

## Eversource Energy: Shaping New Leaders and Changing Culture with Carnegie Cloud

Eversource Energy, a Fortune 500 company, powers New England by providing electricity, natural gas service and water service to approximately 4 million customers in Connecticut, Massachusetts and New Hampshire.

Eversource Energy’s HR department had an objective to prepare up-and-coming supervisors with the skills required to lead. With plans to provide several hundred new managers and high potential leaders with a new training model, the company needed a flexible online solution that could grow as the company expanded. However, the workforce was used to classroom training, and had some cultural resistance to moving to an online format.

“We were looking for an online solution to give professional development skills to employees in a way that they could get excited about, and customizable so they could take ownership of their own learning path. And because it was virtual, it needed to be highly engaging to win over employees on the fence about training online,” said Sean Manning, Sr. Consultant, Leadership Development, in the Human Resources organization of Eversource Energy.

Eversource partnered with Dale Carnegie, selecting the Silver level subscription of their Carnegie Cloud solution. With Carnegie Cloud, virtual live online courses are grouped in several different certificate paths offering a skill building pathway appropriate to employees in different phases of their career. Paths include Front Line Management, Advanced Management or Professional Effectiveness for individual contributors. Managers at Eversource are able to assign a certificate path to employees, but learners are free to enroll in any course available to them across the entire Silver subscription.



**Customer**  
Eversource Energy

**Corporate Profile**  
Headquarters  
Boston, MA

**Type of Business**  
Energy

**Number of Employees**  
8,300

**Details**  
Incorporated on January 15, 1927, New England’s largest energy delivery company, with approximately 3.7 million electric and natural gas customers in Connecticut, Massachusetts and New Hampshire.

Challenge	Solution	Results
Eversource wanted to provide a leadership training program to employees that would bolster engagement and provide a clear set of learning goals. They needed an online solution that was flexible, interactive, and had enough custom components to empower learners to take charge of their professional development.	Using a Carnegie Cloud Silver subscription package, Eversource provided access to employees approved for professional development. Each employee was assigned the Advanced Management certificate path and could customize their learning by accessing any of the other courses available to them in their subscription.	Eversource has shown a savings on travel costs and demonstrated a commitment to employee development. Culturally the company has embraced Live Online training as employees from other areas have been requesting access to Carnegie Cloud. The company has seen 100% participation in this certificate path and intends to expand their program.

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Sean and his team distributed access to an initial set of 100 employees. They assigned the Advanced Management Certificate, a set of six Live Online leadership courses, as a recommended learning path. The Certificate path gave learners a micro-credential to work towards, along with the flexibility to customize their learning experience.

Says Manning, “the quality of the training is second to none, I have yet to experience an online web training even close to this, where everyone actively participates together.” The offerings were diverse enough to satisfy the leadership training needs without “content overload,” or choice paralysis that can come with an overwhelming amount of content selections.

Each year, another batch of new leaders has been enrolled in the Advanced Management Certificate, and the program is expanding. Recently the offering has been rolled out to the engineering team, and certain high performers from other departments. “We have some employees not on the leadership track who have proactively opted into a Carnegie Cloud subscription. Word gets around that the training is valuable, and we see this as a very positive sign of engagement in our workforce.”

Eversource leadership quickly saw the value in the training. Unlike more traditional training offered elsewhere at Eversource, Dale Carnegie Live Online offered the flexibility to participate at the convenience of the learner’s schedule. This in turn saved on travel costs and time away from the job.

The experience has set Dale Carnegie apart from other providers. “‘That was so much better than I imagined,’ is the most common feedback we get,” said Manning. “[With Carnegie Cloud] I was able to move our culture forward. We now have an alternative to classroom learning that our employees are talking about and using every day.”

For leaders assigned the Advanced Management Certificate, Eversource has seen 100% participation. An unexpected benefit to the format is the ability for Eversource employees to hear and share insights with professionals from other industries and organizations, creating a true global classroom. “The value on a per use basis is well recognized by Eversource,” said Manning. “Carnegie Cloud is a standard leadership component now, and it’s key to ensuring that our teams build the trust and relationship skills they need as they transition to new opportunities within the company.”

**Hours of Live Online Completed**  
1779.5 hours

**Live Online + OnDemand Programs Completed**  
2270+ programs

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