



Learning Solutions

Learning for a new reality

In response to the new reality we have found ourselves in, we have developed a catalogue of high-quality, relevant and engaging 'off the shelf' learning interventions that speak directly to the challenges we are facing. All our learning content has been developed using expert knowledge from sector and content specialists to ensure it's relevant to the current environment.

A guide to the curriculum

This curriculum offers a blend of learning techniques, recognising that people learn in different ways. In this guide, you will find summaries of the learning activities that are available through KPMG Learning Solutions and a map to show the different topics available under each subject area.

How to use the curriculum map

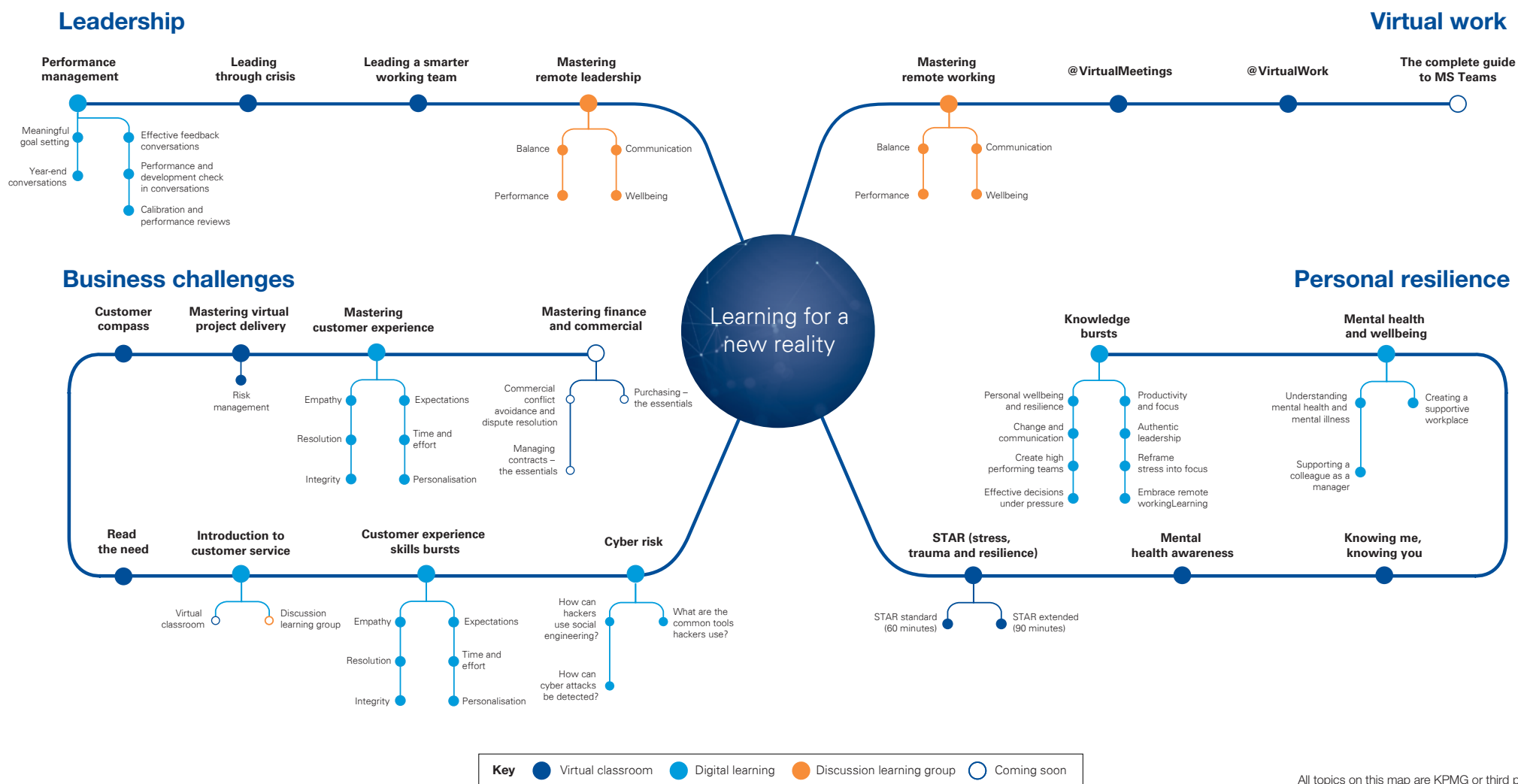
You can browse our available topics through the curriculum map on page 2, or go straight to the indexes on pages 3 to 5 to find short summaries of each topic. To use the curriculum map, each subject area is shown as a branch which encompasses a range of topics to support how to adapt for a new reality, these include Leadership, Virtual Work, Business Challenges and Personal Resilience. In order to complete some of the topics, you must complete a range of modules which are highlighted underneath the topics.

They are also colour coded dependent on their delivery model of virtual classroom, digital learning or discussion learning groups.

The learning catalogue has something for everyone and you can access the content anytime and anywhere, thanks to our virtual classroom and digital delivery methods, which boost learner engagement and learning accessibility.



Learning for a new reality: curriculum map



Learning for a new reality: Digital learning

Bite-sized, engaging digital topics that learners can access straight away. Our digital tutorials use a variety of learning techniques that include branched scenarios, microlearning, talking heads and game-based activities.

Price per learner is between £15-£25 (subject to the minimum numbers) and depends on:

- 1 Platform requirements
- 2 Volume
- 3 Service levels
- 4 Reporting requirements
- 5 Billing requirements
- 6 Evaluation requirements
- 7 Prices exclude applicable taxes

Topic	Description	Duration
Cyber risk	The threat of a cyber-attack is increasingly a security issue we all have a part to play in preventing. Learn how both individuals and organisations can defend themselves against cyber-attacks. Explore social engineering, a hacker's toolset and use defence techniques to protect against an attack.	15 minutes
Knowledge bursts	Be inspired by some of the world's most successful thinkers and performers, including elite sports coaches, neuroscientists, wellbeing experts and business strategists, on key business issues. Use the insights from the highest performers on topics including productivity and focus, authentic leadership, reframing stress into focus, creating high performing teams, personal wellbeing and resilience. Help bring your team together and provide support through Covid-19 and the new normal.	400 minutes (74 video micro lessons)
Customer experience skills bursts	The demands of customers in all sectors is evolving and increasingly complex. Learn how to apply KPMG Nunwood's The Six Pillars of customer experience in all interactions, creating emotional connections and lasting relationships with customers. Explore how to help build exceptional customer experiences to support real business outcomes.	90 minutes
Mastering customer experience	The demands of customers in all sectors is evolving and increasingly complex. Learn how to apply KPMG Nunwood's The Six Pillars of customer experience in all interactions, creating emotional connections and lasting relationships with customers. Explore how to help build exceptional customer experiences to support real business outcomes.	90 minutes
Mental health and wellbeing	This topic has been built in conjunction with Mental health at work and is designed to help employees become more aware about what mental health is and why this matters for everyone. There are three modules which will help to provide an understanding of mental health and mental illness as well as how to create a supportive workplace and supporting a colleague as a manager.	90 minutes
Performance management	Contemporary performance management is a year-round undertaking, designed to encourage employees to take greater responsibility for their own personal development and to adopt a growth mindset. Learn the basics of the performance management cycle, from goal setting and feedback through to productive performance conversations. Help align personal goals to business objectives and realise both your own potential and that of those around you.	75 minutes

Learning for a new reality: Virtual classrooms

All virtual classroom sessions are run through Microsoft Teams and run by an expert facilitator. Upon booking a course a learner will receive joining instructions which will include details of any pre-reading or pre-work (if applicable). Our virtual classroom sessions can be booked as either open (booked by anyone within an organisation) or closed events (a cohort of learners within an organisation).

Price per learner is between £150-£400 (subject to the minimum numbers) and depends on:

- 1 Platform requirements
- 2 Volume
- 3 Service levels
- 4 Reporting requirements
- 5 Billing requirements
- 6 Evaluation requirements
- 7 Prices exclude applicable taxes
- 8 Venue provision (available on request)

Topic	Description	Duration	Cohort size
Customer compass	This topic explores the delivery of excellent customer service using the notion of 'customer climate', and teaches leaders to leverage it in order to empower their teams.	60 minutes	100
Knowing me, knowing you	Embracing diversity results in improved innovation, performance and decision-making. However, it must go hand in hand with inclusion; the result of individual differences being accepted and integrated. Learn how your identity influences how you view the world and how you react to sources of difference. Understand how to manage these reactions, being open-minded and tolerant and contributing to a more productive, psychologically safe working environment.	90 minutes	16
Leading a smarter working team	This topic is for leaders at all levels looking to develop team management and leadership skills to support and manage smarter working practices in their team.	210 minutes	16
Leading in a crisis	This topic supports learners understanding of what a crisis is and helps them to reflect on how they respond to a crisis. It also helps learners understand what good leadership looks like in a crisis situation.	120 minutes	16
Mastering remote working	Remote working is now a reality for many as we change the way we live and work in response to Covid-19. There are four 75 minute modules which aim to help those who are dispersed or remote based.	300 minutes	8
Mastering remote leadership	Remote leadership is now a reality for many as we change the way we live and work in response to Covid-19. There are four 75 minute modules which aim to help leaders who are dispersed or remote based.	300 minutes	8
Mental health awareness	This session is to develop greater awareness of being mentally healthy; the current context in UK society; signs to watch out for; how to beat stress and top 10 tips for positive mental health.	90 minutes	16
Read the need	When it comes to customer service, our expectations have never been higher. As a result, delivering excellent customer service in this age of customer entitlement has never been harder. Learn to read between the lines to uncover what a customer really wants. Become adept at spotting the hints and clues that can help you deliver an excellent experience, meeting a customer's psychological needs as well as their transactional needs.	90 minutes	16

Learning for a new reality: Virtual classrooms

Topic	Description	Duration	Cohort size
Risk management	There's no such thing as a risk-free project – as risks can emerge from anywhere. That's why risk management is focused on proactively anticipating and then managing risks as they appear. By exploring the fundamental principles of risk management, learn how this is an ongoing process that requires constant care and engagement.	60 minutes	100
Stress, Trauma and Resilience (STAR)	A session looking at our reactions to crisis and unfamiliar environments and how we are likely to think and behave in changed circumstances. The concepts of normalising reactions and avoiding negative coping are emphasised.	60 or 90 minutes	8
@VirtualWork	This topic is designed to improve how learners communicate, develop community and manage their presence virtually.	90 minutes	16
@VirtualMeetings	This topic is designed to help learners understand some of the pitfalls of virtual meetings and provide step-by-step tips on how to execute virtual meetings - as either the chair or a participant.	90 minutes	16



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For any queries in relation to our Learning Solutions topics, please contact any of the market leads above. For any pricing queries please contact info@kpmglearningsolutions.co.uk

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CREATE. | CRT126641 | August 2020