

develop@home and the work@home scan for a workforce sent home overnight

The pandemic forced Philips to move almost its entire staff from the office to their homes in an incredibly short time. Philips HR developed develop@home to help employees stay effective and vital at work, and Relevance was its partner for the power skills part.

Philips • Netherlands • Since 2021

5,000+

employees use the learning portal each year

4 weeks

between the coaching session and the follow-up that checks the actions

2020

work@home scan launched in April, weeks after the switch to remote work

The challenge

A whole workforce sent home overnight

Frank Visser, HR cluster manager Employee and Social Sustainability: 'Our teams needed to switch from collaborating in the office to working online entirely. This shift required the obvious home office, but also a new work-life balance.' Exercise, energy management and managing people remotely all became new topics, while projects carried on as before.

The approach

develop@home and the work@home scan

Philips HR created develop@home, a selection of health and wellness interventions offered through the company's online learning portal, which more than 5,000 employees use each year. Relevance converted existing workshops to online learning and created new courses and workshops on energy management and resilience.

- **develop@home** A selection of health and wellness interventions on the learning portal, announced to all employees and managers in the Netherlands.
- **Converted and new online workshops** Existing vitality workshops made virtual, new courses on energy management and resilience.
- **Remote work seminars** Interactive self-study pages employees follow at their own pace.
- **The work@home scan** Quick scan, feedback report, online coaching session, concrete follow-up actions, and a second session four weeks later.

What changed

A scan that turns into actions, and a lasting shift in how Philips develops people

Philips could offer a new way of teaching and supporting its employees while everyone worked from home. The coaching conversation is the crucial component: discussing the results directly with the employee turns a report into specific actions and, Frank Visser says, huge improvements.

At a glance

Program

develop@home and the work@home scan

Audience

All employees in the Netherlands

Format

Online workshops, self-study seminars, scan with feedback report and coaching

Launched

April 2020

Region

Netherlands

What they did

Virtual classroom · Online learning platform · Assessments & scans · One-on-one coaching

"This program originated because of the pandemic. Now, we see the advantages to online learning we never would have imagined just a few months ago."

Frank Visser

HR cluster manager Employee & Social Sustainability, Philips

The biggest takeaways

- 1 A scan only changes behavior when a coach helps interpret it and a follow-up checks the actions.

- 2 Converting workshops to online is quick when the partner already works blended; the harder question is how much screen time people can take.

- 3 The crisis taught the organization to look differently at personal development, and the format outlived the crisis.



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