

Ready Capital Increases Learning Engagement Through a Customized Training Solution



INDUSTRY
Financial Services

COMPANY
Ready Capital

Ready Capital is a non-bank real estate and small business lender. Formed in 2011, Ready Capital is a publicly traded mortgage REIT (NYSE: RC) and is externally managed by Waterfall Asset Management, LLC., a NY-based SEC-registered investment advisor with \$11.0 billion* in assets under management. They have nearly 500 employees, including their subsidiary companies.

*as of 7/1/2022

Why Lorman?

- + Customer service
- + Professionalism
- + Service and delivery



"Our Learning Week enabled the HR team to highlight the importance of training and development with emphasis on our new hybrid workforce model."

Thomas Warren, HR
Ready Capital

CHALLENGE

Engaging a growing and dispersed workforce

With a new hybrid workforce model and over 500 employees spanning four campuses, Ready Capital needed a way to engage with all employees on their near and long-term learning needs.

Ready Capital needed

- A training solution that worked well with a hybrid workforce
- To highlight the importance of training and development
- To engage employees' learning needs
- A virtual experience

91% of employees want their training to be personalized and relevant.¹

SOLUTION

A cohesive learning and development strategy

Lorman Education Services provided a customized training solution to meet Ready Capital's unique training needs. The team worked closely with Ready Capital to develop a learning and development roadmap. Expanding their partnership from an enterprise solution to custom training allowed Ready Capital to enhance their Learning Week with multi-day presentations on topics specific to their employees' needs. Instructor-led virtual webinars, delivered on their schedule, allowed the flexibility to reach all sites and employees.



DEDICATED ACCOUNT MANAGER

A dedicated account manager helped ease the burden of planning and organizing training. The account manager developed a training program that was customized to the organization's needs.



CUSTOMIZED TRAINING

The ability to choose courses specific to the workforce helped ensure the team learned necessary skills and promoted working together.



VIRTUAL LEARNING

Virtual learning created a private atmosphere, allowed for training on a schedule that worked for all employees and work environments, and saved time and money by eliminating travel time and expenses.

RESULT

An increase in engagement

We have increased engagements in learning by nearly 11% this year and intend to continue growing even more in 2023.

Thomas Warren, HR

¹ www.lorman.com/blog/post/39-statistics-that-prove-the-value-of-employee-training#employee-training