



# ZURICH Zurich Insurance | Learning Advisory

TCS iON supported Zurich Insurance with engaging and conceptualized learning through Learning Advisory services

## Challenges

- Despite having a learning platform and content library only 15% of learners were accessing the learning
- Of the 15%, only 10% were completing the learning
- Design contextual learning journeys to, increase learning effectiveness.
- Create a learning culture
- Create opportunities for mentorship to engage the learners.

## Solution Delivered

- Leveraged five phased approach to engage and contextualize learning.
- Utilized existing platform capability to build customized learning journeys.
- Engaged learners through different innovative pedagogies.
- Set clear expectations for success to create structured and unstructured learning opportunities.

## Value Created

- Contextual, customized learning for effectiveness.
- Learner's ownership of learning & development
- Built and executed 16 learning journeys