



**Karndean**  
Designflooring



“MHR was really positive and responsive to any feedback. The rate at which People First Learning is continuing to develop and refine is fantastic.”

Gemma Hathway,  
HR Director at Karndean Designflooring



**Customer**  
Karndean Designflooring



**Sector**  
Retail



**Number of employees**  
250



**Products supplied**  
People First Learning

## About Karndean Designflooring

Established in 1973, Karndean Designflooring was a small, family-owned business, but it has rapidly grown to become one of the most respected luxury flooring brands in the world. Throughout it all, they have remained family owned, and focused on their customers and employees.

## Taking People First to the next level

“The team at MHR are really interested in the user experience.” - Gemma Hathway, HR Director at Karndean Designflooring.

When Gemma joined Karndean, they had no learning system to speak of. With 250 employees to manage nationally, she quickly realised that getting one in place was vital, both for compliance purposes and for creating a stronger learning culture.

Luckily, Karndean was already using MHR's People First as HR platform. This meant that the People First LXP was a fantastic fit. It could be seamlessly integrated into their ongoing HR processes, which led to a positive feedback loop. People who engaged with the HR platform were more likely to take a look at the LXP, and people who were engaging with the LXP were more likely to use the HR platform.

“I've never seen such good uptake on compulsory learning modules,” said Gemma.

Gemma and her team utilised the array of learning modules to get compliance training on topics such as GDPR and anti-bribery policy.

## A learning culture that lasts

"Our biggest challenge is getting employees to realise that while doing an online course might not seem as important to them as answering that email in their inbox right now, actually, investing in themselves, developing themselves, and embracing learning journeys is vital," Gemma noted. Luckily People First already bakes itself into an employee's day-to-day, serving as a constant reminder of the learning opportunities available to them. It's no longer an afterthought, but a core part of the business.

"We're using People First LXP to really drive a learning culture at Karndean," she added. "I want it to become an embedded part of our culture, not something that managers have to tell employees to do. People First will really help with that. It has become something of a one-stop shop. The LXP drives people to the HR element and vice versa, driving engagement. It really helps."

She also plans to create learning bundles, so everyone gets given the mandatory compliance training they need as soon as possible and knows how to access it.

### Key benefits

- Reduced reliance on expensive external training materials that don't add any value
- Excellent value for money
- Integration with People First HR ensures it's easier for employees to find what they need
- Average course completion rate increased by 5%

"People First has become a one stop shop for us. It really helps drives engagement."

Gemma Hathway,  
HR Director at Karndean Designflooring

