

Hone

HEALTHVERITY CASE STUDY

Elevating Employee Development with Interactive, Live Learning



Overview

HealthVerity was seeking interactive training that would equip employees with essential leadership and business skills. The team knew a live online modality was critical for engaging employees and helping them build new skills effectively.

PROGRAM FEEDBACK

4.6 / 5

Average class rating

2,000+

Total learning hours

75+

Unique classes attended



With Hone, HealthVerity invests in every employee's development through interactive, live online classes that:

YEAR FOUNDED

2014

HEADQUARTERS

Philadelphia, PA

NUMBER OF EMPLOYEES

200+

Engage employees and connect them with a community of peers to practice skills together.

Equip the entire team with essential workplace skills with training designed for managers, individual contributors, DEI, and more.

Integrate into the organization's development initiatives, like individual development plans, to support every employee's growth and development goals.

The Company

HealthVerity offers the largest healthcare and consumer data ecosystem, combining best-in-class management and privacy solutions to help answer healthcare's most critical questions. At HealthVerity, learning and development is a team sport. Instead of a single Learning and Development leader, the company has a team of five Learning Ambassadors, including Amanda Elefante, SVP of People, Melisa Ortiz, Recruiting Lead, and Laura Willard, Senior Total Rewards Manager.



The Challenge

Initially, Amanda and the Learning Ambassadors were seeking a way to provide training to their managers. The managers had a range of experience, with some promoted internally and others who'd been hired from outside of the company. The goal was to offer a core curriculum covering what every HealthVerity manager needed to know, implement, and practice across their teams.

Most importantly, the Learning Ambassadors wanted to replace asynchronous training with live and interactive learning experiences facilitated by expert instructors, so they could deeply engage employees and help them build new skills effectively.

“When we found Hone, it was exciting because there were so many classes, so many experts, and we could provide our team with exactly what they needed, even our senior leaders.”

– Amanda Elefante, SVP of People



The Solution

With Hone, HealthVerity could upskill managers with live online, research-backed training that was interactive, allowing the managers to engage directly with the facilitator and each other. At the end of each class, Hone gave managers a Learning Guide with the best practices and frameworks to reinforce training.

HealthVerity's managers also took Hone's Group Coaching together. Through the Group Coaching, they could build stronger relationships with one another and address specific work challenges, fostering trust and collaboration.

Following the success of the manager training, Amanda and the Learning Ambassadors began rolling out Hone Membership to their entire 200-person team, investing in every employee's development with:

Live, interactive classes that forge connections

Prior to Hone, the team relied on asynchronous eLearning platforms that made it challenging to really engage learners. But with Hone's live online modality, employees learn alongside others in an interactive, engaging virtual classroom. Every class includes breakout sessions where learners practice skills together and work on real-world scenarios. This dynamic approach creates a safe environment for addressing challenging issues and receiving unbiased feedback.

“With Hone, it's a quick 60-minute class where our team members are all-in, camera-on, and present in the material and discussion. The classes allow just the right amount of time for our team to absorb the content and walk away with practical tools that they can apply to their everyday work.

To build the same skills in an asynchronous, pre-recorded format takes a lot more time and effort.”

– Laura Willard, Senior Total Rewards Manager

THE SOLUTION

Science-backed content that helps employees achieve development goals

In 2023, HealthVerity began rolling out Individual Development Plans (IDPs) to employees across the organization to help them define and achieve development goals in partnership with their manager and Learning Ambassador. The IDPs gave employees a way to choose the areas and skills they would like to grow, and determine the steps they need to take to achieve success.

A major component of the IDPs was Hone's vast catalog of 100+ research-backed classes, covering essential workplace skills, such as giving feedback, setting goals, communicating effectively, and managing change. Hone Membership gave HealthVerity's team unlimited access to Hone's catalog of live learning, allowing employees the flexibility to take any and all Hone classes that support their career development.

“It’s been wonderful giving the team unlimited access to Hone. Our learners can’t get enough of the classes, and we’re leveraging our IDPs to encourage them to be thoughtful about their learning journeys.”

– Melisa Ortiz, Recruiting Lead

Expert facilitators that engage learners

Prior to Hone, HealthVerity would have to seek out subject matter experts for each specific training need, which was cost prohibitive and time consuming. With Hone, every class is led by an experienced coach, replacing the need to bring in expensive facilitators with unlimited access to a roster of world-class instructors.

“Previously, when we wanted to teach people skills in our organization, we'd have to think about bringing in an expert, maybe an expert for time management or another expert on conflict resolution. **The beauty of Hone is you have hundreds of experts at your fingertips, and you can assign one person to one course and 10 people to another. It's the type of flexibility we've never had before in L&D,**” says Amanda Elefante, SVP of People.



Conclusion

Since partnering with Hone, HealthVerity has seen several significant impacts across the organization:

Elevated manager performance, equipping leaders with the skills and knowledge they need to lead high-performing teams the HealthVerity way.

Engaged learners on a deeper level with live, interactive learning experiences that helped employees build new skills.

Empowered employees to take control of their learning journeys, with unlimited access to Hone's 100+ classes to achieve their development goals.

“I trust Hone, and that trust has been earned over the years, as Hone’s team has proven time and time again that they’re in it for the long haul.”

– Amanda Elefante, SVP of People

ABOUT HONE

Hone is the all-in-one employee development platform that combines live, interactive classes with expert facilitators and a scalable platform for measurably effective employee development. We have the largest content library of its kind, empowering learning leaders to run live programs for every employee and use case in one simple subscription.

We're dedicated to transforming employee performance, retention, and engagement to deliver a learning experience that drives real ROI and lasting behavior change. Want to learn more? [We'd love to chat.](#)