

A collaborative learning space where people can advance their job-related capabilities



## KEY TENETS

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According to Bersin, a capability academy should be built on one or multiple digital learning platforms that constitute a specific place or SPACE

**S**

**Sharing**

Knowledge sharing by internal experts, certified instructors, business leaders, as well as external experts

**P**

**Practice**

Programs, real work projects tailored to the company's functions, and developmental assignments (may span multiple months)

**A**

**Alignment**

Aligned and prioritized to support capabilities identified by business leaders as strategic, proprietary, and high value

**C**

**Collaboration**

Elements including peer-to-peer interactions, discussion forums, and a mix of synchronous & asynchronous activities

**E**

**Expertise**

Cultivates expertise in critical differentiators – operations, innovation, customer service, and growth

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## WHAT A CAPABILITY ACADEMY IS VS. WHAT IT IS NOT

**Developed in conjunction with the business**



**NOT**  
Off-the-shelf learning

**NOT** A course library, a corporate university, etc.



**Related to a specific business function or company protocols in a given domain**

**Collaborative in a time-based cohort group**



**NOT**  
Solo learning at will

**NOT** Vendor-developed courseware, examples, etc.



**Projects and assignments tailored to how the business already operates**

**Learners apply substantive feedback and improve**



**NOT**  
Success based solely on completions and test/quiz results

**NOT**  
Static content



**Content modified as business evolves, capturing learner feedback**