

IN-PERSON TRAINING AND WEBINARS

In 2023, we increased the amount of in-person training courses to what is going to be the regular amount after the pandemic: around 40 courses in 20 locations. We also delivered the same amount of webinars, between 40 and 45.

We looked for ways to improve our learning experiences with our improved user feedback mechanisms and took action to make sure they stay relevant and useful. We also identified efficiencies in training delivery and costs, such as cost-sharing models for hosted workshops, something we will work to do more often in the future.

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