

Turn capability strategy into workforce readiness

Connect what each role needs with what your people can do today, where the gaps are, and what development should happen next.

- Built around your 3-year focus on in-store trainer capability and performance gaps.

WHAT THIS COULD LOOK LIKE

Optical Assistant • OA2

6 capabilities

Customer consultation 82%

Lens & frame fitting 54%

GAP

Focus development where it matters next

FROM STRATEGY TO EXECUTION

The strategy is clear. Making it operational is the next step.

01 • DIFFERENT PEOPLE, DIFFERENT NEEDS

New and experienced optometrists can receive the same training.

The opportunity is to differentiate development by what someone actually needs next.

02 • PROGRESSION NEEDS STRUCTURE

17–18 learning paths and around 75 modules can reach employees at once.

A clearer progression through what matters now — and what comes next.

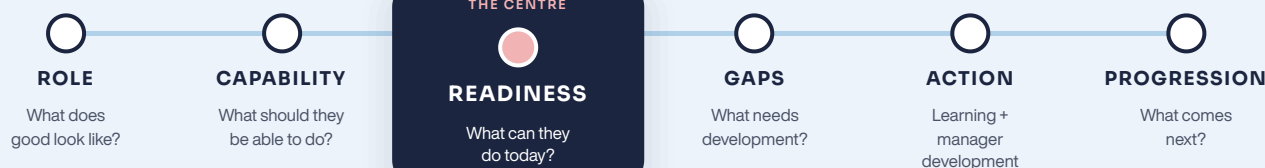
03 • MANAGERS NEED SOMETHING ACTIONABLE

Capability data only creates value when managers can use it.

Readiness and gaps designed to support real development conversations.

A PRACTICAL CAPABILITY MODEL

Connect expectations, readiness and development



From broad learning delivery to role-based workforce readiness.

Define what good looks like, understand where each employee is today, and focus development on the gaps that matter.

RELEVANT FRONTLINE PROOF

SPORT 24

One common learning structure across stores, logistics and HQ

Faster rollout, less manager time on onboarding, teams better equipped on the floor.

Relevant to you: consistency across locations, without losing operational relevance.

HESBURGER

Nearly 500 restaurants across 9 countries and languages

Learning and operational knowledge delivered at scale, including **3,000 certifications in 10 days**.

Relevant to you: one common approach across markets and languages.

START SMALL

Don't map everything. Prove the model.

01

Choose one progression journey

For example OA1 → OA2, or in-store trainer development.

02

Define what good looks like

Roles → capabilities → target levels.

03

Test the operating model

Readiness → manager assessment → gaps → development.

Prove the approach with one high-value journey. Then scale what works across roles, stores and countries.

Where would better visibility into capability and readiness create the most value for you first?