

How  improved its customer experience by helping employees communicate better?



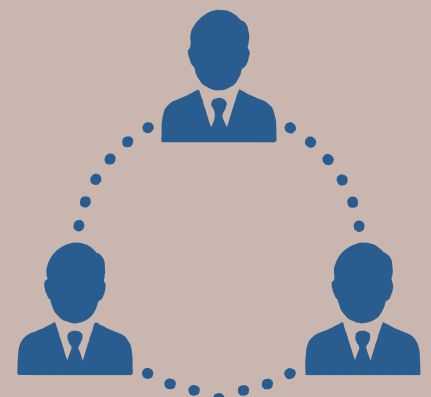
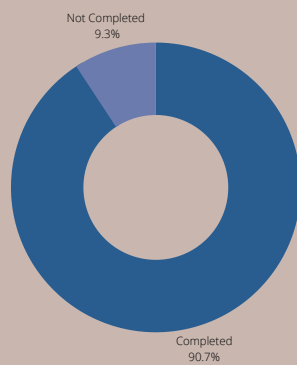
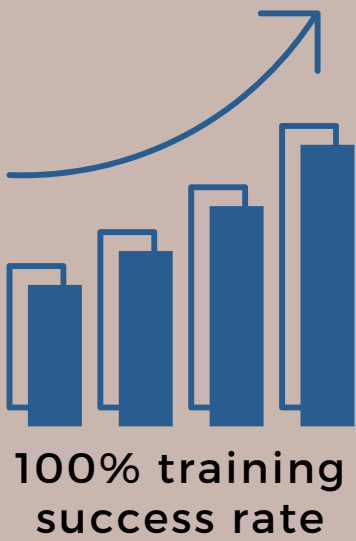
CHALLENGE

H&M wanted its employees to be able to effectively hold a conversation in English by improving their language skills and abilities.

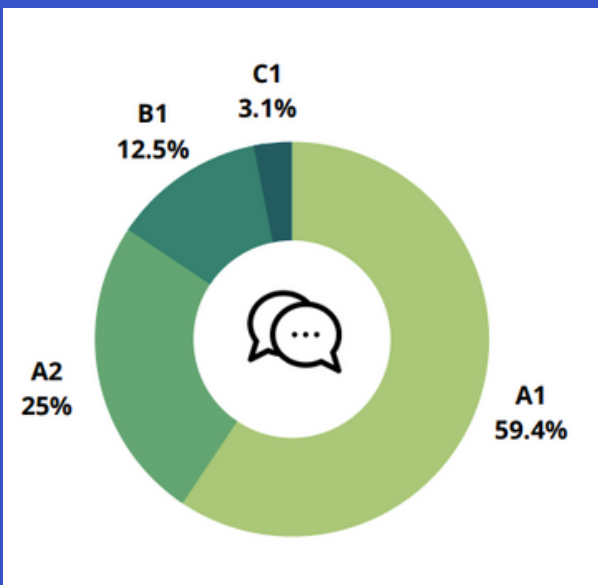
SOLUTION

38 employees from H&M were trained for 2 months under the English Pro+ Program which is a blend of virtual live training and online assignments.

SUMMARY

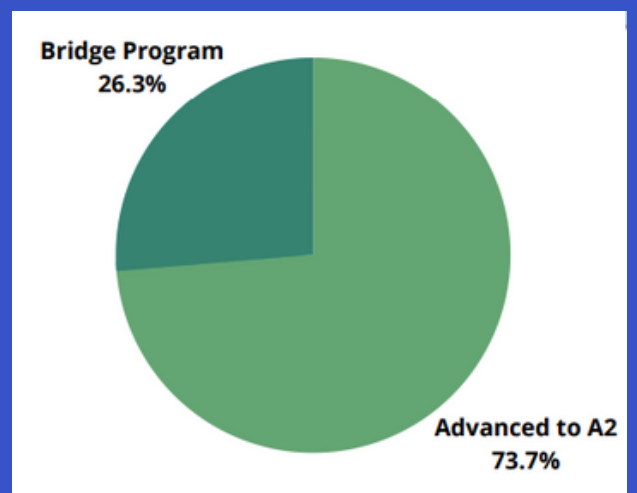


BEFORE



Prior to the training program, 59% of H&M's participants were at an A1 CEFR level

AFTER



100% of the participants advanced to the A2 CEFR Level



TESTIMONIALS

The classroom interactions & discussions about the various topics - personal and professional were the best parts.
- NAVEEN

The best part is we learn through videos and that's very easy to remember.
- AARTI GAADE