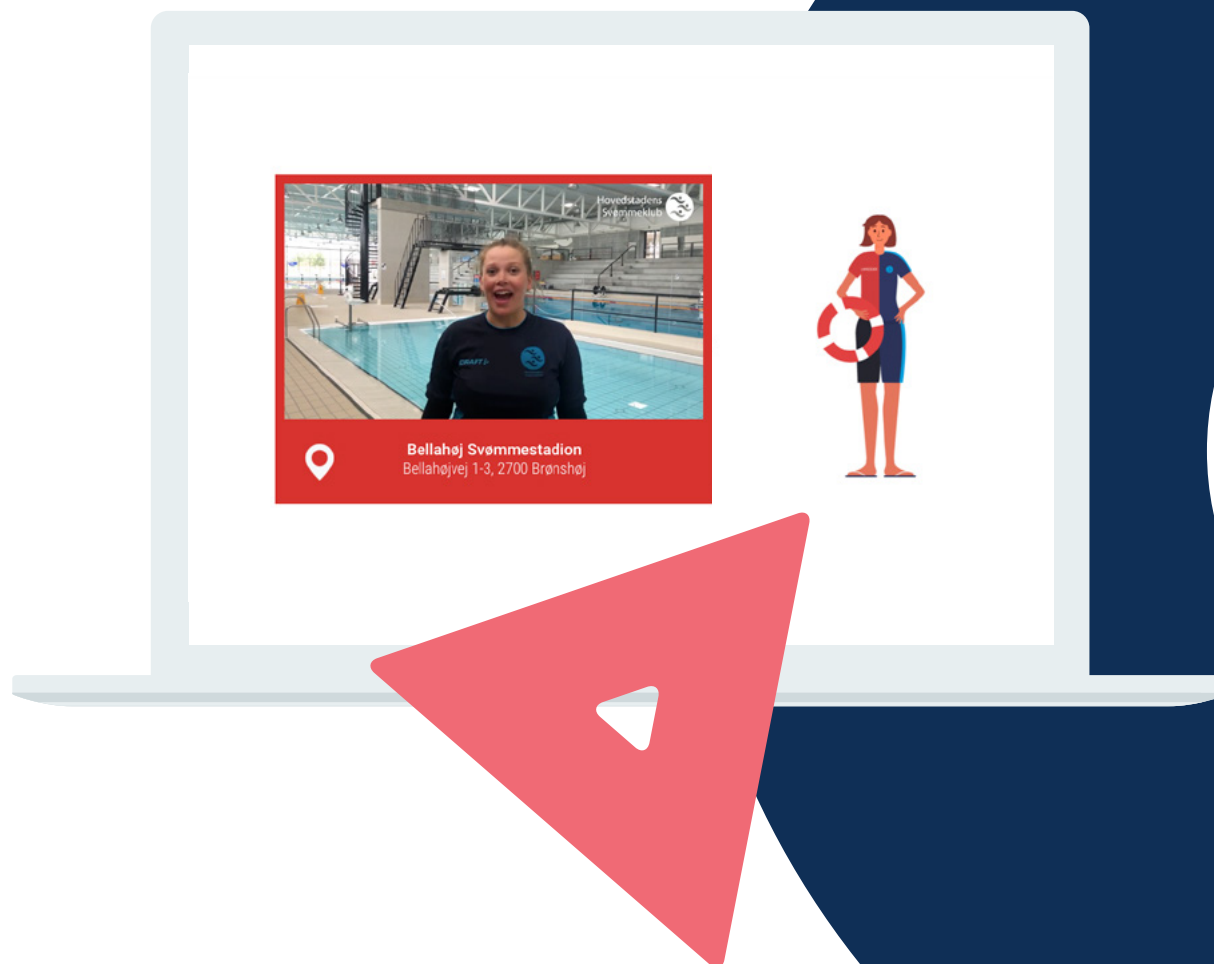


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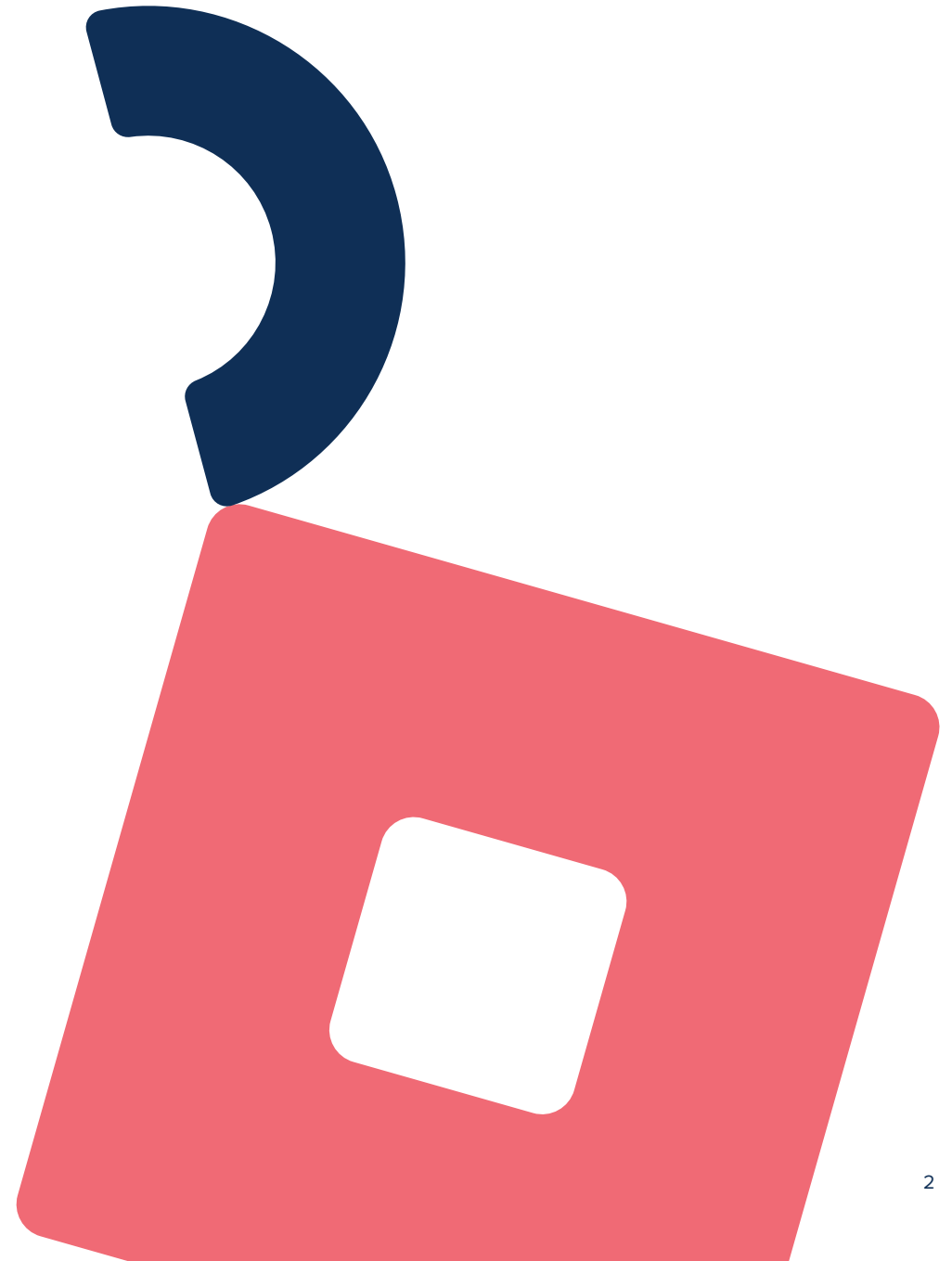
# HSK

A Quality Boost with  
Digital Training



## In this case you can wise up on:

- How The Capital's Swimming Club (HSK) uses the platform to elevate their onboarding and training of employees.
- What features stand out and make the platform unique for HSK and how easy it has been to get started.
- The employees' reception and why HSK also has sent out specific material to employees/coaches with high seniority.



## About The Capital's Swimming Club (HSK)

HSK is Denmark's largest sports union with more than 11.500 members. Members of the club can swim at the level that suit them, whether it is beginner-, exercise-, or on competition level. The target for everyone is to get comfortable with the water, high as low, young as old.





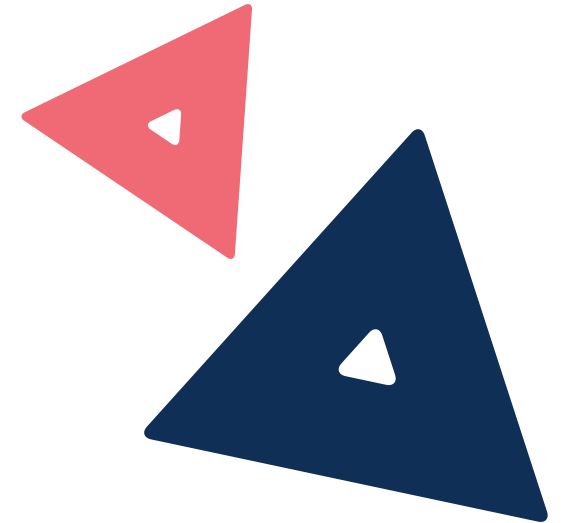
## About Jonas Enevoldsen

Head of Swimming School. Jonas' primary responsibilities are to manage and develop the swimming school, and Jonas is the head of all who spends time in the learning platform. He makes sure that the right coaches are available to the swimming school, while he, at the same time, is responsible for several projects related to the swimming school strategy, for example, that HSK must be an attractive place to be a coach.



## About Mia Grieger

Project Manager and Swimming School Coordinator. Mia's primary tasks are to develop content for the learning platform and coordinate the activities in the departments: water polo, swimming arts, springboard diving, and baby swimming.

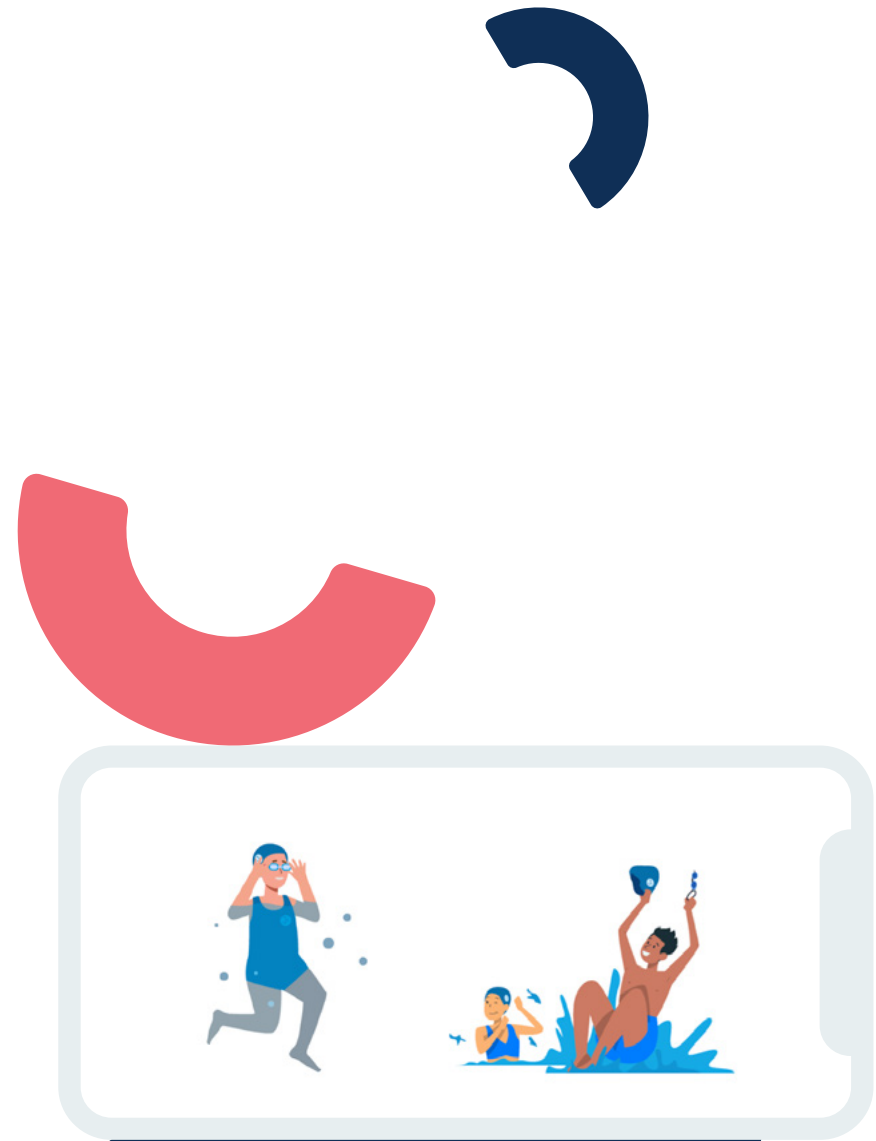


# Digital Training Replaces Sleepy and Long Intros

A heavy monologue is something few people wants to speak – or hear for that matter. That's why The Capital's Swimming Club (HSK) decided to elevate their training with a partial digitization, where more knowledge is packed and being unfolded in a more exciting way through Learningbank's Learning Lifecycle Platform.

In that way, swimming coaches in the club can get prepared even better and spend time at the most important thing: to give the members the best experience with swimming.

A new form for digital onboarding of the new coaches for the new season of September 2021 became the beginning, when HSK chose Learningbank as their new learning platform and partner.



“We try to plain down our doorstep, so, it is easy to step into our workplace. In other words: It should be easy to be an employee at HSK. But we will never compromise with quality. And that’s why it was important for us to strengthen our digital onboarding, which can suit up our coaches very well before their first day,”  
Jonas Enevoldsen, Head of Swimming School in HSK, says.

HSK teaches in 14 different swimming pools in the municipalities of Copenhagen and Frederiksberg, and that’s why it can be difficult to reach all coaches before they start.

“That’s why we wanted an introduction for the swimming club, which also contained what expectations there are for me as a new swimming coach, what I should prepare before my first shift, and what I should do on my first shift. Furthermore, it is important for us that the onboarding is automated in a way, so, the coaches can complete the training from home, or do it when it suits them,” Jonas says.

**“We try to plain down our doorstep, so, it is easy to step into our workplace. In other words: It should be easy to be an employee at HSK”**

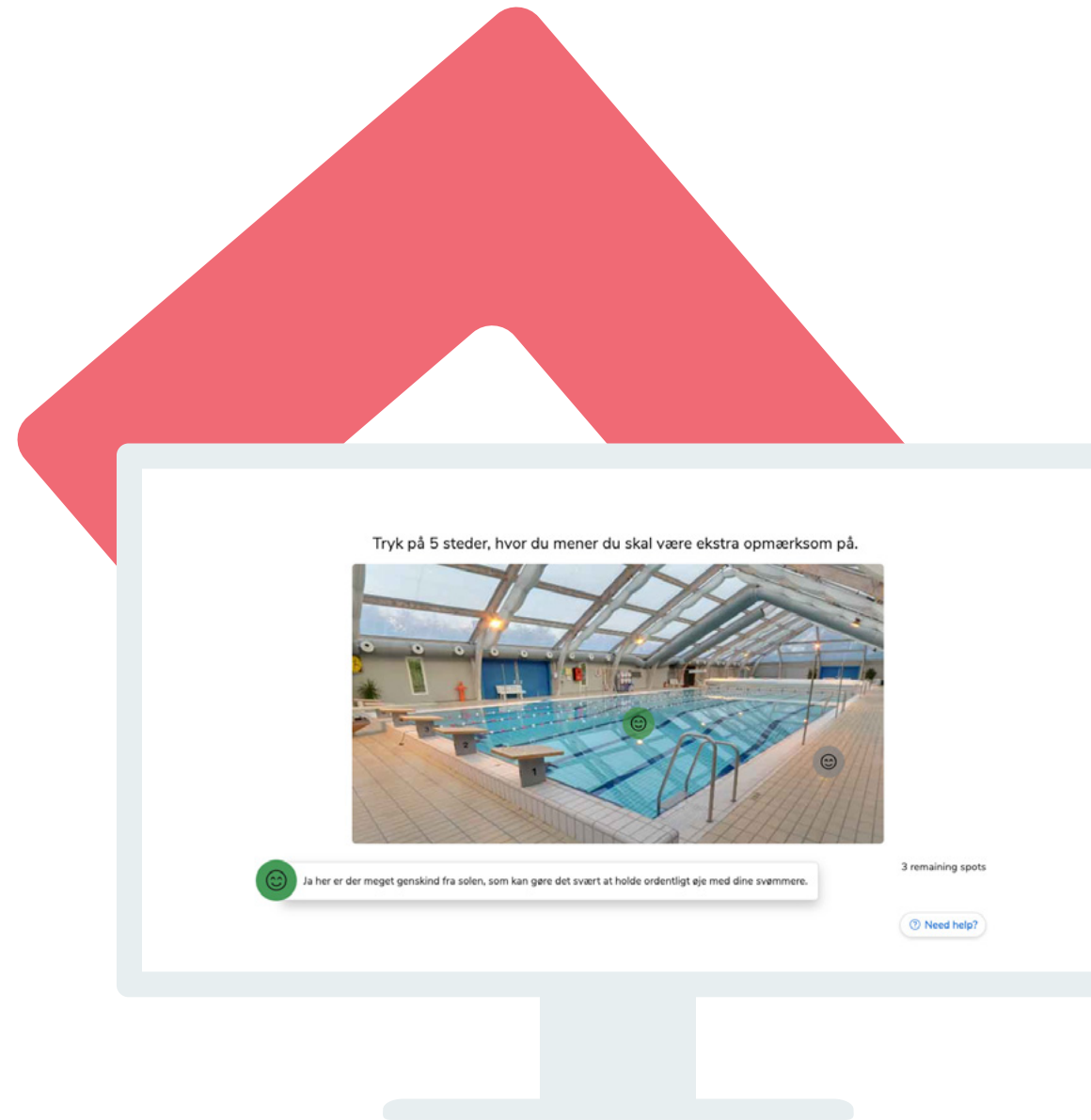
## A Flying Start with Cool Features

Instant feedback, data tracking, and automation. HSK are especially thrilled about these features.

“When you get instant feedback, you feel a level of being seen and heard. And when we cannot be there physically, it is super cool, that this feature is part of the platform,” Jonas says.

“It is also very good that you can combine different types of media, for example, quizzes and videos in the same module, because it hits more learning styles,” Mia Grieger says, Project Manager and Swimming School Coordinator in HSK, and continues:

“The interface is very straightforward. So, we have been off to a flying start.”



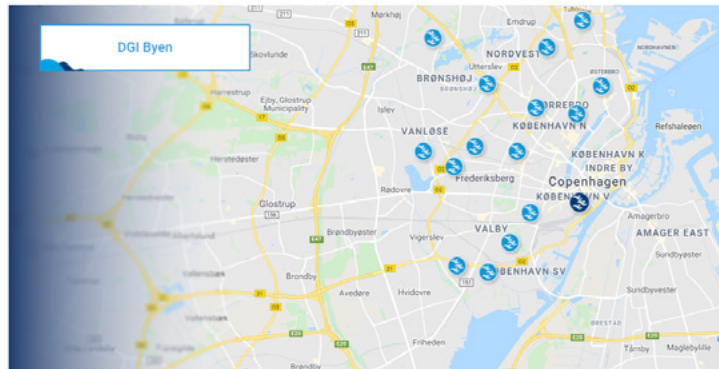
At first, Jonas and Mia sent their existing learning materials to their Learning & Adoption Manager from Learningbank. Here, they got valuable feedback in return:

“We have been very happy about the tangible inputs, where we were told how we could cut the learning materials differently, so, the learners on the other end would be more excited about the content. Furthermore, we also received a slide with bullets and tips, which we can use going forward working with creating content in the platform,” Jonas says.

By now, Mia and Jonas have created a lot of content in the platform for their digital onboarding, which especially is video based because of their audience. And then, Learningbank has designed some elements to elevate the learning experience.

**“We have been very happy about the tangible inputs, where we were told how we could cut the learning materials differently”**





“We use video because it is easier for us to show visuals. Some people from our audience are only 14 years old, and this is a clear indicator for using video. Furthermore, Learningbank has created several GIFs and figures, which has created a specific HSK identity throughout the learning, which is very important to us. It has added both some warmth and humour, while it also lightens up the tone a bit – without losing the seriousness,” Jonas says.

“And then Learningbank has also created a map of Copenhagen with clickable points, where a movie pops up with a rundown of each swimming pool, so, everybody knows about security for each, individual pool, and this really elevates the learning experience too,” Mia says.

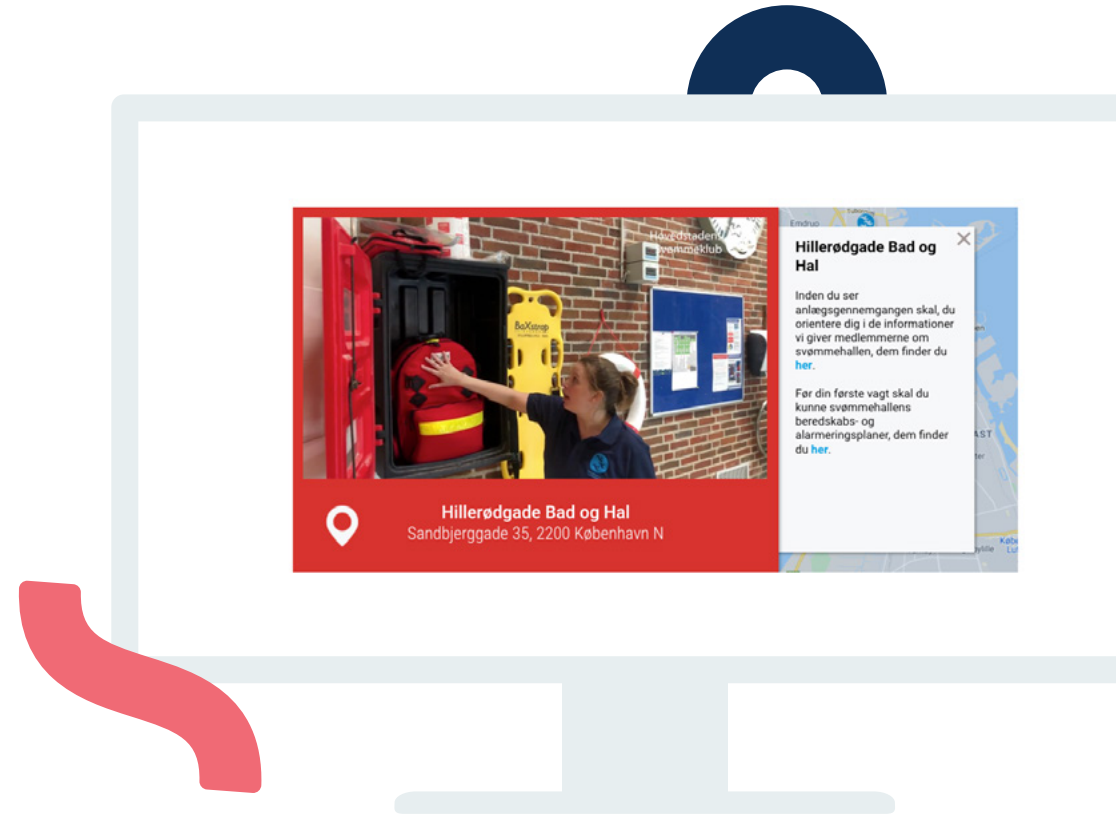
Moreover, HSK also needed a special integration in the platform, and this challenge was fortunately solved as well:

“We quickly located that we needed a different API than the traditional one, and this was solved! It was really nice, that Learningbank considered our needs, so, we didn’t have to add people in different systems. Now, everybody comes automatically from our HR system and over to the learning platform,” Jonas says.

# The Coaches' Response and Blended Learning Going Forward

HSK has gone live with their new digital onboarding, which they have sent out to all their employees and coaches. However, they have experienced, that coaches with a high seniority do not have a high completion rate, but they have an explanation and a solution to this:

“The content we have sent out is also about our values, which a lot of coaches already know about, if they have been with us for many years. So, it is clear, that they might think it is a bit odd, that they need to learn about it again, and that is why they have not completed the training yet,” Jonas says and continues:



“To get them onboard we have sent them specific learning materials, where it is only parts of the learning they receive. And this challenge we would never have discovered before, but now we can because we can analyse data in the platform, where we can track the learners' progress.”

The above challenge has not changed the overall feedback, which Mia and Jonas has received on the content:

“We have received positive feedback only. They are happy, and they

#### Dine undervisningsprogrammer

God undervisning kræver god forberedelse. Som træner skal du medbringe et nedskrevet program til hver undervisning.

Husk at notere hjælpetrænerens opgaver før, under og efter undervisningen.

##### Et eksempel:

8-15 min - "fyld som bogstaver". Svømmere svømmer ud og finder et lamineret ark med et bogstav på bunden og tilbage til basen, hvor de prøver at fyde som det bogstav.

Peters opgave: støtte i fyldningen med fokus på hoved, hofte og tæer i vandoverfladen.

Mettes opgave: giv motivation og evt. hjælp til at finde nye bogstaver.



tell us, that it is easier to get knowledge and learning in this way than before," Mia says.

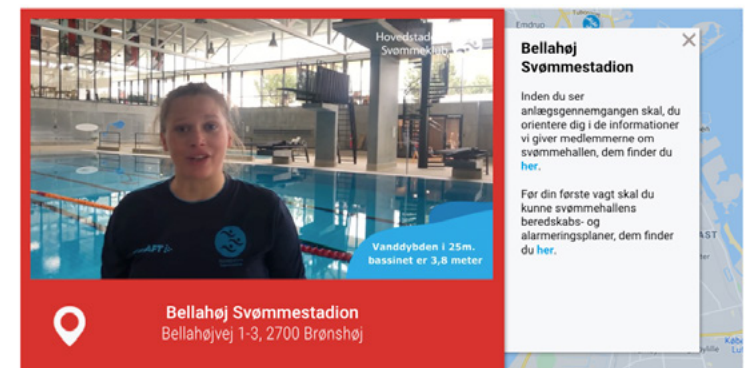
Going forward the plan is to use more Blended Learning, where you mix different learning activities. It should be a part of the culture in HSK, and there are several reasons for this.

"Our age on average for our coaches is 20 years of age, and that is why it is important that we add digital solutions to our workday, such as the learning platform. Furthermore, an engagement survey shows that our coaches actually think it was nice that more stuff is happening online, which we had to do during Corona. However, we are still a sports union, so, it is important we still have meetings in person and can grow our community together. And the digital solutions must ensure that our community can prosper, because it gives us another experience, when we meet in person. Instead of spending a lot of time on handing over oral information in a physical meeting, now, we can give the information through the platform," Jonas says and finishes up:

“Next step is to implement more of our formal training in the platform. The platform must be used as a steppingstone for the coaches in between course days. In that way, the platform becomes the base for their homework, where they get the basic knowledge, and then the course itself will become more workshop based. So, now, when they arrive on their first day at a course, they will have a greater knowledge, and this will raise the quality of our training.”

“We will definitely recommend Learningbank. It is easy to use the platform, and you have a high level of plug’n’play. And it is very positive when you want to get going fast and create learning right away.”

*A big thanks to the union pool from DIF and DGI, which has given financial support to HSK and the development and implementation of the HSK learning universe. Also, a big thanks to The Danish Swimming Union, who has been a sounding board for HSK throughout the process.*



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Støberigade 14  
2450 København SV

+ 45 71 999 123  
[info@learningbank.io](mailto:info@learningbank.io)  
[learningbank.io](https://learningbank.io)