

Training and development at Hrafnista

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HRAFNISTA

Hrafnista

- 7 nursing homes across 5 municipalities
- 2000 employees
  - Approx. 45% of employees are aged 25 or younger
  - Wide range of nationalities (around 50)
  - Employees aged 17-70
- About 80 managers
- Diverse employee groups



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Our environment

- Shift work 24/7
- Various employment arrangements and working hours
- Not a primary job for many
- Employee turnover
- Multiple locations
- Most employees do not work at a desk and do not have a work email address
- Diverse workforce
  - Culture, language, education level, age distribution

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TRAINING AND DEVELOPMENT

Different ways we learn at Hrafnista

Supporting our people – building skills, confidence and a stronger team

Digital Learning

LEARN ANYTIME, ANYWHERE

Hrafnistuskólinn
Work-related training, leadership development and self-help

Bara Tala app
Icelandic language learning

Targeted Learning

WHEN IT'S NEEDED

Ongoing & needs-based training
First aid, train-the-trainer and other role-specific training

Workplace-specific training
Safety Week, dementia care and other job-related topics

Learning at Work

PRACTICAL. REAL. EVERYDAY.

On-the-job training
Onboarding and daily work

Personal wellbeing & development

A HEALTHIER MIND MAKES A STRONGER YOU

Mental health, sleep and personal growth

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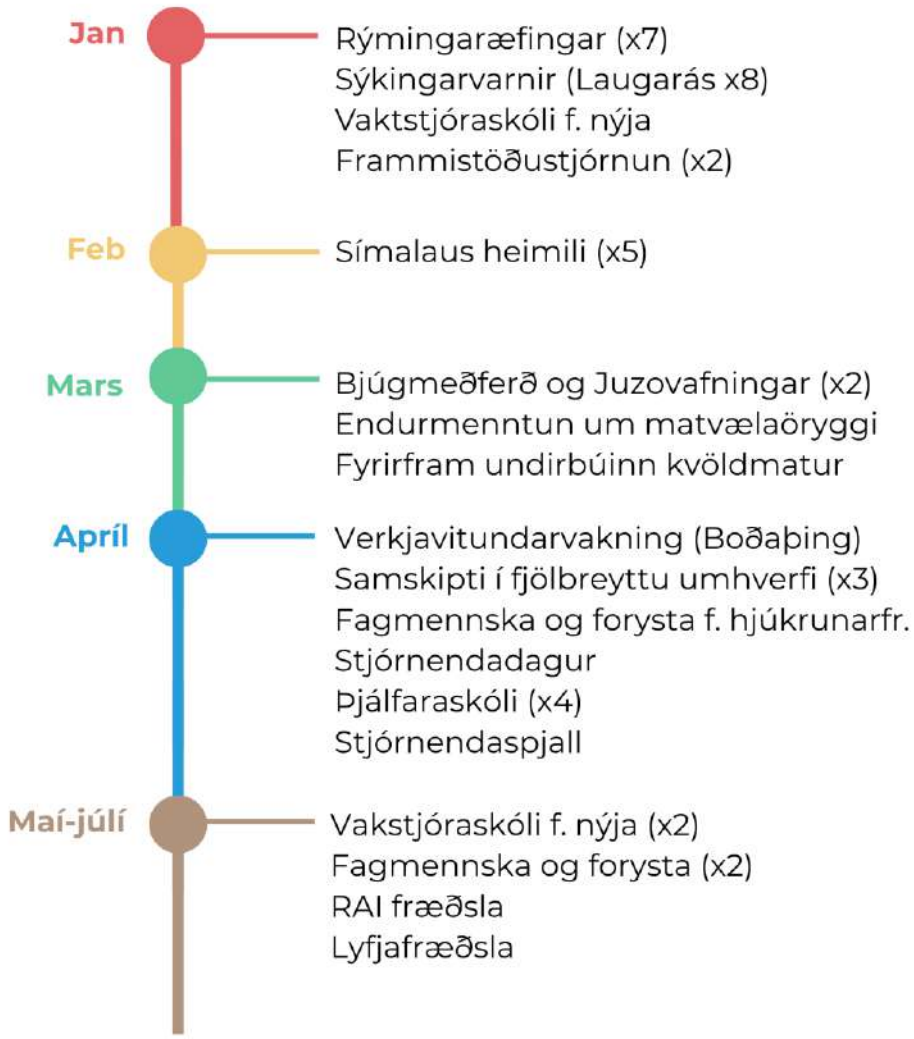
Digital learning

- Online training materials on Hrafnista's intranet
  - In Icelandic but with English subtitles
- Comprehensive onboarding training for each staff group
  - Training spread across the onboarding period
- A wide range of training opportunities that employees can access on their own initiative
- App called **Bara tala** for people learning Icelandic
  - General and care job vocabulary

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In-person targeted training sessions 2025 - 2026

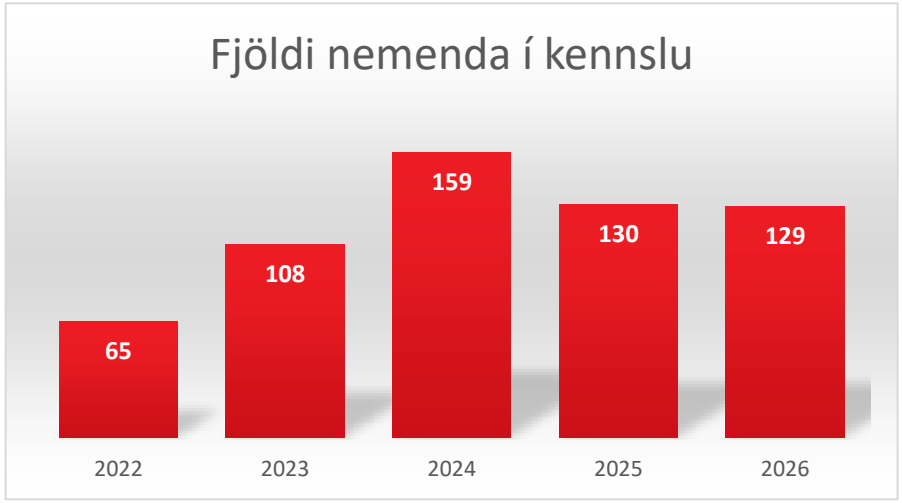


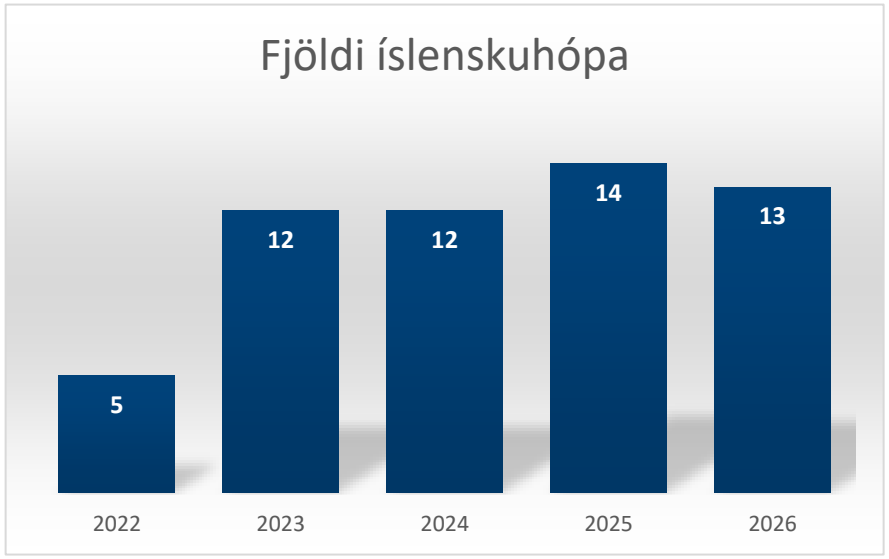


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Icelandic language classes

- Classes during working hours, in collaboration with Liberis
  - 3 courses for up to 3 years
- Significant growth since 2020
  - Expanding from 2 to 13 groups and from 22 students to 130
- The *Bara tala* app introduced in 2024
  - Work-related vocabulary
- Pilot project with SFV - *Málbrú*
  - Icelandic mentor for a group of employees
  - Support regarding language and culture





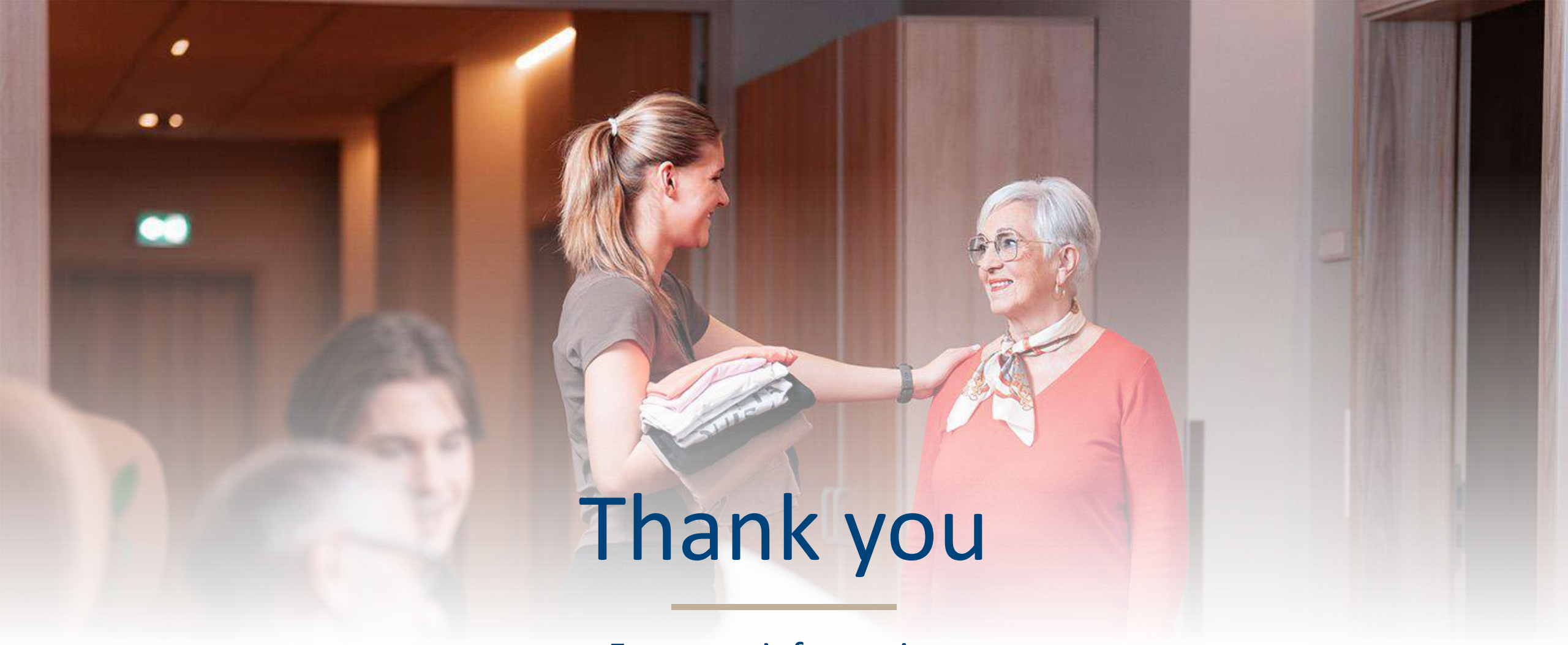
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Onboarding – on the job training

- Standardised onboarding process based on the experience of new employees
- Train the trainer program
- Clearly defined roles and responsibilities for everyone involved
  - Trainer for care staff
  - Detailed checklist
  - Follow-up meeting with manager
- Mandatory training in *Hrafnistuskólinn – marked by days of training* - for each employee group

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Thank you

For more information:

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