



DIGITAL TRAINING STRATEGY AND CAPABILITY BUILDING

BUILD A CONFIDENT, SELF-
SUFFICIENT WORKFORCE WITH THE
SKILLS TO ADAPT AND THRIVE

January 2026



DIGITAL TRAINING STRATEGY AND CAPABILITY BUILDING

MAKE DIGITAL SKILLS STICK: PLAN STRATEGICALLY, TRAIN INTENTIONALLY

We help organisations develop scalable, practical training strategies that meet real digital needs.

From skills gap analysis to tailored upskilling journeys, we turn digital goals into effective training plans.

Our Train the Trainer and coaching support builds internal capability, so knowledge sticks and your people stay equipped for continuous change.

“

The team invest time in getting to know what's happening around the organisation, what's working, and where the challenges are.

Then they work their magic to really bring ideas to life and communicate key messages in a really engaging and impactful way.

”

HEAD OF DATA MANAGEMENT,
GOVERNANCE AND SKILLS DEVELOPMENT
MINISTRY OF DEFENCE

OUR APPROACH

We bring together training strategy, learning design and delivery support to help organisations embed long-term digital skills. Starting with needs analysis, we identify where capability is needed most, then co-design plans that align to business goals. We also build internal capability by upskilling trainers, coaches and champions for long-term success.

BENEFITS



Aligns digital training with strategic business needs.



Identifies and addresses real capability gaps.



Improves training impact through tailored design.



Builds internal capacity for ongoing delivery.



Supports cultural change through upskilled leaders.



Embeds digital resilience across your organisation.

FEATURES

- ✓ Training needs analysis and skills audits.
- ✓ Digital capability framework design.
- ✓ Strategic training plans aligned to business goals.
- ✓ Co-designed learning pathways for key user groups.
- ✓ Train the Trainer programmes and mentoring.
- ✓ Internal capability-building for champions and coaches.
- ✓ Evaluation and measurement of training effectiveness.



WHY CHANGE MATTERS

CHANGE IS THE ONLY CONSTANT

If done right, it encourages innovation, drives efficiencies, develops new skills, and improves morale.

Messaging is the key to success, so we help you craft the right words to say.

OUR 4 E'S METHODOLOGY

- **Establish:** build the foundations to make things happen
- **Excite:** drive awareness and enthusiasm
- **Equip:** Upskill your people
- **Embed:** Change that sticks



DRIVE ADOPTION WITH BESPOKE TRAINING & RESOURCES



Getting to know Teams

COLLABORATE ON DOCUMENTS



USER GUIDE



Version: 001 Date: 01 May 2021

Getting to know Teams – COLLABORATE ON DOCUMENTS

Introduction

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Getting to know Teams – COLLABORATE ON DOCUMENTS

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- Use OneNote in Teams to create and collaborate on ideas...notes are automatically shared with your team and are easy to find
- Click 'Save message' to bookmark and







SUCCESS STORIES

“

We're now an organisation that has got people with the level of skill to complement their passion for working in new ways. And who are supporting that change within their services.

”

DIRECTOR OF PEOPLE AND INCLUSION
BURY COUNCIL



[Read online: NHS Derby and Derbyshire ICB case study](#)

NHS DERBY AND DERBYSHIRE ICB

- ✓ Delivered a technology landscape report across 300+ care homes
- ✓ Completed a training needs analysis across the ICB
- ✓ Established M365 skill levels and attitudes towards training within the ICB
- ✓ Developed digital skills strategy with recommendations for priority skills and training approach
- ✓ Rolled out a digital champions programme and targeted M365 training

BURY COUNCIL

- ✓ Delivered 18 month digital champions programme
- ✓ Trained over 950 employees in Microsoft 365, soft skills and new ways of working
- ✓ Conducted digital maturity assessments to benchmark skills and measure progress
- ✓ Digital skills increased by 71%
- ✓ Training sessions rated on average 9.3 out of 10 by participants



[Read online: Bury Council case study](#)

SUCCESS STORIES

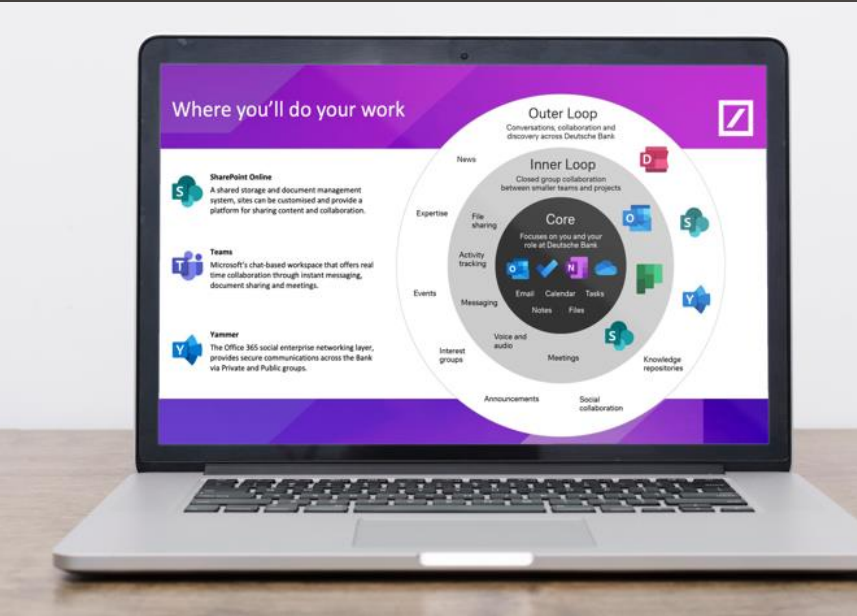
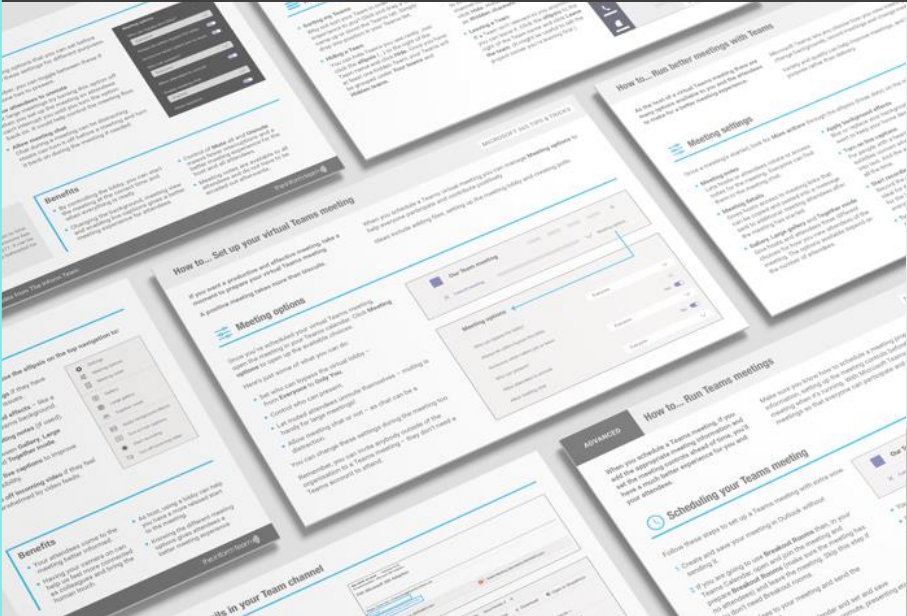
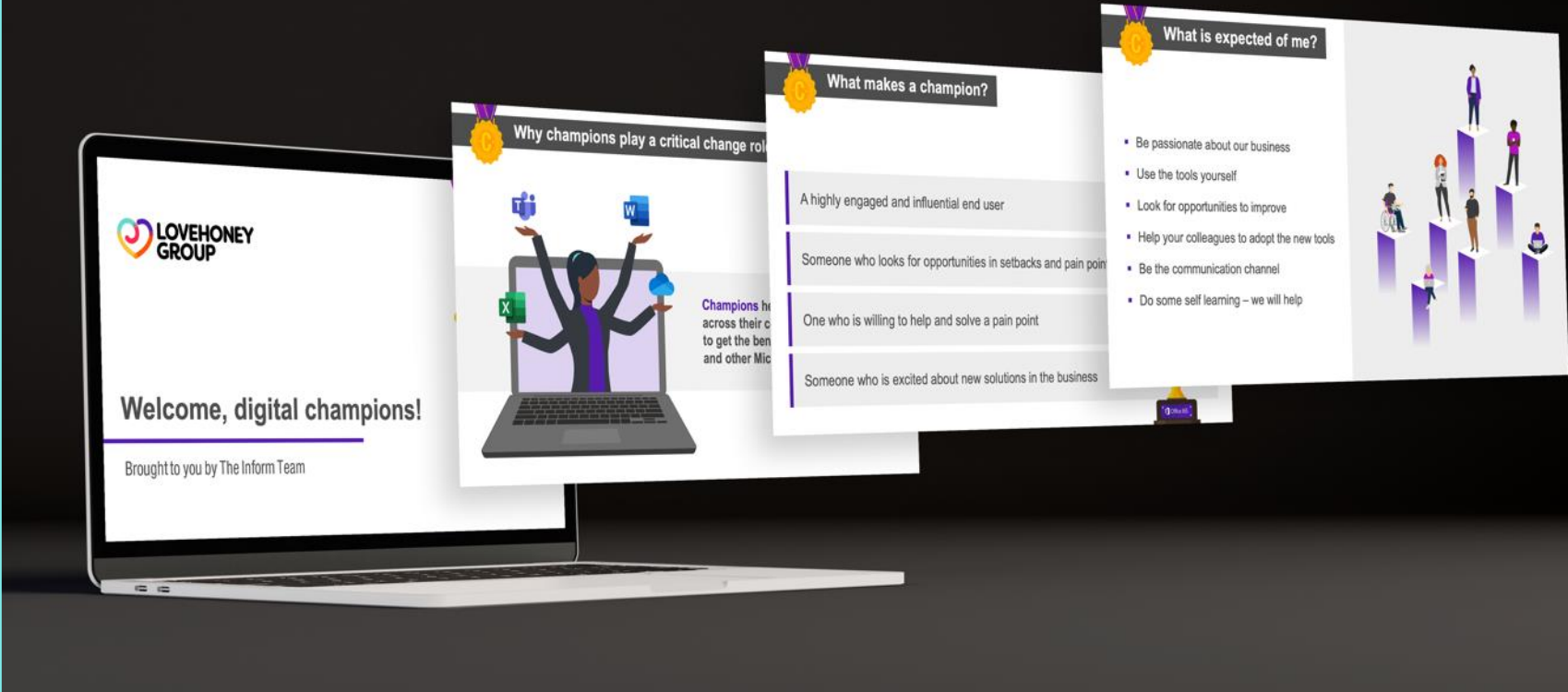
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The Inform Team were pivotal in cultivating a mindset of change within ORR which was key to successfully implementing organisational transformation.

In the realm of business change when implementing Teams and SharePoint, it is prudent to remember that change is not a disruption, but an opportunity to unlock untapped potential and elevate our collective brilliance.

”

PROJECT LEAD
OFFICE OF RAIL AND ROAD



MIX AND MATCH OUR SERVICES TO **SUIT** **YOUR PROJECT GOALS**

- Microsoft 365 digital skills training
- Teams training and hybrid working upskilling
- SharePoint and knowledge management enablement
- Power Platform training and low-code awareness
- Windows 11 end-user support
- Digital learning strategy and capability building
- Training needs analysis and skills diagnostics
- Train-the-trainer and coaching programmes
- E-learning and digital resources
- Champions training and peer-led enablement

