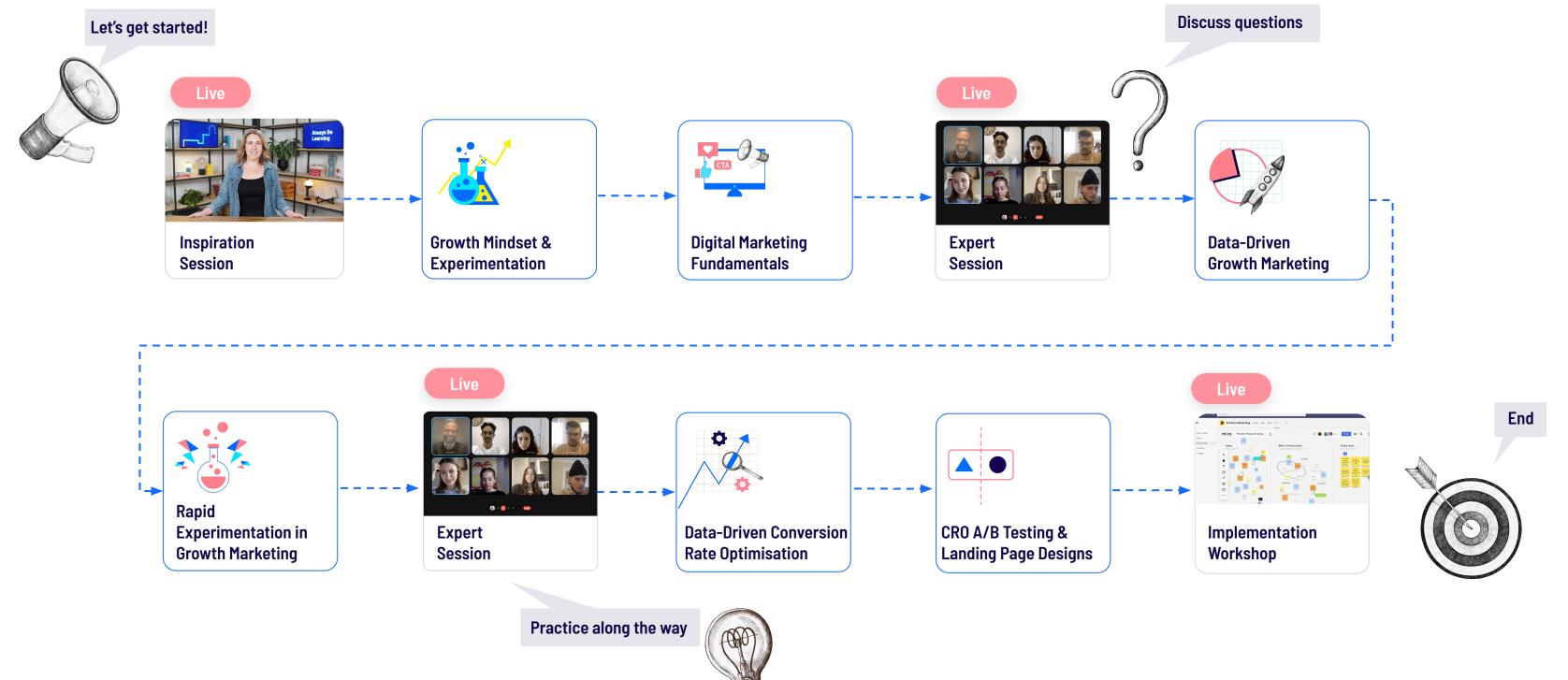
# 1. Performance Marketing & Analytics - Modules Overview

Module	About	Focus Skills	Lessons
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.	<ul> <li>→ Data-Informed Decision-Making</li> <li>→ Customer Personas</li> <li>→ Customer Journey</li> </ul>	<ul> <li>→ Being data-driven</li> <li>→ Building personas and customer jobs</li> <li>→ Customer journey with the Pirate funnel</li> <li>→ The GROWS Process</li> </ul>
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.	<ul> <li>→ Data Roles in Marketing</li> <li>→ Lean Analytics</li> <li>→ Data Utilisation</li> </ul>	<ul> <li>→ The importance of data and lean analytics</li> <li>→ The difference between quantitative and qualitative data</li> </ul>
Google Analytics 4 & Tag Manager	Track users to and from your website data  Explore Google Analytics 4, identify crucial marketing metrics, and learn measurement techniques using the latest data analysis tools to supercharge your marketing strategies.	<ul> <li>→ Data Analytics</li> <li>→ User-Data Tracking</li> <li>→ Data Interpretation</li> </ul>	<ul> <li>→ The most important metrics to measure</li> <li>→ Specific events you need to track</li> <li>→ Tracking: Google Analytics, Tag Manager, and Hotjar</li> </ul>
Paid Media for Targeted Audience Engagement	Precise targeting to amplify brand impact Prioritise the relevant paid channels for your business, explore effective targeting strategies across different digital advertising platforms, and learn best practices for creating compelling ad copy and visuals.	<ul> <li>→ Targeting &amp; Segmentation</li> <li>→ Campaign Creation &amp; Management</li> <li>→ Marketing Budget Allocation</li> </ul>	<ul> <li>→ Ad campaign structure</li> <li>→ Prioritise awareness channels</li> <li>→ Advertising on different social media platforms</li> <li>→ Measure the performance of your paid campaigns</li> </ul>
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.	<ul> <li>→ Building Personas</li> <li>→ A/B testing</li> <li>→ Qualitative Research</li> <li>→ Customer Journey Mapping</li> </ul>	<ul> <li>→ Your users and their journey</li> <li>→ Turning info into insights</li> <li>→ A/B Testing</li> <li>→ Cross-cultural messaging</li> </ul>
Data-Driven Conversion Rate Optimisation	Unlock profits: Master conversion with data Gain the skills needed to experiment and analyse website data effectively, extract valuable insights, and make informed decisions to optimise website performance and user experience.	<ul> <li>→ Lean Analytics</li> <li>→ Data Utilisation</li> <li>→ Google Analytics 4</li> <li>→ Experiment Prioritisation</li> </ul>	<ul> <li>→ Using website analytics to hone in on areas for improvement</li> <li>→ Ranking ideas based on impact and ease</li> <li>→ Formulating a hypothesis and designing an experiment</li> </ul>



# 2. Customer Centricity & Experimentation

#### **Learning Path Example**



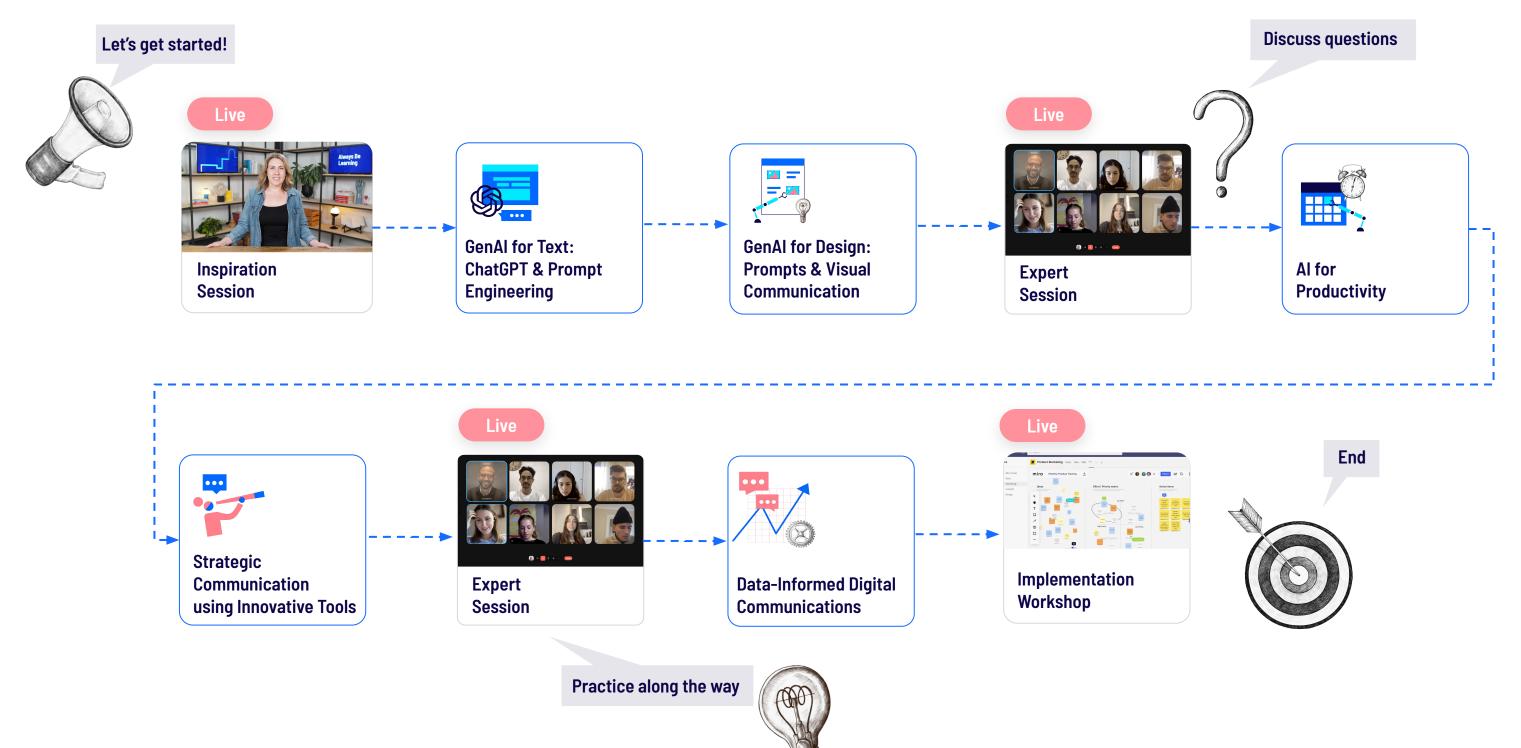
# 2. Customer Centricity & Experimentation - Modules Overview

Module	About	Focus Skills	Lessons
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.	<ul><li>→ Psychological Safety</li><li>→ Change Strategy</li><li>→ Innovation</li></ul>	<ul> <li>→ Why experimentation?</li> <li>→ The growth mindset</li> <li>→ The process of de-risking</li> <li>→ Types of experiments</li> </ul>
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.	<ul> <li>→ Data-Informed Decision-Making</li> <li>→ Customer Personas</li> <li>→ Customer Journey</li> </ul>	<ul> <li>→ Being data-driven</li> <li>→ Building personas and customer jobs</li> <li>→ Customer journey with the Pirate funnel</li> <li>→ The GROWS Process</li> </ul>
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.	<ul> <li>→ Data Roles in Marketing</li> <li>→ Learn Analytics</li> <li>→ Data Utilisation</li> </ul>	<ul> <li>→ The importance of data and lean analytics</li> <li>→ The difference between quantitative and qualitative data</li> </ul>
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.	<ul> <li>→ Experiment Prioritisation</li> <li>→ Experiment Management</li> <li>→ Analysing Experiment Results</li> </ul>	<ul> <li>→ Why experimentation is important</li> <li>→ Gather &amp; Rank experiment ideas</li> <li>→ Design and run an experiment</li> <li>→ Analyse and understand the results</li> </ul>
Data-Driven Conversion Rate Optimisation	Unlock profits: Master conversion with data Gain the skills needed to experiment and analyse website data effectively, extract valuable insights, and make informed decisions to optimise website performance and user experience.	<ul> <li>→ Lean Analytics</li> <li>→ Data Utilisation</li> <li>→ Google Analytics 4</li> <li>→ Experiment Prioritisation</li> </ul>	<ul> <li>→ Using website analytics to hone in on areas for improvement</li> <li>→ Ranking ideas based on impact and ease</li> <li>→ Formulating a hypothesis and designing an experiment</li> </ul>
CRO A/B Testing & Landing Page Designs	Transform web pages and elevate results  Learn to test ideas, plan experiments, use A/B testing, and make effective landing pages. Discover advanced CRO methods for boosting conversions and achieving excellent outcomes.	<ul> <li>→ Digital Marketing Experimentation</li> <li>→ Marketing Experiment Management</li> <li>→ A/B Testing</li> <li>→ Landing Page Creation</li> </ul>	<ul> <li>→ Understand the types of tests that you can run</li> <li>→ Creating and analysing an A/B test</li> <li>→ Creating a landing page in 5 Minutes</li> </ul>



# 3. Al for Marketing

### **Learning Path Example**





# 3. Al for Marketing - Modules Overview

Module	About	Focus Skills	Lessons
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.	<ul> <li>→ LLM Applications and Systems</li> <li>→ Al Ethics</li> <li>→ Prompt Engineering</li> </ul>	<ul> <li>→ What are LLMs?</li> <li>→ LLM applications</li> <li>→ Prompt engineering</li> <li>→ LLMs at scale</li> </ul>
GenAl for Design: Prompts & Visual Communication	Design with AI and innovate visually Unleash your creativity in visual design with AI. Discover how AI tools can supercharge your design process, promoting innovation and artistic excellence.	<ul> <li>→ GenAl for Design</li> <li>→ GenAl for Presentations</li> <li>→ GenAl for Landing Pages</li> </ul>	<ul> <li>→ GenAl for visuals</li> <li>→ Applications in communication and presentations</li> <li>→ Marketing and Sales</li> <li>→ Product development and innovation</li> </ul>
Al for Productivity	Boost efficiency with AI Streamline operations and amplify efficiency using AI-powered solutions. Explore how AI can enhance productivity across various business functions.	<ul> <li>→ Al Mindset</li> <li>→ Al Application</li> <li>→ Scoping Projects with Al</li> </ul>	<ul> <li>→ The mindset for automation</li> <li>→ Al for personal productivity</li> <li>→ Team productivity</li> <li>→ Operational and organisational productivity</li> </ul>
Strategic Communication using Innovative Tools	Master copywriting, AI content & digital channels  Elevate digital communication with AI-driven content creation, impactful copywriting, SEO, and cutting-edge tools. Unite proven methods and emerging innovations like ChatGPT for strategic online communication.	<ul> <li>→ Copywriting</li> <li>→ Al for Content Creation</li> <li>→ SEO-Optimised Writing</li> </ul>	<ul> <li>→ Communicating effectively via digital channels</li> <li>→ Putting writing techniques to work</li> <li>→ Writing for non-humans</li> <li>→ Automated tools and emerging tech</li> </ul>
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.	<ul> <li>→ Building Personas</li> <li>→ A/B testing</li> <li>→ Qualitative Research</li> <li>→ Customer Journey Mapping</li> </ul>	<ul> <li>→ Your users and their journey</li> <li>→ Turning info into insights</li> <li>→ A/B Testing</li> <li>→ Cross-cultural messaging</li> </ul>



# Other Capabilities for Marketing Teams

#### **Content & SEO**



Content Marketing Strategy



Paid Media for Targeted Audience Engagement



Persuasive Digital Communication



Building a Brand Identity

#### **Funnel Marketing**



Top-Funnel Marketing:
Awareness & Acquisition



Mid-Funnel Marketing:
Activation & Retention
Strategies



Bottom-Funnel Marketing: Revenue, CLTV & Virality

#### **CRO**



Fundamentals of CRO



Conversion-Centric Website Optimisation



Data-Driven Conversion Rate
Optimisation



No-Code Landing Page Creation & Optimisation



CRO A/B Testing & Landing Page Designs

#### Other



Developing a Digital Communications Strategy



Retargeting Tactics & Email Marketing Best Practices





# Case-study Wullever

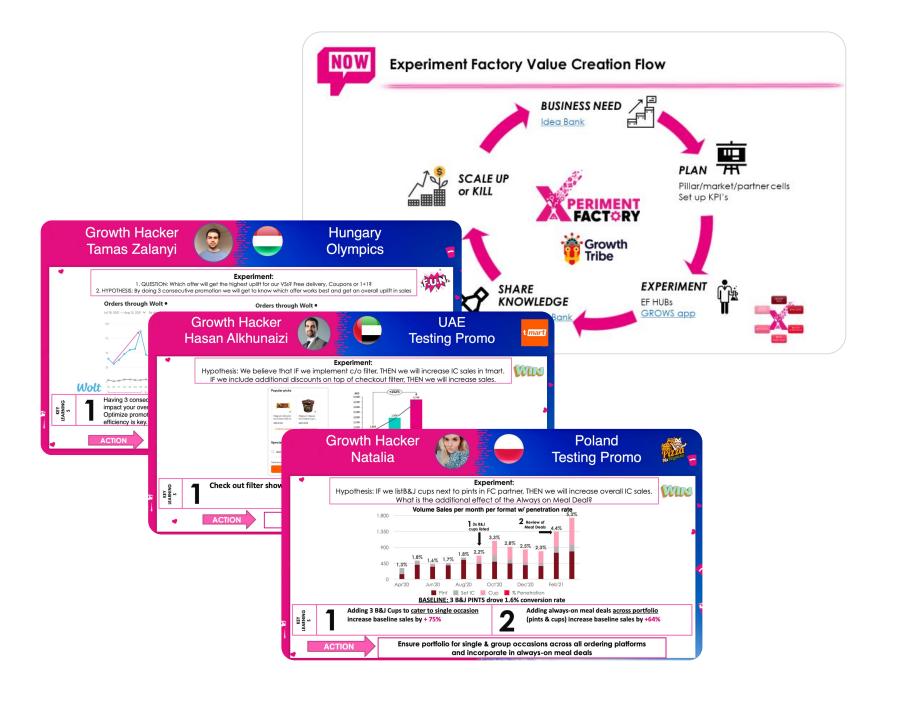


#### **Key Challenge**

Unilever had inconsistencies in its marketing strategies across markets. They lacked best practices, which led to uneven conversion rates in their performance marketing teams.

#### **The Solution**

Growth Tribe launched a new integrated experiment factory format which equipped all teams with a common baseline capability level and best practices surrounding the experimentation process, data-driven marketing and conversion optimisation.





# The Impact

marketers upskilled globally

68%

**reduction** in time to market as a result of the learnings.

9.3

average satisfaction score.

#### **Areas of Greatest Impact:**



Fostered a culture of continuous learning.



Improved knowledge of key marketing concepts and strategies.



Improved decision-making process.

# A Bit More About Growth Tribe





# GrowthTribe

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.

35.000+

Global Alumni 1000+

Companies Trained



#5 Ranked EdTech company in Europe 9/10

Satisfaction score for our corporate programmes.































LABFRESH









Hello Print





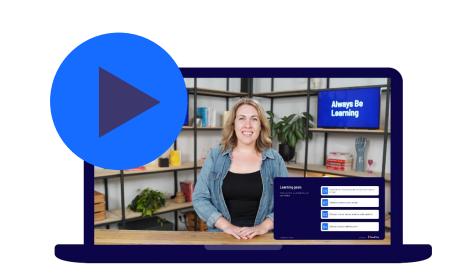








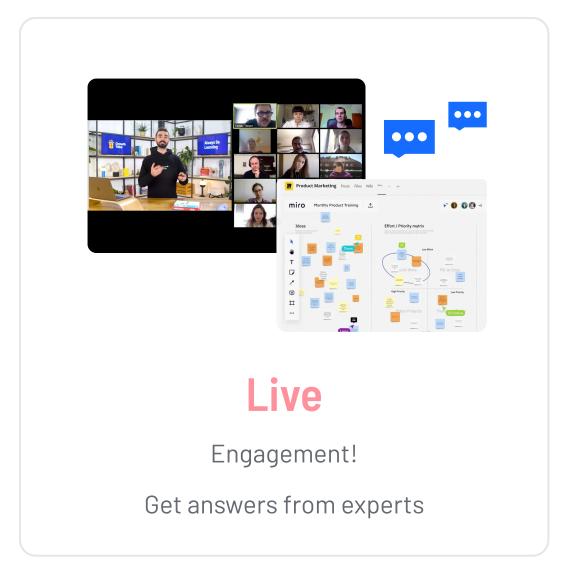
# **Choose a Format Adapted to Your Needs**

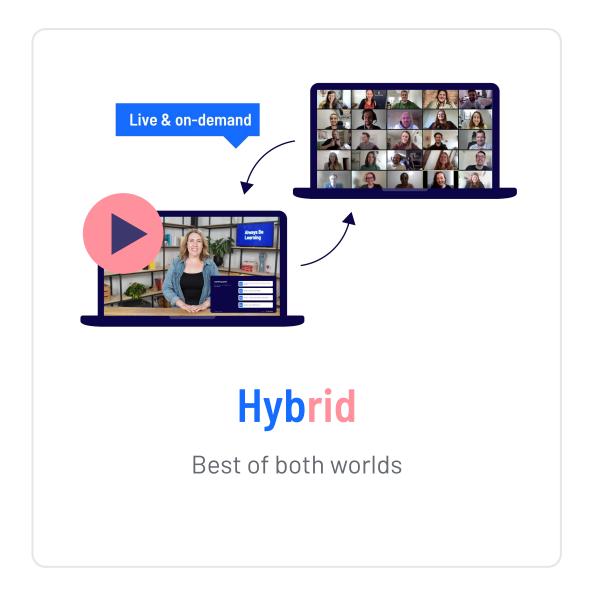


#### **On-demand**

Scalability!

Learn at your own pace



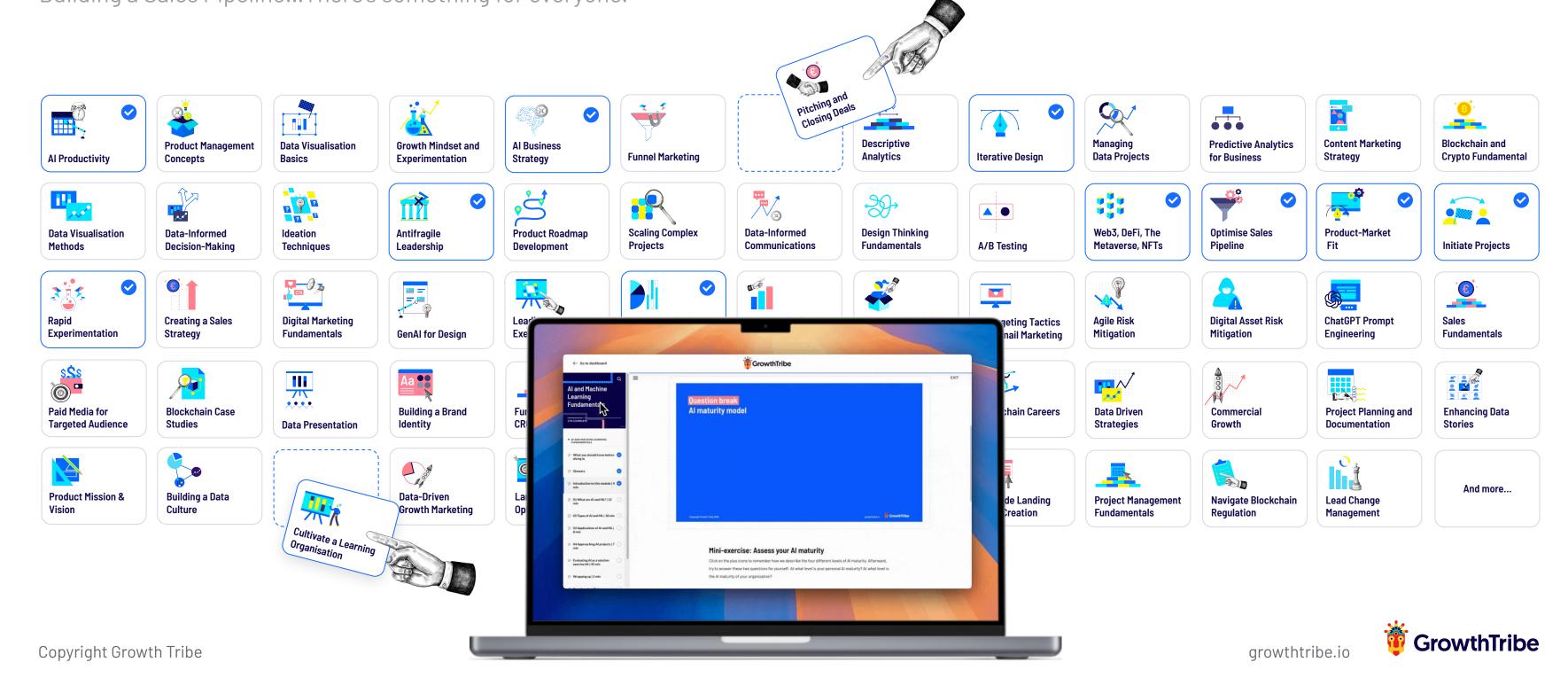


**93%** Completed in time **9/10** Satisfaction score



# 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

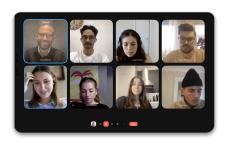


#### Inspire & Kick-off

#### **Inspiration Session**

Max 150 people

A 1.5-hour live keynote designed to introduce your team(s) to Growth and Marketing, Data & AI, 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.

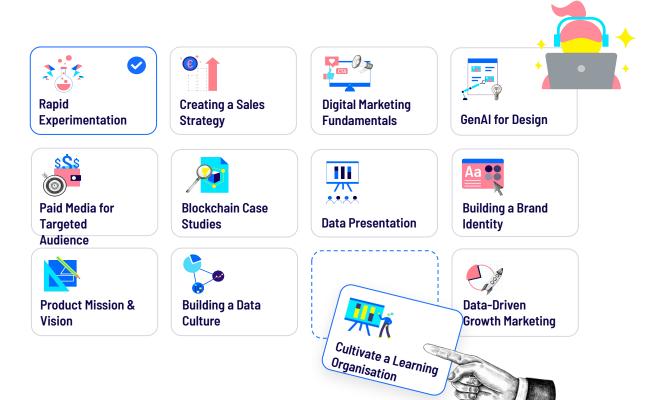
# Giving Your Teams the Best of Both Worlds

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.



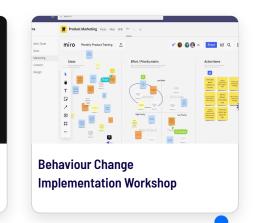


#### Live sessions

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.









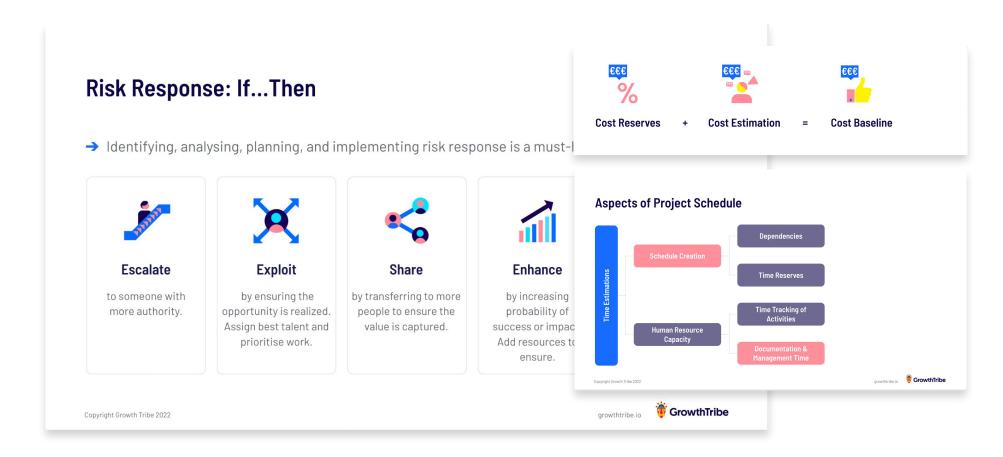
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of participants complete our courses within the desired timeframe. The industry average for on-demand courses lies around 15%.

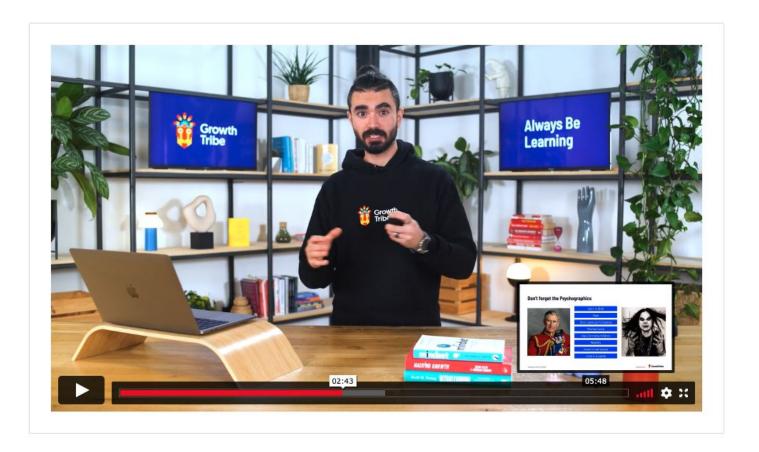


# How Do We Keep the Learners Engaged?

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.

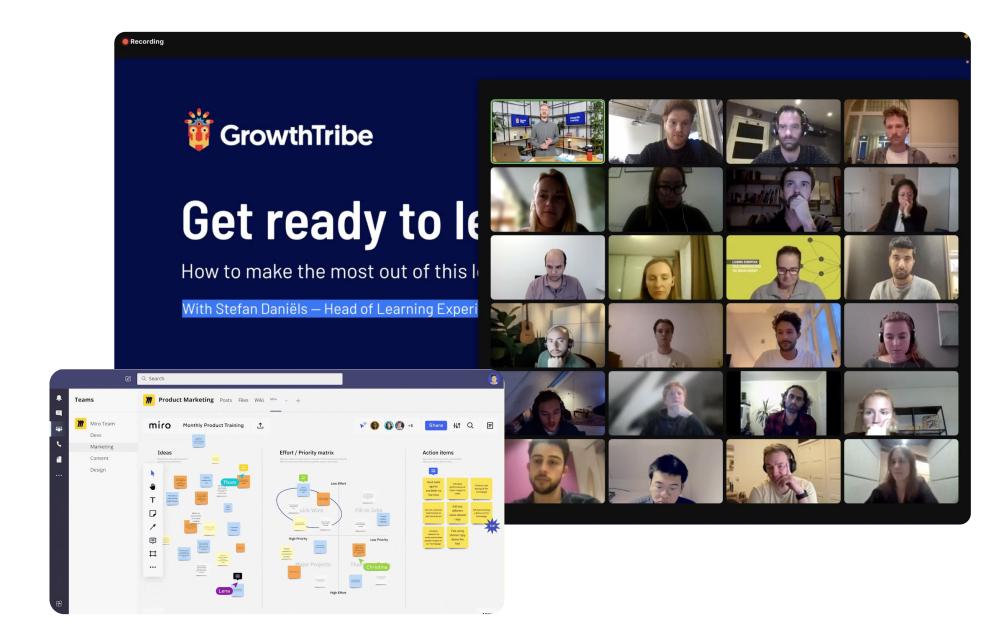


#### In a nutshell

- → 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.



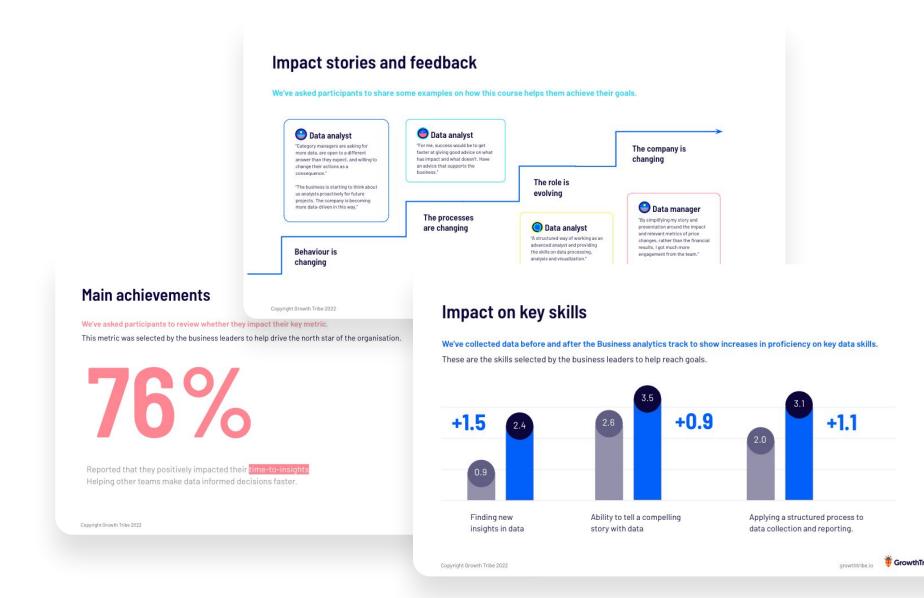


# Measuring Impact & Sharing Learnings

#### 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.

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





### Hendrik Jan Roel



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



### Marcel Zuidam CEO



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.



#### Hugo Raaijmakers



Global Head of Platform Innovation

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!

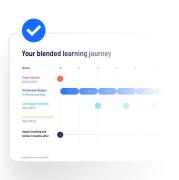


# Discover The Power of a Custom-Built Learning Journey How Does it Work?

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

#### -Identify your needs

Collaborating with key stakeholders, we assess the skills needed and consider the budget and time you have available to reach your goal.



#### Add live sessions

Decide how many and which live sessions your team would need to ensure maximum collaboration and accountability.



#### Review proposal

We will send you a proposal, outlining your personalised learning journey, and refine it accordingly.

#### -Measure impact

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

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#### Select your modules

Based on your needs, you can start from a recommended learning journey or choose your own modules from our **75+** 

#### module catalogue.



#### -Craft your journey

Following consultation with a learning designer, we will create your personalised learning journey.



#### -- 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.



**GrowthTribe** 

# Trusted by Global Leaders in Digital

871

People trained in

Data Analytics

& Data Visualisation

**PHILIPS** 

865

People trained in **Growth Marketing & Experimentation** 



234

People trained in **Digital** marketing



179

People trained in **Growth Marketing** 



172

People trained in **Digital Leadership** 



465

People trained in Innovation & Experimentation



139

People trained in **Data Fundamentals** 



**75** 

People trained in **Digital Leadership** 





### **Trusted by Leading Brands**



**Ronald Voorn** Ex-CMO

Now that I'm writing this blog post, a couple of days after the course, there's only one way to describe my experience: 'WOW'.

I've never attended such an interesting course in my life!



**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 Al cause it has the balance between explaining the basics together with what a business needs for its implementation. Demonstrating some of the shelf Al 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 Al works but also equipped me with tools to create solutions independently.



### **Case-Studies & Customer Success Stories**



# Unilever - Ice 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

Ahold Delhaize

**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!

