

CASE STUDY

This case study covers Thrive Consulting's development of complementary Workforce and Learning Strategies for a high-profile NDPB undergoing significant business change enabled by technology transformation.

Our Client

Our client is an established UK public body with a national remit, employing around 400 people across a geographically dispersed workforce. With an ambitious programme of organisational modernisation underway, including investment in new technology, systems and ways of working, there was a need to ensure its people strategies evolved alongside the organisation.

Existing workforce and learning approaches had developed over time but were largely shaped by historic activity and traditional planning cycles. The organisation wanted to create more forward-looking, connected Workforce and Learning Strategies - aligning future capacity, capability, skills, leadership and continuous learning with its longer-term priorities, while creating practical plans that could adapt as organisational needs continued to evolve.

The Problem

The organisation had committed to significant modernisation, including new technology, evolving ways of working and greater use of workforce data. However, its existing approach to workforce and learning planning needed greater strategic clarity.

The challenge was to move beyond individual initiatives and create two connected strategies that answered some fundamental questions:

- What workforce will the organisation need in the future?
- How should workforce capability evolve to deliver organisational priorities?
- What should learning enable rather than simply provide?
- How can technology, data and self-service improve the employee and manager experience?
- How should leaders, managers and employees take greater ownership of capability development?
- How do we turn strategy into an actionable roadmap rather than another document?

The result was a clear ambition for the future, but without a sufficiently connected approach to building the workforce and capability needed to deliver it - creating a gap between organisational strategy, workforce planning and learning.



Our Solution



Thrive designed and facilitated a structured strategy-development process combining 1-to-1 discovery, facilitated workshops, evidence review, playback, stakeholder engagement and validation.

Both strategies were anchored to the organisation's overarching strategy, creating a clear golden thread from organisational ambition, through future workforce requirements and capability, to learning, development and execution. We worked iteratively with stakeholders to build alignment and ownership as the strategies evolved.

For the **Workforce Strategy**, we:

- Translated organisational ambitions into a future workforce vision and strategic priorities.
- Defined future capacity, capability, skills and workforce requirements.
- Explored workforce planning, employee experience, leadership, talent and succession.
- Embedded employee listening, workforce insight and evidence-led planning.
- Considered how technology, data, AI and automation would reshape work and workforce needs.
- Converted the strategy into defined focus areas, priorities and a practical plan on a page.

For the **Learning Strategy**, we:

- Translated organisational and workforce priorities into a future learning vision and capability requirements.
- Challenged existing learning activity against the capabilities needed for future delivery.
- Defined principles for self-service, learning in the flow of work and blended development.
- Connected learning directly to workforce capability and organisational performance.
- Defined leadership, culture and technology as critical enablers of continuous learning.
- Developed a staged roadmap from learning vision through to capability insight and measurable organisational value.

The Outcomes



2 integrated strategies developed
Workforce and Learning Strategies aligned around a common organisational vision.



Technology + people aligned
Workforce and learning priorities explicitly connected to new technology, data, AI, self-service and changing ways of working.



100% stakeholder-led development
Strategies shaped through structured discovery, workshops, playback and validation rather than desktop design.



Clear route to execution
Strategic ambitions translated into defined priorities, ownership and delivery activity.



Single Workforce Strategy Plan on a Page
Future workforce priorities consolidated into an accessible organisational framework.



7-stage Learning Strategy roadmap
Clear progression from learning vision through capability insight to organisational value.

Our Client Says:

"Thrive helped us move beyond a collection of workforce and learning activities to define what we actually need for the future. The process challenged our thinking, involved our people and gave us strategies that are both ambitious and practical."

(Exec Director, SRO)

We bring clarity and structure to workforce and learning strategy - connecting organisational ambition to capability, action and measurable value.

To discuss further contact:

Matt Gascoigne: 07894 005 551

matt.gascoigne@thriveconsultants.co.uk

www.thriveconsultants.co.uk