

workforceChicago^{2.0}

Exemplary Practices Discussion Series

ARE YOU GETTING THE MOST OUT OF YOUR LEARNING INVESTMENT?

Structuring Training and Education as a Strategic Resource

For your workforce to remain competitive and abreast of change, education is a necessity. Effective education and training programs align with business goals. By taking a strategic approach to learning and development, your organization can:

- Reduce redundancies and inefficiencies
- Capitalize on the best learning technologies
- Leverage resources to drive positive business outcomes
- Gain the buy-in of managers accustomed to having their own training budgets
- Provide easy access for employees

Creating employee education programs, however, can be a challenge. This event focused on how one organization, Northwestern Memorial Hospital (NMH), successfully re-engineered its education and training system to develop high-quality employees and increase the value of its learning investment. At this event, Dean Manheimer, Senior Vice President of Human Resources, and Justin Lombardo, Chief Learning Executive, shared NMH strategies used to create a centralized learning and development system.

NMH was honored by WorkforceChicago2.0 in 2004 with an award for exemplary practices because of its innovative approach. NMH, a 138-year old institution, is among the very best teaching hospitals in the nation. It has earned this distinction because of its high quality patient care, extraordinary physicians and hospital staff, strong financial position and world class facilities. For the ninth straight year, Chicago area consumers rated NMH the "most preferred" hospital in the region.