



"The GlobalEnglish program is a great tool to teach Business English and reach our employees across business units and countries."

Deutsche Post DHL Group

Deutsche Post DHL Group, headquartered in Bonn, Germany, is the world's leading mail and logistics company with over 500,000 employees. GlobalEnglish partners with DPDHL in 78 countries.

Delivering a Global Solution to Meet a Strategic Priority

Business Need

Deutsche Post DHL (DPDHL) has made it a strategic priority to generate value by sharing knowledge and expertise across the group's many different operations.

English was adopted as the company language to help drive excellence through teamwork across borders and business units, to increase efficiencies, and improve customer service.

However, managers often had to act as a translator on calls and with written communication due to low English skills across the team.

Some employees also had problems understanding company guidelines and strategic priorities.

Solution

GlobalEnglish has worked with DPDHL since 2009, now in 78 countries, delivering a learning solution to meet the needs of its diverse workforce with multiple independent divisions.

GlobalEnglish One, a cloud-based solution, enables every potential learner to access the service regardless of their location, with a curriculum to serve all levels of experience and ability.

"The main challenge faced by Deutsche Post DHL Group was the deployment of a learning solution across a highly-decentralized organization. And we have found a great solution." —Eva Pauly, VP Group Talent & HR Platform Management, Deutsche Post DHL Group

Outcome

85% of employees and **93%** of managers confirm skills improvement in at least one business area.

98% of employees would recommend GlobalEnglish to a colleague.

Average saving of **2 hours** per week per employee as a result of improved English communication.

Annual gains of **2.06 million euros** based on an average employee rate of \$25 per hour.

DPDHL customers benefit from cross-teaming with quality leadership and consistently delivered services, enabled by stronger best-practice sharing and interoperability between business units.