

Industry: Non-profit  
Use Case: Volunteer training, Employee training

# Lions Clubs International trains volunteers in more than 200 countries with SAP Litmos



The largest service club organization in the world, Lions Clubs International, has more than 1.4 million members in 48,000 clubs serving 200 countries and geographic areas. Since 1917, the organization's volunteers have been proving that where there's a need, there's a Lion.

With a motto of "We Serve," Lions are committed to coming together to make a difference in their communities. When looking for a training platform for their organization, Lions Clubs International wanted something that was easy to use and intuitive. Removing barriers to learning was important for training their volunteers. With 13 official languages and learners dispersed across 200 countries and geographic areas, Lions Clubs International also needed to offer consistent and comprehensive training for leadership skills at many different levels of the organization. They also needed to consider that their learners had different roles, ages and levels of digital literacy.

SAP Litmos Training provided the solution Lions Clubs International was looking for. A simple and straightforward solution to navigating courses and learning, they were excited to roll out training branded as the Lions Learning Center (LLC) to all their members. In only six months, more than 12,000 Lions clubs volunteers around the world have accessed learning to enhance the impact of their service and support their growth as leaders.

Through tailored learning paths easily built within SAP Litmos for such key roles as club president, club secretary, club treasurer and



12,000-plus active users (and counting) in 200-plus countries



SSO facilitates access to learning



Increase in user experience



Decrease in requests for assistance

district governor, learners can access content based on the language they're most proficient in and learn what they need to know to carry out their roles and responsibilities. Alternatively, learners can search outside of learning paths for specific topics based on their learning needs and interests.

Having a platform that uses SSO has also facilitated Lions Clubs International volunteers' access to learning. Since implementing SAP Litmos, Lions Clubs International has seen an increase in the user learning experience and a decrease in requests for assistance. Additionally, the organization found that its learners are providing ratings on courses and content within the SAP Litmos LMS through the achievements feature. This feedback is extremely useful when creating new content and learning pathways. It is also enhancing networking among Lions around the globe, which is a core component of being a member of the organization. The use of these features has further encouraged their learning culture.

In the future, Lions Clubs International plans to create more tailored learning paths for its volunteers. They have identified their "leadership development" pathway, and, working together with other members of the organization, they plan to launch pathways around membership, the service journey and service programs.

"One thing that is really key for Lions is that clubs are responsive to the needs in their communities. A learning platform that serves those clubs must be equally responsive. We have an international association, but it needs to be flexible for Lions to adopt their local needs. I think that **SAP Litmos is a very flexible tool that allows local club leaders to take the training they need when they need it.**"

**Cynthia Bianchi**  
Instructional Design Manager, Lions Clubs International

[www.litmos.com](http://www.litmos.com)

© 2020 SAP SE or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company. These materials are provided for information only and are subject to change without notice. SAP or its affiliated companies shall not be liable for errors or omissions with respect to the materials. SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. All other product and service names mentioned are the trademarks of their respective companies. See [www.sap.com/copyright](http://www.sap.com/copyright) for additional trademark information and notices.

THE BEST RUN 