



“ Skillsoft helps grow our leaders by creating a common language for safety, continuous improvement and engagement.”

Sarah Waltman, Senior Director, Talent Management, Domtar

BUSINESS CHALLENGE

Domtar, a Fortune 1000 company, is the market leader in the North American pulp and paper industry. Domtar designs, manufactures, markets and distributes a wide variety of every day fiber-based products.

Domtar is an industry pioneer committed to innovation and delivering the best value to their customers.

The CEO requested that learning and development produce a program to train frontline supervisors, whose role is critical for the success of manufacturing operations.

One of the primary challenges was to ensure that training does not take too much time away from the job.

HOW SKILLSOFT® HELPED

With Skillsoft, Domtar created a blended learning program focused on employee engagement and continuous improvement.

Skillsoft content, including Business Skills, Leadership, IT Skills and Compliance, is aligned with organizational initiatives.

My Knowledge Tree, Domtar’s online university, has a designated library with Skillsoft content aligned to Growing as a Supervisor.

In 2019, Domtar will use SumTotal Talent Management to incorporate learning into participants’ individual development plans.

KEY METRICS

\$325K Blended learning approach saves **\$325,000** annually

99% **99%** of participants believe the program is ideal for supervisory leadership training

800 Audience expanded from 300 frontline supervisors to over **800** participants per quarter, including other managers

ABOUT DOMTAR

Domtar is a leading provider of a wide variety of fiber-based products including communication, specialty and packaging papers, market pulp and absorbent hygiene products. With approximately 10,000 employees serving more than 50 countries around the world, Domtar is driven by a commitment to turn sustainable wood fiber into useful products that people rely on every day.



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