

Bespoke – Blended – Hybrid

Our h2h Approach for Learning Design  
and Delivery

h2h 

## 1. h2h – About us

[h2h](#) has been designing and delivering leadership and professional development programmes for nearly 20 years. Our original goal was to put the ‘human’ back into human resources, hence our name which stands for human to human.

Our organisational vision is to inspire pioneering organisations to realise their full potential and to embrace the ever-changing world of work. Our customers trust us as a leading-edge organisational development consultancy to propel their business success through the game changing development of people and their organisations. We achieve this through our values of belonging, integrity, courage and enjoyment.

Established in 2004, we operate primarily in the science and manufacturing sector with both global organisations and large SMEs, delivering tailored solutions for our customers, aligned to their values and behaviours.

If successful, we will partner with you to grow enduring leadership skills capability by delivering bespoke interventions that develop your people and enhance organisational success. To give you an idea of the scope and breadth of our experience, you can take a look at some of our solutions in our leadership and professional development portfolio [here](#).

## 2. Outcomes-led and inclusive design for learning that sticks

As with all our customers we will work with you to:

- agree specific business and learning outcomes.
- design and deliver tailor-made leadership development modules aligned to your values, vision and strategy.
- measure the achievement of outcomes through short- and long-term evaluation methods, enabling continuous improvement.

We have a close-knit team dedicated to making sure this experience works really well for each specific customer. You will have a designated learning manager as a single point of contact, ensuring responsiveness, drive, agility, and innovation.

We believe passionately in designing engaging interventions that take account of the many differences presented in a group of learners, making learning spaces safe. Our comprehensive inclusivity policy ensures the inclusion of a variety of learning styles and adapting delivery to ensure full inclusion for neurodiversity, disability, personality, generational, and cultural differences. We are able to deliver our interventions in person, virtually, or ideally as blended solutions and are adept at creating engaging online learning experiences. You can read more about our tools and techniques for learner engagement on page 6.

On multi module programmes we deliberately use consultants with different styles and expertise, who work together to ensure programme alignment. The reality of this is that we readily and easily reinforce tools, frameworks, and content that are relevant across all modules.

To avoid overwhelm we focus on mastery of few but pivotal skills, deployed with confidence and a constructive mindset.

Our approach follows the six disciplines of breakthrough learning<sup>1</sup> to ensure that any programme is well positioned from the outset. We will work with you to:

<b>Define business outcomes</b>	The change and benefit you want to see.
<b>Design the complete experience</b>	Create a start to finish experience that clearly defines the responsibilities of all stakeholders to support the success of the programme.
<b>Deliver for application</b>	Deliver content that is relevant and meaningful for eaders, in a way that maximises learning potential.
<b>Drive learning transfer</b>	Support learners to create realistic action plans and the organisation to create the day-to-day environment where those plans can be put into action.
<b>Performance support</b>	Align programmes with existing organisational processes that support performance (e.g. PDRs etc.)
<b>Document results</b>	Evaluate the programme's impact for your business to create stories that will drive future engagement.

### 3. Programme management and capacity to deliver

h2h learning managers take care of all communications with the business, learners, and facilitators, providing a single point of contact for each customer on all matters.

Our well established processes and online workflow management systems means that we are ready

- to collaborate with you at pace to pilot the programme
- act promptly on feedback
- adapt the provision ready to roll out as soon as possible.

Design and delivery is achieved through our team of 25+ skilled consultants, who have a wide range of qualifications, accreditations and experience. We can also provide a senior leader in h2h as a programme director to ensure alignment across modules, and to drive excellence. Our business model enables us to respond to customer needs at pace and gives us the ability to scale up and down dependant on your needs.

<sup>1</sup> Pollock, R.V., Jefferson, A. and Wick, C.W., 2015. *The six disciplines of breakthrough learning: How to turn training and development into business results*. John Wiley & Sons.

## **4. Delivering internationally**

We have successfully delivered many multi-module development programmes internationally, with high participant numbers and our team are well equipped to ensure the learning lands well through:

- appropriate use of clear language and diction
- the use of visuals to reinforce messaging, cultural differences and needs.

We are also aware of the different employment landscapes and are careful to avoid being UK centric which enables our delegates to have added value from cultural integration.

We have in-depth practical experience of running these programmes smoothly. For example, we are currently preparing for the third year of delivering a multi-module leadership development programme with a national STEM organisation with over 1400 employees. We have also worked on a leadership development programme for 10 years with a global multinational continually developing and refining this flagship programme.

## **5. High quality content, interactive delivery and supporting resources**

Our experienced consultants will share up-to-date, engaging content, bring real-life experience, and offer practical tools, techniques and tips that leaders can practice in live rehearsals and apply back in the workplace.

All of our workshops are supported by a suite of high quality printed or online workbooks and resources. These materials are designed to ensure the greatest transfer of learning to long term memory and to allow learners to apply their learning back in the workplace, and have a source of material for future reference.

## **6. Social learning**

Sharing learning is critical for embedding it into long term memory so as many different social learning opportunities are built in. Including: some module pre- and post-work with colleagues, to tap the importance of social learning, learners will be encouraged to share and download their learning with their teams, line managers and wider network.

## **7. Impact evaluation**

To support the ongoing continuous improvement of the programme, we will work with you from the outset to ensure clarity on what you expect from the programme as a business and provide initial evaluation and a deeper analysis of the programme against those expectations.

We will evaluate delivery against both business and learning outcomes, taking both content and process into consideration. We do this by collecting verbal and written feedback, through in the moment discussion, anonymous post event surveys and also surveys and

short interviews conducted three months post the development event to evaluate sustainable behavioural shift.

We will work with you to ensure you can use the feedback to promote the programme internally and look at evaluation themes so that priorities can be set for programme revisions, and a plan put in place to evaluate the success of any changes made.

Participant feedback from previous programmes is strong and detailed evaluation has demonstrated that the benefits have been sustained and have had a positive impact on overall organisation performance and employee engagement measures. Exemplar outcomes include:

- A global multinational who have experienced a **38%** increase in retention rates of their graduate trainees
- A national STEM organisation who have reported that **85%** of managers who attended our programme felt more confident in their ability to conduct more meaningful leadership conversations with their team, and **100%** would recommend the programme to others.
- An organisation that is part of multi-site national business whose all employee survey indicated a **12% increase in engagement** and a **17% increase in enablement** following a 6 month leadership development assignment with them.

Below is a link to a case study of a partnership with Sopro, and gives a good overview of this leadership development project, Powering Growth in our People, and its outcomes.

[Sopro and h2h – Powering Growth in our People](#)

## 8. Our techniques for learning engagement

We use neuroscience-informed accelerated learning techniques to make learning engaging, relevant and inclusive for all, including supporting workbooks which can be printed or used virtually in writable PDF format. We use interactive learning resources such as Metalog, which are designed to create maximum learning engagement. Online delivery will include the use of interactive tools such as Mural and Mentimeter.

## 9. Supporting workbooks

Our workbooks are produced using the company branding and are available as either hard copy or writeable pdfs. Content will include text, tools, frameworks and exercises to use both in the workshop and for reference back in the workplace.



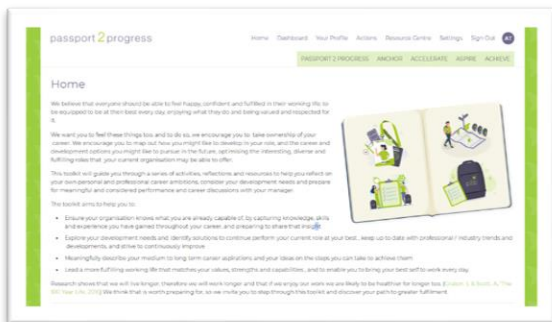
## 10. Playlists of resources

We always recommend a variety of resources in different formats to be used before, during and after the workshops. We use this approach as we believe f2f time should focus on intensive skill build.

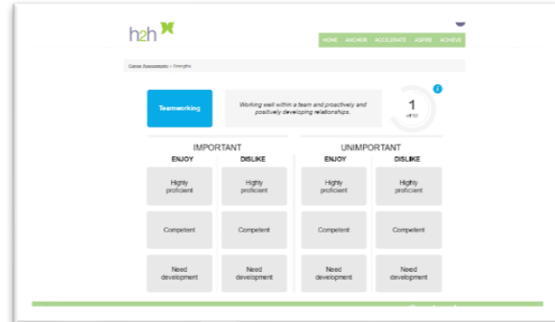


### 11. On-line self-development toolkit – Passport2Progress

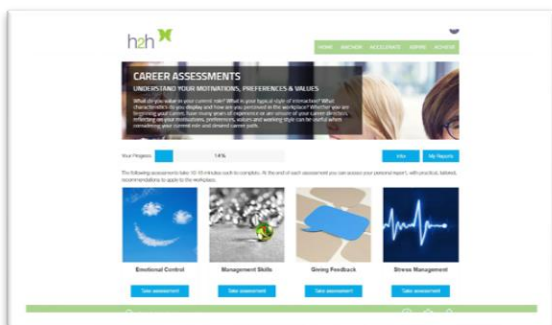
All participants will have access to our unique Passport2Progress (P2P) online toolkit that supports self-led management of development and growth.



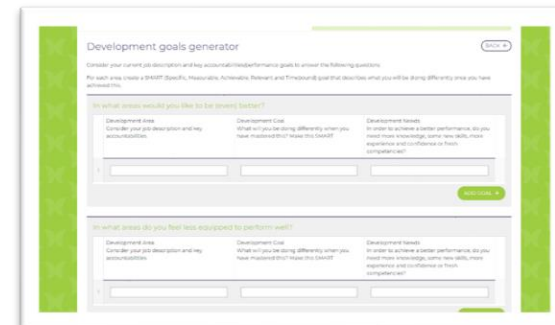
Welcome page



Strengths assessment



Curated e-learning resources



Development goals generator

### Metalog learning games



CultuRallye



Tower of Power

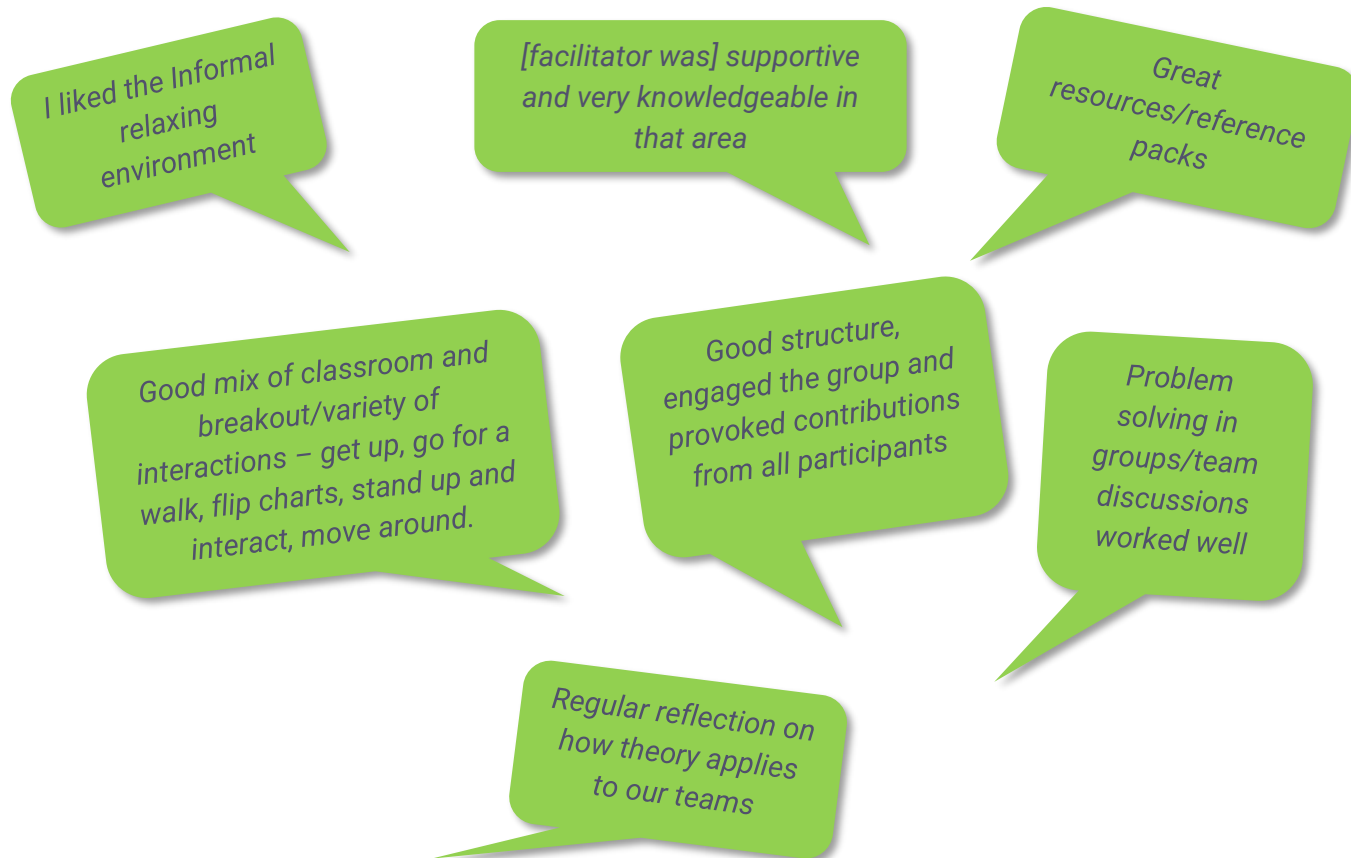
### Stimulating learning spaces

And here are some examples of what our learning spaces look like: spacious, colourful, encouraging movement, individual reflection, and interaction.





But don't take our word for it. Here's a sample of what previous participants have said:



## Our team

All h2h consultants are highly experienced, meet our rigorous selection criteria and have relevant accreditation/qualifications to support our programme delivery. We have a team of over 25+ highly experienced consultants with a range of overlapping skills, knowledge and expertise. Find out more about us [here](#).

Our nominated facilitators will work alongside our learning managers to design and deliver high impact course content and modules, however, should one of them be unavailable to deliver a programme, h2h will provide the CV of an alternate facilitator three weeks in advance of the workshop delivery date for you to review and approve.

For all our programmes we ensure we have a back-up facilitator and in h2h's 20-year history we have never not been able to deliver a course. Given the blended delivery mode for the proposed module, we also believe there are opportunities to enrich the learning experience by having elements of courses delivered by different facilitators where deep expertise will add value.

## Our customers and track record

We are proud of our proven track record of delivering leadership programmes with many reputable organisations



And also organisations of **strategic national importance**, including:



And those with a specific **digital/software focus**:



Last year **75%** of our work was with learners on leadership development programmes in over 17 organisations. A further **12%** of our work was coaching with individuals or groups who likewise had specific behavioural and leadership change goals.

**h2h Resources Ltd**

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