THE HUMAN SIDE OF OUTSOURCING

Outsourcing learning and development in 2012

© Marcus Lindström

Rachel Kay, Business Development Director, Thales Training and Consultancy, looks at the benefits of outsourcing learning and development.

There are many good reasons for an organisation to outsource its Learning & Development (L&D) needs and it is not just about making efficiency savings. The majority of companies who outsource do so because they feel they can 'buy in' better training expertise and administrative skills from outside the organisation.

Indeed, buying in better skills seems likely to increase in 2012. Our study at World of Learning 2011 showed that around 36% of small businesses forecast an increase in spending on outsourcing of L&D, citing changes in budgets or the business structure for their change in strategy. At the enterprise level, 8% expected an increase in L&D outsourcing, all of whom said that budget changes were the major reason for their decision. For mid-sized businesses the picture was more balanced, with equal proportions expecting increases or decreases.

In an unpredictable economic climate, those organisations who do outsource their L&D activities are able to take advantage of a whole host of benefits. As a preferred approach by organisations looking to focus on their core competencies, outsourcing L&D often leads to reduced risk, decreased costs and improved efficiency and effectiveness of all training and employee development activities, among other benefits.

BENEFITS

- Reduces costs
- Access to specialist knowledge
- Enables you to reallocate personnel to core business activities
- Provides access to wider experience and knowledge
- Encourages innovative ideas and practices
- Seamless integration with existing structures and processes
- Information and knowledge-base consistency
- Best training practices embedded across the organisation
- Delivers a tailor-made level of support
- Increased visibility of training requirements
- Significant increase on ROI
- Dramatic time savings
- Reduces impact from holidays and sickness
- Eliminates fragmented training approaches
- Access to funding streams