

SKILL SPRING PULSE

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NEWSLETTER



JULY '26

Case Study

FROM TRAINING HOURS TO TRACKED OUTCOMES

A mid-sized manufacturing client came to us with a familiar ask "run a leadership workshop." But our diagnostic surfaced a sharper problem: **managers were deciding fast, but inconsistently showing up as escalations and rework.**

We built a targeted intervention around decision making frameworks and root-cause thinking, using real cross-functional scenarios pulled from their own escalation logs rather than hypothetical case studies.

Within 8 weeks, the organisation observed:

- **15–18%** drop in repeat escalations to senior management
- **22%** improvement in manager confidence scores (pre vs. post)
- **~10%** reduction in decision turnaround time on cross-functional issues

What stood out wasn't just the numbers, leadership stopped asking "did the workshop go well?" and started asking "what's next for this cohort?" That shift, from **satisfaction to sponsorship**, is usually the clearest sign a program has earned its budget.

That's the real ROI, not a feedback score, but a seat at the next planning conversation.

From the Founder's Desk



"WE DON'T HAVE AN L&D PROBLEM. WE HAVE A PROOF PROBLEM."

For years, training was an act of faith but design it well, deliver it well, trust the impact. That's no longer enough. Boards don't ask "was the training good?" They ask "what did it change?"

L&D's real gap isn't credibility, it's measurement. The skills are being built, behaviour shifts are real and what's missing is the bridge to business KPI.

At **Skill Spring**, every intervention starts with a diagnostic, not a curriculum. Before designing a module, we ask: what number are we moving, and how will we know? That one discipline changes everything downstream content, facilitator, follow-up, reporting.

Proving L&D matters isn't the goal. Being specific enough that nobody has to take our word for it & that is. The line from classroom to boardroom funds the next program.

From Our Facilitator's Perspective

BEYOND HOURS: THE NEW FACE OF L&D

By: **Sonali Dutta** (OD L&D Expert)

Learning is intangible until it isn't, the real proof is a business KPI moving through sustained behavioural change.

Metrics shift of Objective with what you're optimizing for:

- **PRODUCTIVITY:** Output/Cycle Time, Planning and Prioritization skills
- **SALES:** Revenue, Deal size, Negotiation and Consultative Selling

Apply **4W+1H** before launching any program: Who is the audience, Why design this, What they'll gain, When to deliver, and How pedagogy works.

Then ROI is justified by:

Learning ROI Index = (% Improvement in Business KPI attributable to intervention) ÷ Training Investment

Now is the time where we judge L&D by business outcomes & not hours or completion rates. LMS platforms will fade, replaced by systems asking: "What capability gap is hurting performance?" Training calendars will give way to real-time prompts like "you're ready for coaching on strategic influence," instead of depending on plug-and-play interventions.

Performance Management and L&D separate today & will merge into one AI-connected system, linking learning, coaching, feedback, performance, succession planning and internal mobility. **The competitive edge IS learning velocity.**

* UPCOMING EVENTS

New EP – Learning Under 60

Topic: AI in Learning

What We'll Unpack – Where AI genuinely helps L&D and the judgment call it still can't replace.

* PRODUCT SPOTLIGHT

Check your organisation's POSH readiness in under 10 minutes.

Launched a **NO COST** New AI tools to identify capability gaps across **POSH Compliance**.

Click the link to try the tool or mail us to **book your demo**.

[Tool Link](#)

* COMMUNITY CORNER

**Learning Under 60 EP-1
L&D ROI: Driving Business Impact Through Learning**

In our first mini podcast, we unpacked some of the biggest myths around L&D ROI and explored what takes to connect learning with business impact.

Watch the episode →

[Link](#)