

Coty Inc.

COTY

Challenge: While transitioning from a decentralised to a centralised organisation, alignment of HR processes, global onboarding practices, and the creation of consistent global learning experiences were needed.



Global Reach



Our Approach

- **Client:** Coty Inc., Global Beauty & Consumer Goods
- **Audience:** ~11,000 employees across 35+ countries (HR, managers, new hires)
- **Delivery:** Five waves over two years across Europe, APAC, Latin America, North America
- **Localisation:** Mandarin, French, Dutch, Polish, Romanian, German, Spanish
- **Blended Learning Design:** Interactive live sessions, digital modules (SAP-integrated e-learning, microlearning, quick reference cards), video tutorials
- **Customisation & Localisation:** Tailored content for Coty's HR platform, leadership program, onboarding program; culturally and linguistically adapted
- **Delivery:** Phased rollout, a combination of live facilitation, self-paced learning, and train-the-trainer for sustainable impact
- **Stakeholder Engagement:** Agile co-creation, continuous feedback loops, structured handovers for sustainable program delivery, and coaching support for internal colleagues (train-the-trainer)
- **Doors Open Team:** 4 international learning designers and 3 programme managers, ensuring global coherence & local sensitivity



Our Impact

- **Reach & Scale:** 10,000+ employees trained across 35+ countries
- **Behavioural Outcomes:** Enhanced HR & leadership alignment, improved confidence in leading within centralised model, stronger engagement in onboarding
- **Organisational Outcomes:** Consistent HR processes and learning experience globally, improved collaboration across global/local HR teams
- **Client Feedback:** Formal NPS scores kept internal, leadership team feedback explained in below quote:

“We collaborated with Doors Open for over two years and were extremely satisfied with the partnership. Their team combines deep expertise with flexibility and speed. They are a reliable partner who truly understands what different countries and participants need, thanks to their international perspective and cultural sensitivity.”

- Shante Mahal

