



How ServiceTitan's L&D Team Has an NPS of 90 From Managers

Convinced of the power managers have to increase learner engagement, the L&D team at ServiceTitan set out to activate their managers. To start, they met managers where they already are—on Slack, in the hallways, in large team meetings, even in their smaller weekly meetings—to build relationships and learn more about what managers faced day-to-day.

The L&D team then met with the Chief of Staff and the Head of HR to create a forum for managers to discuss key company initiatives, receive learning and training resources, and build community. The program includes quarterly syncs led by the L&D team. In each sync, L&D leads a discussion of key company priorities and where learning and development can play a role, invites managers to tell leadership success stories from their peers, and provides 15-30 minutes of manager development content. To keep the community momentum going, the L&D Team created a 'learn2lead' Slack channel where managers and the L&D team can post LinkedIn Learning content and industry articles for manager development. As a result, managers at ServiceTitan have consistently rated their L&D programs with a Net Promoter Score (NPS) of 90.



"This is the first time I've had a manager that not only places emphasis on my current role, but also seeks to understand my ideal career path and what to learn and develop for that next step."

Brendon Norton

Customer Success Manager at ServiceTitan

Did You Know?

56%

of employees say they would spend more time learning if their manager suggested a course to improve skills.