

A woman with long dark hair, wearing a black leather jacket over a long red dress, stands in the center of a stone archway. The archway is part of a larger building with stone walls and arched windows. The lighting is warm and dramatic, highlighting the woman and the architectural details.

ALLSAINTS

ADDRESSING THE SOFT SKILLS GAP

SARA DUXBURY

Global Head of Learning & Engagement

WELCOME TO THE BUSINESS OF FEELINGS



ALL SAINTS

BRINGING ATTITUDE
SINCE 1994

“I believe our brand’s DNA at its
very core is not a look.

I believe it’s an attitude,
it’s a feeling...

And most importantly
I believe it’s ALIVE.”

Peter Wood, CEO

OUR AUDIENCE

All around the world

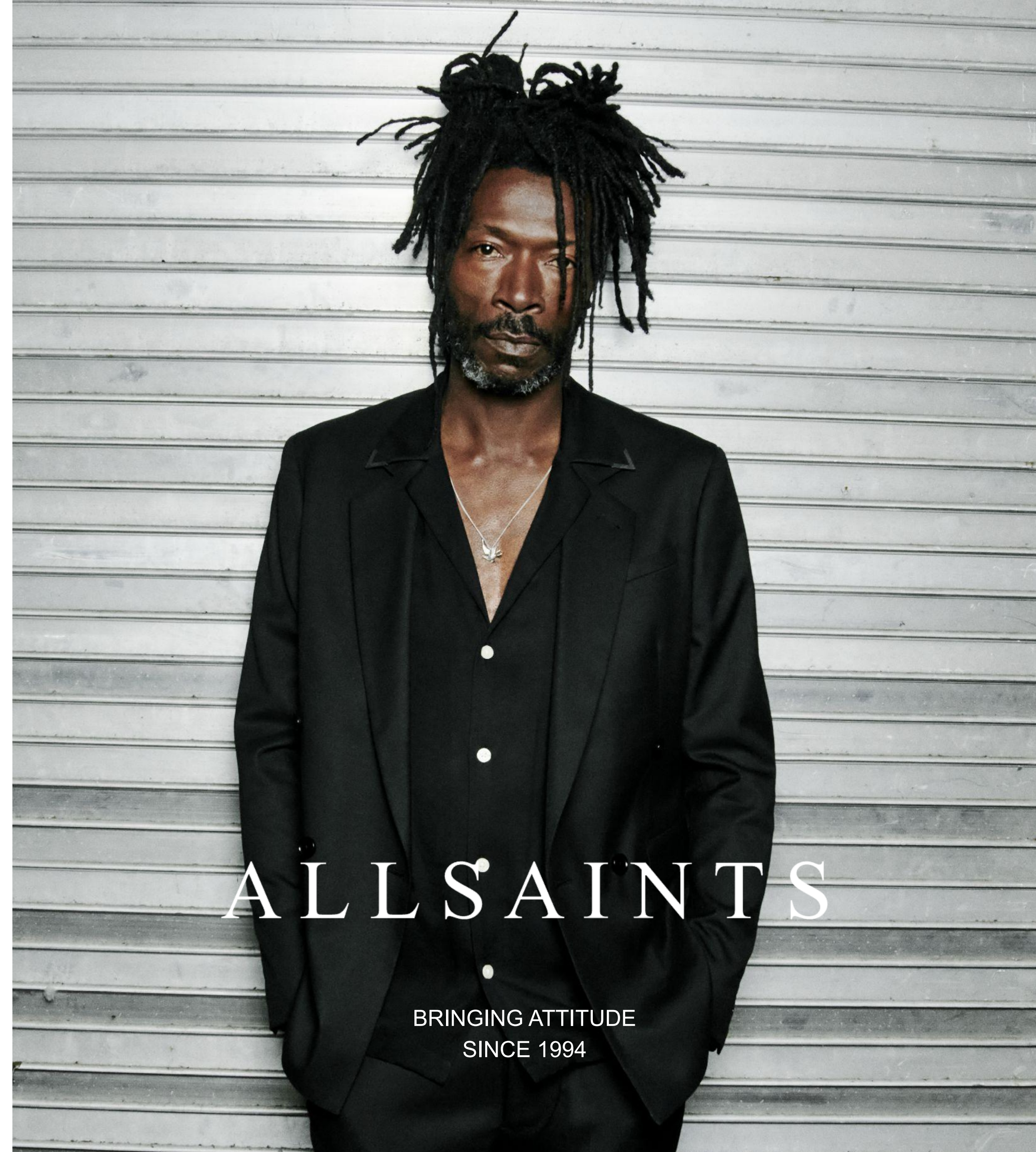
All incomes

All genders & identities

All backgrounds

All ages (inc childrens)

United by a belief that what they
wear can help them feel good.



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OUR VALUES



THE CUSTOMER IS THE BOSS

We are determined to make it as easy as possible for our customers to enjoy our brand.



ONE TEAM #WEAREALLSAINTS

We win by winning together.



WE DO WHAT WE SAY WE WILL

We pay attention to detail we work with pace to deliver our goals.



WE ARE RESPONSIBLE

We step up to look after each other, our customers, our partners and suppliers, our communities and our planet.

OUR COMMUNITY

2,200+ global team members

50 brand business partners

254 stores across the world

spread over 150 countries

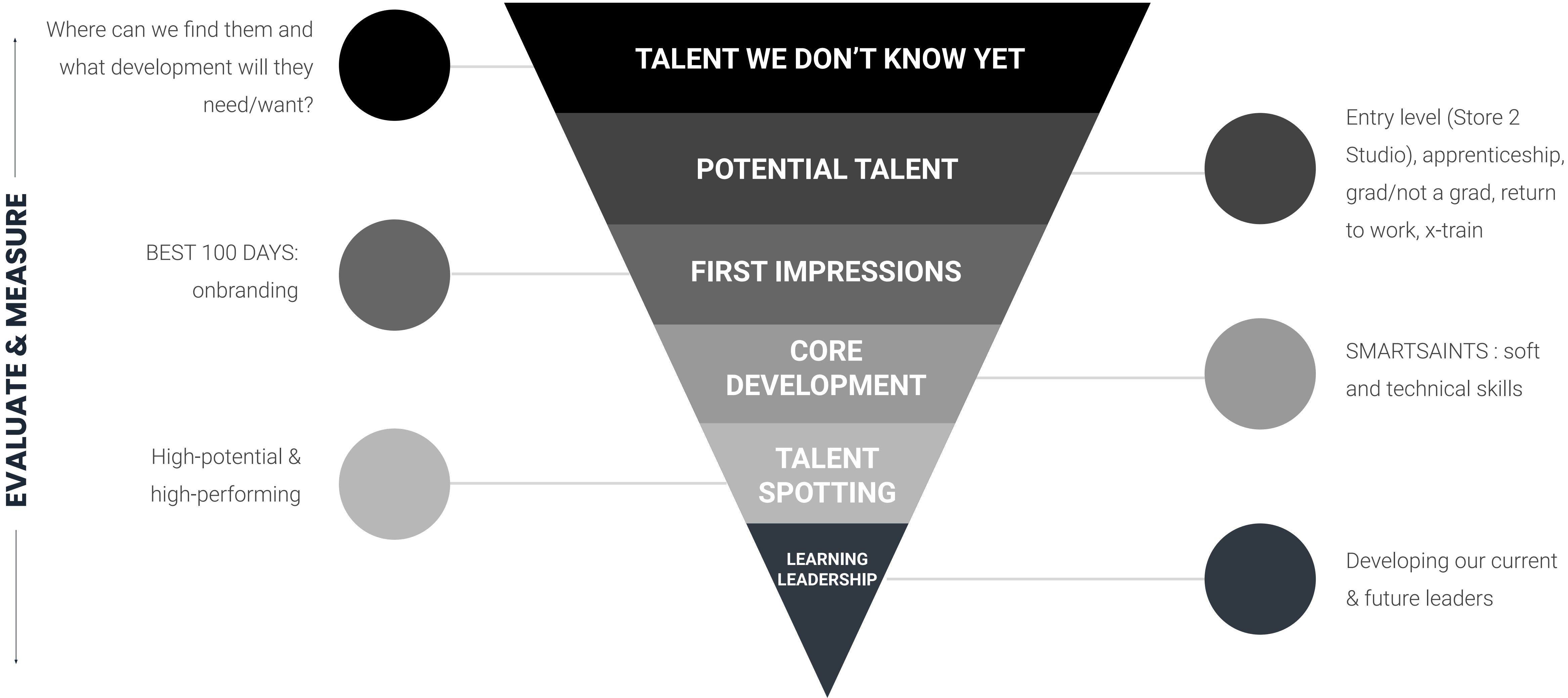
worldwide



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GLOBAL L&D STRATEGY



CORE L&D PILLARS

LEADERSHIP

LEADERSHIP

Giving current and future leaders the tools and experience to lead in the business.

SOFT SKILLS

MASTERCLASSES

Focussing on developing behaviours and skills - linking to our values.

TECHNICAL SKILLS

QUALIFICATIONS

Developing skills and knowledge - highly skilled team members

WELLBEING

BOOSTERS

Supporting our teams to feel well and resilient at work.

SMARTSAINTS: LEARNING PATHWAYS

COMMUNICATION SKILLS

- Presentation Skills part 1
- Presentation Skills part 2
- Effective Communication
- Understanding Personalities
- Developing Emotional Intelligence

PERSONAL EFFECTIVENESS

- Planning and Prioritisation
- Goal Setting & Motivation
- Developing your Strengths
- CV Writing and Internal Progression
- Working with Change
- People Essentials*

LEADERSHIP ESSENTIALS

- Deliver Great Feedback
- Building a Strong Team
- Coaching Skills
- Leading a Change
- Train the Trainer
- Authentic & Impactful Leadership
- People & Performance*
- People & Conduct*

WORKING WITH OTHERS

- Negotiation Skills
- How to Influence
- Handling Conflict
- Cultivating Teamwork

IMPROVING WELLBEING

- How to Handle Pressure
- Building Resilience
- Growing a Positive Mindset
- Wellbeing Strategies

ED&I*

- Intro to Equality & Diversity
- Creating Inclusion
- Supporting Mental Health
- Allyship
- Understanding Long-Term Health Conditions
- Supporting Transgender Colleagues

WAYS TO LEARN IN ALLSAINTS

◆ SELF-DIRECTED LEARNING

Worksheets and activities on a variety of topics to work through at own pace.



◆ RECOGNITION

Nectar points and certification upon completion of training programmes.



◆ GLOBAL ACCESS

Weekly training sessions available to suit all timezones.



◆ LEARNING COMMUNITY

Reading recommendations and resources to support your programme learning.



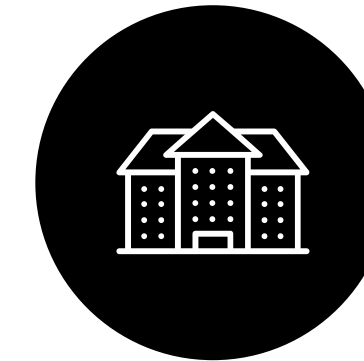
◆ EVIDENCE-BASED LEARNING

Psychology and research-led training design, delivered by in-house experts.



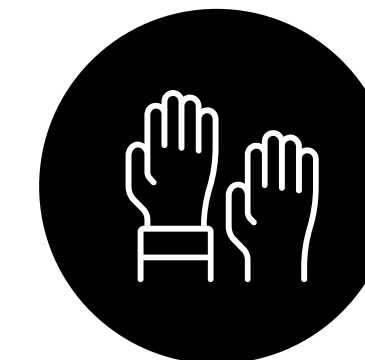
◆ HYBRID LEARNING

Flexibility to learn in person or when working from home.



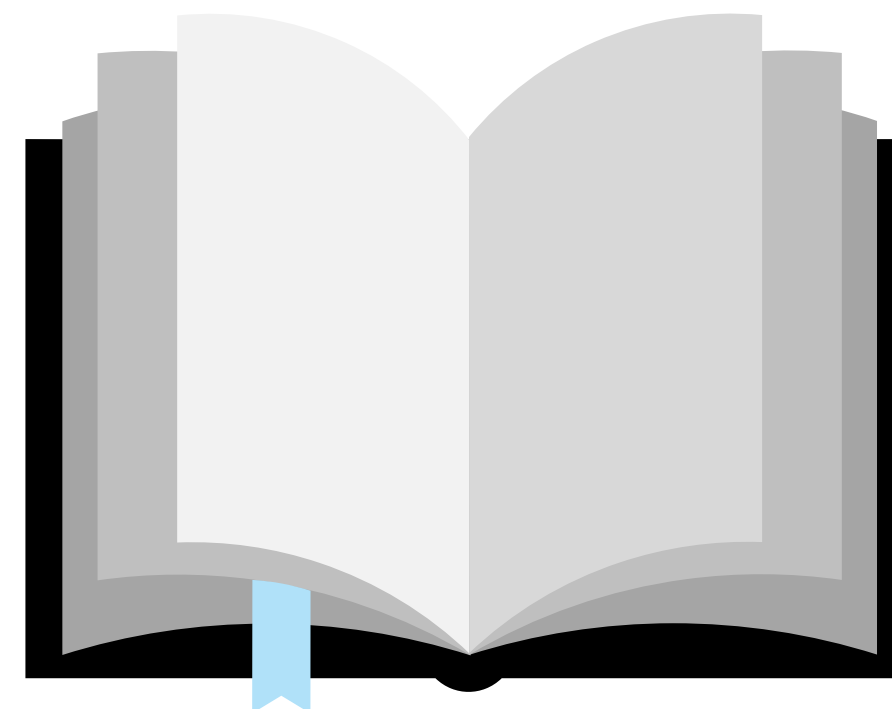
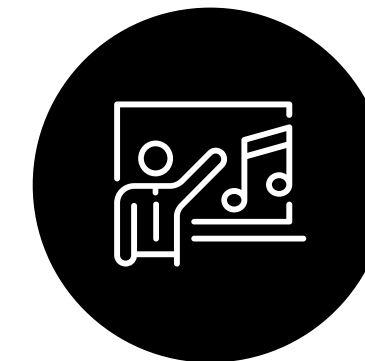
◆ PUTTING LEARNING INTO PRACTICE

Post training follow up and support to help you apply learning.



◆ MENTOR NETWORK

Get access to a mentor to supplement personal and professional development



WHERE TO START

- ★ Utilise people moments in your business to gather info on training needs:
 - appraisals/mid year reviews
 - people/talent reviews
 - 1:1 line manager conversations
 - employee engagement survey/pulses
- ★ Look to your company values to define and give meaning to your soft skills training
- ★ Build capability in your Learning team to design in-house OR engage with a training provider who works with you. Don't go for an off the shelf quick fix!
- ★ Make it worth the learners while
 - comms and celebration of learning
 - recognition for learners
 - clear career path/progression frameworks



THANK YOU

Q&A



3 KEY TAKEAWAYS

- ★ BUILD YOUR SOFT SKILLS OFFERING AROUND YOUR BUSINESS VALUES
- ★ THINK BEYOND LEADERSHIP DEVELOPMENT - ALL ACCESS LEARNING
- ★ CREATE A BESPOKE OFFER TO HAVE THE MOST MEASURABLE IMPACT

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