

# Customer success story

Karl Storz  
L&D as trusted advisor



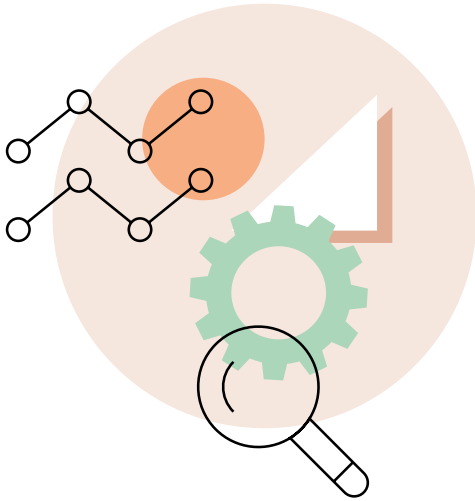


## **Karl Storz – in a nutshell**

Karl Storz is an independent, family-owned MedTech company that thinks in generations instead of quarters to improve patients' lives around the world.

With 2.17bn EUR in sales (2023) and 9,400 employees in 70+ locations, it offers a product range with more than 13,000 products.

# Challenges



Following the introduction of a global HR organization, Karl Storz' L&D team was seeking support in analyzing the implications in the new set-up and defining its future strategy. Moreover, the team was challenged with a high number and variety of requests from the business which needed to be aligned with its portfolio, efficiently processed, decided upon and managed. Therefore, they were looking for a partner who could help facilitating a strategy workshop with the entire team and define a clear process with the needed steps, responsibilities, and tools to handle requests with a dedicated project team.

# Solutions



Human Skills designed, developed and delivered a sequenced approach that guided the team through a series of workshops in which strategy implications and ways of working as well as the requester requirements were jointly analyzed, the future process was designed, and practical tools were developed. Moreover, the team was enabled to act as trusted advisor.

Between the workshops, the team reflected on the results of previous sessions and started to test the first tools and process steps. In addition, a pilot phase of ~4 months was defined to review and finetune the process and gather feedback and data.

# Results

The Global HR L&D team – and indirectly their internal clients – benefitted from four key outcomes:



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Aligned strategic picture of L&D – including positioning, portfolio, roles and ways of working

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New, intuitive and aligned request handling process, with clear steps, responsibilities and governance

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Set of tools and assets that support the process handling for team members and requesters

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Empowered and aligned team members acting as trusted advisors

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## **Project scope**

Project design, development and facilitation

2 full + 4 half workshop days

Documentation and development of assets between the sessions

Duration: ~12 weeks (+ ~4 months pilot phase for process reflection and finetuning)

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## Core project team



## About Human Skills

Human Skills is an international training company with a rich project history and a team with 30+ years of design and delivery experience in the training and development industry.

Leading global organizations choose Human Skills as their strategic partner for holistic programs in the areas of leadership and sales, personal growth, communication, presentation, and transformation management. Measuring training impact is an integral part of all learning journeys that Human Skills designs and implements.

**Human Skills**



**Human Skills**

HSD hub GmbH  
Unter den Linden 26–30  
10117 Berlin  
Germany

info@humanskills.com

**humanskills.com**

**Susanne Martin**

+49 160 94 58 98 67  
susanne.martin@humanskills.com

**Maja Janssen**

+49 170 91 01 501  
maja.janssen@humanskills.com



**Let's get in touch!**  
... and discover how we can  
collaborate for real change.