



Your Workforce Transformation Health Check

Align strategy, skills & technology
for operational excellence

HEALTHCHECK



How to navigate the Health Check

For each question, rate your organization on a scale of 1–5:

1. Not addressed / significant improvement needed
2. Some initial efforts or awareness, but gaps remain
3. Basic practices in place, inconsistent or limited impact
4. Advanced, integrated, and usually effective
5. World-class, fully optimized and proven outcomes

Add comments with supporting evidence, examples, or relevant data. Use your results to uncover strengths, identify priorities, and shape a focused action plan.

SECTION 1

Strategy & alignment

Evaluate how your workforce initiatives are mapped to business priorities and enterprise performance.

QUESTION	RATING (1–5)	COMMENTS/EVIDENCE
Are learning KPIs linked to financial, customer, and operational goals?		
Are metrics reviewed and adapted through agile planning cycles?		
Is governance in place for risk, compliance, and ethics in L&D?		
Do senior leaders actively champion workforce transformation?		
Are L&D and operations/ line of business leaders in sync company-wide?		

SECTION 2

Skill development & performance impact

Benchmark your effectiveness in identifying gaps, accelerating readiness, and building high-performance teams.

QUESTION	RATING (1-5)	COMMENTS/EVIDENCE
Are skill gaps rigorously identified and prioritized based on business impact?		
Is time-to-competence for key roles tracked and improving?		
Are substantial behavioral changes demonstrated through experiential learning in the flow of work?		
Are AI roleplay/simulation tools and immersive environments used for high-stakes interactions, frontline and deskless workers and technical skills practice?		
Is learning impact mapped to critical outcomes such as retention, error reduction, and win rates?		

SECTION 3

Technology & analytics enablement

Assess the maturity and utility of your technology infrastructure and data-driven decision-making.

QUESTION	RATING (1–5)	COMMENTS/EVIDENCE
What percent of the workforce regularly accesses immersive (XR/AR/VR) or AI-powered learning tools?		
Is your blend of classic, digital, and immersive systems mature and integrated?		
Are governance policies enforced for privacy, security, and responsible AI?		
Do analytics provide actionable, real-time insights on skill gain and business impact?		
Is continuous feedback captured and leveraged to optimize learning?		

Connecting learning to financial & operational metrics

LEARNING KPI	IMPACTED BUSINESS METRIC	TYPICAL FINANCIAL IMPACT EXAMPLE
Time-to-competency reduction	Faster revenue, less travel, reduced downtime (classroom), lower overtime, less SME burden	\$1M+ savings per 100 hires annually. —LinkedIn Workplace Learning Report, Source
Skill retention improvement	Compliance, customer errors	\$14.82M avg. annual cost of non-compliance vs. \$5.47M for compliance; non-compliance costs 2.7x more—Ponemon/Globalscape, 2024, Source
Coaching frequency increase	Sales conversion, win rates	+16.7% win rate, +\$10M annual uplift. Harvard Business Review, Source
Cost per learner	Lower delivery costs	40–60% reduction, \$5M+ annual savings. State of the Industry/Training Industry Reports, Source
Engagement scores	Lower turnover, absenteeism	\$8.8T global cost; \$3,400/employee/year, Source

Governance, risk & change management



Ethical AI use

Enforce robust policy, monitoring, and audit for all AI-generated interactions and simulations.



Change management

Strategic communications and stakeholder engagement to drive buy-in and minimize resistance.



Sustained value

Ongoing policy reviews, predictive analytics, and technology refresh cycles to future-proof skill pipelines.

Implementation roadmap

A successful transformation is a journey, not a single event:



PHASE 1

Assess & strategize

Conduct readiness assessments by role and department.

Set measurable, business-driven KPIs and baseline metrics.



PHASE 2

Pilot & prove

Launch immersive training pilots for priority roles/teams.

Track performance and behavioral data to show rapid ROI.



PHASE 3

Scale & optimize

Expand pilots to all relevant groups.

Continuously refine training through analytics and feedback.



PHASE 4

Sustain & innovate

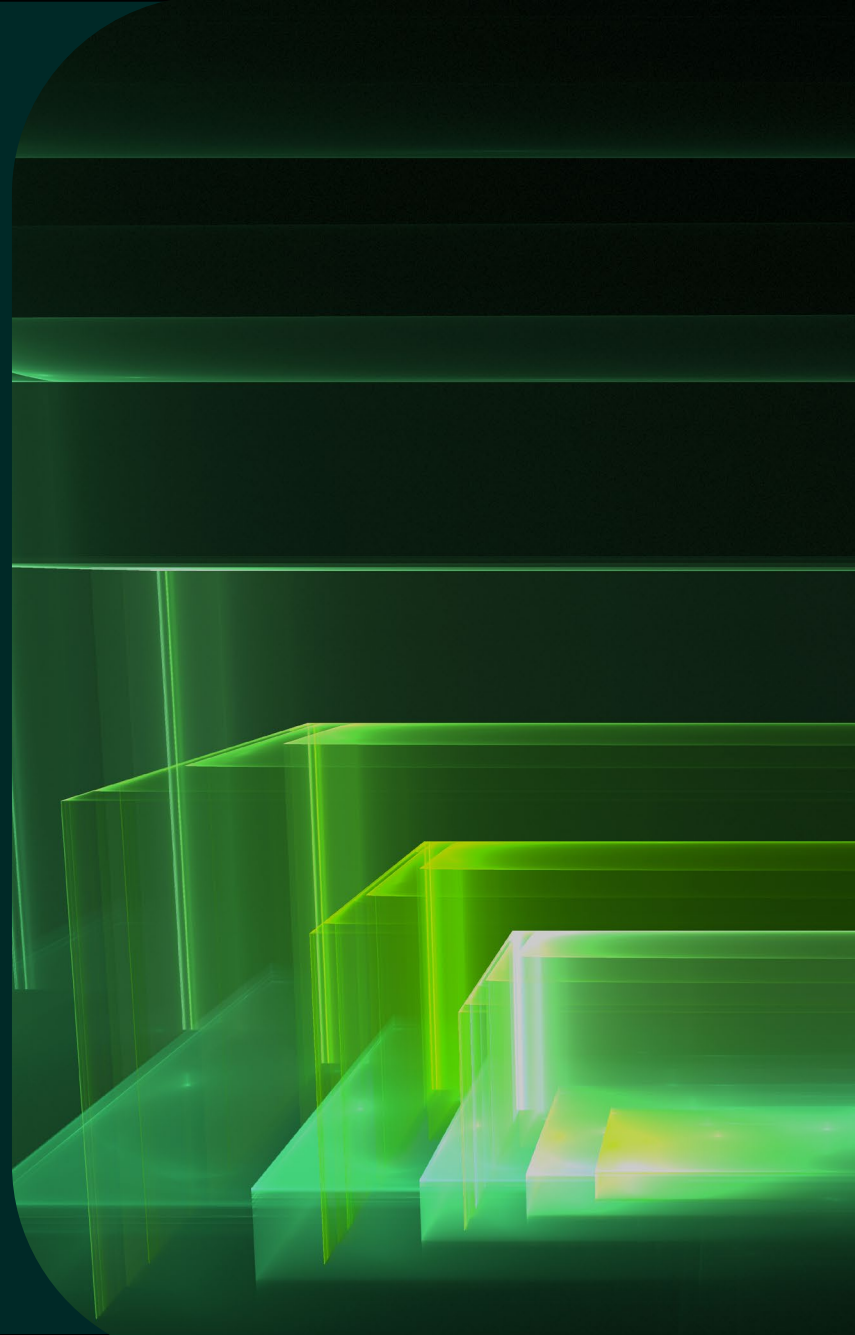
Update governance and tech.

Use predictive analytics to anticipate and meet future skill needs.

Case studies: proof in action

REAL TRANSFORMATION HAPPENS WHEN STRATEGY MEETS EXECUTION.

Enforce robust policy, CGS Immersive partners with leading enterprises and top consultancies to turn ambitious workforce strategies into measurable business outcomes—empowering organizations to keep pace with change.





McDonald's: scaling global workforce readiness

Faced with the challenge of standardizing training and elevating frontline performance across thousands of global locations, McDonald's needed more than traditional classroom learning. McDonald's engaged CGS Immersive for this large-scale workforce transformation, with CGS Immersive working both directly with McDonald's and as the execution partner of McKinsey.

TRANSFORMING FRONTLINE LEARNING AT SCALE:

- **Simulation-driven training** for faster onboarding and upskilling
- **Scenario-based roleplay** to ensure consistent customer experience worldwide
- **Immersive learning at scale** delivered with cost and operational efficiency

RESULTS ACHIEVED:

- **50% faster onboarding** for frontline staff
- **Significant reduction** in training delivery costs
- **Improved consistency and service quality** across regions
- **Sustained retention improvements** measured beyond 30 days

This demonstrates how CGS Immersive delivers measurable workforce impact for one of the world's most recognized brands—both through direct client engagements and as a trusted execution partner to leading consultancies.

Other examples of business impact

National Leading Humanitarian Organization

VR + AR training cut delivery costs by 80%, trained 3,400+ phlebotomists annually, and boosted retention to 85%.

WATCH VIDEO



TOSHIBA

Toshiba Global Commerce Solutions

AI and XR-powered training redefined team collaboration and upskilling for field service and maintenance teams, delivering faster onboarding, hands-on practice, and measurable gains in performance and efficiency.

WATCH VIDEO



NEXT STEPS

Make tomorrow work

Benchmark your scores and priorities using this Health Check, then act:

01

Plot clear strategic actions for each transformation pillar

02

Use outcome data and relevant case studies to align stakeholders and decision makers

03

Request an executive summary from the CGS Immersive team for industry benchmarking, best practices, and a personalized blueprint