A Trusted Guide to Outsourcing Talent and How to Go About it

Infopro Learning

eBook

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The Benefits of Outsourcing Talent in 2021

Covid19 and the events of 2020 have changed the way modern workplaces operate today. Businesses had to adapt quickly to survive the disruptive environment. As the dust settles, organizations are beginning to think about the future. They are looking to increase their preparedness by developing post Covid19 learning strategies, increasing business agility, and by improving training effectiveness. Working with an outsourced training provider can help your organization achieve these critical goals.

1   **Closing the Learning Talent Gap**

One of the toughest challenges, organizations have been faced with today is the increased need for learning talent. The pandemic caused traditional training formats and programs to become ineffective overnight. Many trainers, managers and in house L&D staff do not have the skills needed to help their organizations adjust to these changes. Outsourcing your learning talent needs can help your organization close the skills gap as well as train your in-house teams. Outsourcing learning talent is also a more cost-effective solution. In fact, Nelson Hall recently reported that "*outsourcing training activities is 25% less expensive than working with internal teams.*"

2   **Developing a New Learning Strategy**

An experienced outsourced training provider can help your company develop a winning learning strategy for the future. Your business goals have likely changed this year. According to the Fosway Group, "*94% of L&D Professionals have reported having to change their L&D Strategy in response to the Covid-19 pandemic with 2 in 3 making significant changes to what they do and how they do it.*" An outsourced provider can use a strategic process to align your programs learning objectives with your organization's new goals maximizing training impact.

3 Improving Training Effectives

An outsourced training provider can also help your business improve the effectiveness of your current learning programs. According to the Association for Talent Development, "*organizations spend about $1,273 for direct learning per employee per year. Almost 75 percent of that is for internal learning and development, and only around 25 percent is outsourced. This means a company with 10,000 employees spends around $12.7 million annually to support learning and development, and a whopping $9.5 million of that goes toward internal functions.* "
Working with a team of outsourced experts can save you time and money on training your in-house teams and help you improve you current L&D programs. An experienced provider in the training industry will have a strategic process for evaluation and optimization. They also have a team of experts and the professional tools needed to successfully complete this process.

4 Increasing Business Agility

The disruptive business market is expected to continue in 2021 and beyond. Improving organizational agility can help set your business up for success.*72% of executives in the 2021 Deloitte Global Human Capital Trends Survey found that the ability to adapt to change was one of the most important factors in their organizations ability to navigate the future*. An outsourced training provider can assist you by increasing the speed to market of your L&D projects. They can also help you scale your learning projects at a moments notice.

Why Should You Outsource Talent Requirements?

The recent changes in the workforce have created a high demand for learning talent. With the current disruptive marketplace organizations need to deliver quality learning and development opportunities fast to keep up with market changes. They also need to learn how to train employees in new ways that are effective for remote and distributed teams. In many instances today more traditional training methods are no longer practical for engaging modern learners.

Many in-house L&D teams are understaffed or do not have the technical skills needed to deliver training in digital formats. Unfortunately, for many businesses this has created several new challenges. They need to fill the skills gap quickly and they need to train their in-house trainers. Without fast action these challenges can slow training delivery, slow productivity, reduce profits and cause a great deal of frustration. Outsourcing your businesses talent requirements can help your organization fill the skills gap quickly and help your organization launch its L&D initiatives forward.

1. Increase the Speed to Market

Outsourcing your talent needs can help you deliver the training your organization needs quickly. Training your in-house teams can take a considerable amount of time with out outsourced assistance. When you work with a learning talent provider, they can help you fill your immediate training needs and train your in-house teams more quickly.

2. Increase Flexibility to Scale up or Down

Today it is not uncommon for an organization to need to scale their L&D projects up and down throughout the year. Outsourcing your training talent will help your organization adjust at a moments notice without disrupting the flow of other critical projects.

3. Avoid Lost Revenue by Filling the Skills Gap Quickly

Delays in training and development can significantly slow productivity and lead to lost opportunities. Outsourcing learning talent can help your business deliver training fast and speed up turn-around times.

4. Utilize support from Training Experts

It takes time to attract and hire new talent. An outsource provider will already have a built-in talent pipeline and a structured process to ensure that you are matched up with the best fit for your company.

5. Get Your Trainers Up to Speed and On the Same Page Quickly

Working with an outsourced partner can help you train your in-house training teams quickly and easily ensuring that they can deliver consistent and quality learning experiences to your entire workforce.

How to Select an external partner for Talent Outsourcing?

Outsourcing has many benefits however not every L&D company is the same. Selecting an outsourcing partner is not a decision that should be made lightly. The partner you select will have a direct impact on the success of your L&D initiatives and your training ROI. Different outsourced providers offerings can vary greatly. The right fit is not necessarily always the organization with the highest price or the best reviews. Selecting a partner who understands your businesses industry and your organizations unique needs can make all the difference. It is also critical that they have a solid talent pipeline and a strategic process to find the best fit for your organization. Taking a closer look at a few key factors can make all the difference when it comes to selecting the best outsourcing provider.

To help you select the most suitable partner we have put together a list of factors you should consider before selecting an external talent provider.

1   Do They Have the Necessary Experience and Knowledge?

Different providers may specialize in specific areas or types of training and have varying levels of experience. Selecting a provider whose experience aligns with your businesses needs is critical for a successful partnership.

2   Do They Have Positive Reviews and Testimonials?

You can often find valuable insights to the previous work an organization has be reviewing their website, reviews and testimonials. Many talent companies provide case studies with detailed information on their past projects and work with clients. By carefully reviewing this information you can gain a better understanding of their level of expertise.

3   Are They a Managed Learning Services Provider?

Another option you may want to consider is whether it would make sense for your organization to partner with a company that offers managed learning services. A managed learning provider does not specialize solely in learning talent. They offer end-to-end training services. This can be helpful for organizations who may need help with other aspects of their L&D projects.

Common Mistakes to Avoid When Outsourcing your Talent Requirements

Outsourcing learning talent has become a Key component of a 2021 L&D strategy for many modern businesses today. It is not surprising if you consider the competitive advantage an organization can gain from outsourcing learning talent. Filling talent gaps can elevate revenue, increase the speed to market and boost productivity. Unfortunately, talent outsourcing does not always lead to optimal results. Although there are many reasons that can cause outsourced projects to fail or attain poor results, all too often these issues are due to a few common mistakes. Selecting the right outsourced provider is just the first step. It is also essential that you set guidelines for communication and conflict resolution. You need to be on the same page when it comes to expectations. You should also think about growth. Does your outsourced provider have the skills and technical expertise to assist you with future projects?

There are four major mistakes your business should avoid making when you outsource your learning talent.

1 **Setting Unclear Expectations**

Determine your needs and terms beforehand. Setting clear expectations beforehand will help you set your organization up for a successful partnership.

2 **Poor Communication**

One of the most common mistakes that leads to poor results is poor communication. Setting guidelines for communication ahead of time to keep everyone on the same page.

3 **Selecting a Partner, You Cannot Grow With**

You may want to consider working with a provider that has experience in other areas of L&D. Working with a provider that provides managed learning services could make it easier to expand your outsourced projects easily in the future if needed.

4 **Selecting a Partner With Right Level of Experience**

It is important that your outsourced provider has experience not just in providing talent, but with projects that align with yours. Selecting a provider who has previous experience in your specific industry or needs can make all the difference.

Summary: Gaining an Edge with Talent Outsourcing

The learning landscape and the modern workforce have both significantly changed in the last year. There is now a growing gap in available learning talent and a growing need for highly effective employee development programs. In today's disruptive business environment having the ability to train your workforce quickly and effectively is critical for success. Developing new learning strategies that close talent gaps, increase training effectiveness and improve business agility have become a high priority for leading organizations. Outsourcing your talent needs and requirements with a trusted provider can help your organization gain a competitive advantage in several ways. An experienced talent provider will have a network of talent and a strategic process for meeting your businesses needs. They will be able to assist you in closing skills gaps quickly, training your in-house trainers and help you scale your L&D projects at a short notice.

Close talent gaps quickly

Deliver quality training faster

Train your in-house teams

INFOPRO LEARNING

About

Infopro Learning

Infopro Learning, a leading provider in corporate training and human capital transformation, helps organizations create an exceptional employee and customer experience through custom learning solutions. For more than 25 years, the company has designed and implemented engaging learning experiences that attract, develop and retain talent across the entire employee lifecycle. With offices around the world, Infopro Learning's technology platforms and governance models support organizations to improve business performance, at a reduced cost.

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