

# KIT Royal Tropical Institute

How to enhance a learning culture and reduce workload



## Challenge

How do we reduce workload and build a learning culture? Those were two important questions at play at the Royal Tropical Institute (KIT) in Amsterdam. Annerink Post, HR Manager, explains how these aspects are interconnected.

“What defines our people is a deep passion for their field of work and a commitment to contributing to a better world. This results in high levels of engagement and enthusiasm, which sometimes makes it difficult for them to say ‘no’ during projects or to take a business-minded approach. As a result, they risk creating additional workload for themselves and end up working in their own time. Our employee satisfaction survey showed many reports of an imbalance between work and private life.”

“Moreover, our people are often highly educated and experts in their field of work. Their personal drive and desire to make a quick impact can sometimes come at the expense of reflection, evaluation, and providing feedback. In some cases, this can lead to a decrease in learning ability, connection, and collaboration.”

The need for development came from within. Post: “A few years ago, the advisors requested development opportunities in the areas of project management, personal leadership, and communication. This group took the initiative to address their learning needs and engaged with various training partners. The company frameworks and objectives were built around this, to create a win-win solution. The choice for FranklinCovey was made jointly with HR. FranklinCovey offers the



“Working with FranklinCovey as a permanent training partner provides direction and focus in how we approach learning. When a new learning need arises, we first explore the possibilities with FranklinCovey. This offers peace of mind.”

- Annerink Post, HR Manager

opportunity to train and certify our own people as facilitators. This creates ownership for the training program and helps to embed it in the organization, preventing it from becoming a short lived initiative.”

### Solution

FranklinCovey is KIT’s permanent learning partner. Post: “We wanted more than just quick fixes. We were looking for a framework for development and a long-term collaboration. This provides us with direction, focus, and stability. Having a designated contact and sparring partner within FranklinCovey is also very valuable, especially in keeping the learning culture top of mind amidst the daily hustle.”

Currently, the focus is primarily on personal leadership and team leadership through the solutions *The 7 Habits of Highly Effective People* and *The 6 Critical Practices for Leading a Team*. Over the course of this year, we will roll out programs on project management and unconscious bias. *Leading at the Speed of Trust* is also on the wish list.

Post: “Our wish was to be able to stack learning modules and offer them modularly to various internal target groups. With the All Access Pass, this very accessible. Furthermore, the Impact Platform ensures that all learning interventions are being documented, all study materials are available on demand, and people can continue to deepen their knowledge on their own once the training track has ended.”

“The icing on the cake is that FranklinCovey trains and certifies our own people as facilitators. This

offers numerous advantages. First, our people know our work domain and the challenges better than anyone, which makes the training more targeted. This also helps create support for the training programs within the company.”

“Secondly, it’s a great opportunity for personal development for those employees that get trained as facilitators. It also offers a great sense of fulfillment to have a direct impact on the challenges they experience themselves as internal trainers. For us as an organization, it is valuable to have and maintain the knowledge and skills from our training readily available in the workplace.”

### Results

The results of the collaboration are already clearly showing in the workload figures. “These have certainly improved over the past few years,” says Post.

“It’s also wonderful to see how the concepts from the trainings have found their way into daily operations. People remember engaging aspects of the trainings, such as videos, examples, and models. You hear it at the coffee machine: ‘Which quadrant are you in today?’ Everyone knows exactly what this is about. There’s a lot of recognition, which leads to connections and conversations, as well as opportunities for reflection, evaluation, or feedback. When you speak a common language, you build connections more quickly and establish common ground which you can expand upon. This helps create a learning culture. Hopefully, this progress will also show in future survey results.”

### About

KIT is a knowledge institute, business location, and conference center with a mission: to work towards an inclusive and sustainable world. At their Amsterdam campus and through their global partner network, they empower people and communities to bring about positive change.



#### Website

[www.kit.nl](http://www.kit.nl)

#### Branche

Knowledge institute

#### Number of Employees

150

#### Opportunity

Reduce workload and create a learning culture

#### Solution

- All Access Pass
- The 7 Habits of Highly Effective People
- The 6 Critical Practices for Leading a Team
- Project Management for the Unofficial Project Manager
- Speed of Trust
- Unconscious Bias



The FranklinCovey All Access Pass® helps you get the most value out of your L&D investment by providing access to content and technology, as well as a deep bench of experts to design and deliver a unique learning experience tailored to your organization’s needs.

For more information, please contact FranklinCovey at [info@franklincovey-benelux.com](mailto:info@franklincovey-benelux.com).

