



Serco North America is a services company that specializes in public sector work;
~8K employees

Rolling Out to Curators

- Shared curator training materials (including best practices) with curators to ensure they were set up for success and knew how to get started
- Highlighted ability to blend internal custom content with LinkedIn Learning videos (most useful capability of curation tools for Serco)

How Curators Are Using the Tools

- HR Business Partners, people managers, and business unit managers creating function-specific onboarding and initiative-specific learning paths for manager development and DIBs training
- Operational Excellence team curating paths on process efficiency trainings
- Health & Safety team creating health trainings for the entire organization

Future Plans

- L&D is working on governance guidelines to share alongside LinkedIn Learning's curation best practices to ensure curators know how to create consistent, relevant learning paths
- Once governance is in place, L&D team is considering rolling out the curator role to all people managers, as well as setting up a way for employees to request curator access

Results: 20% of all learners engaged with curated content during beta*; Considering rolling out to all people managers

“This tool makes us look good as L&D professionals! **We are excited to empower folks to curate and get associated reporting on their own, versus coming to us for help.** Specifically, we hope to give people managers more tools to make the employee experience better for their direct reports.

Not everyone at Serco is an instructional designer or trainer by function, so we love that the curator tool **makes it possible for anyone to curate anything.** It's not just, "Read 10,000 pages about your new function," it's more meaningful.”



Julie Van Leunen
Director of Talent & Strategic Programs
Full Admin