

How to Implement Successful Workplace Learning Solutions



Presented by

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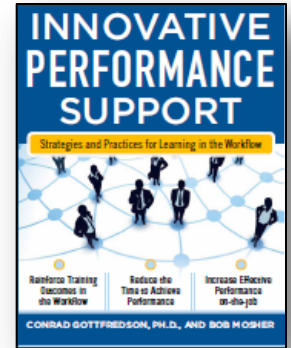
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I want to invite you to continue the dialogue!!

- The PS Community
- 4,400+ Members
- 27+ Different Countries
- Blogs, Forums, FREE Monthly Webinars,,,
- 5 MoN Designer Certificate

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DESIGNER
Certificate



Select the top 2 most effective approaches YOU have used to learn, remember & APPLY the greatest performance challenges in your life:

1. Virtual Classroom (VILT)
2. e-Learning
3. Coaching
4. On-the-Job Training (OJT)
5. Instructor-led Classroom (ILT)
6. Trial and error in the workflow
7. Mobile Learning (tablet or mobile based)
8. Mentoring
9. Other??



The Result of this process: “I’d like 5 days of training on...”

Instructional Treatment

Present Content

Discuss

Showing How

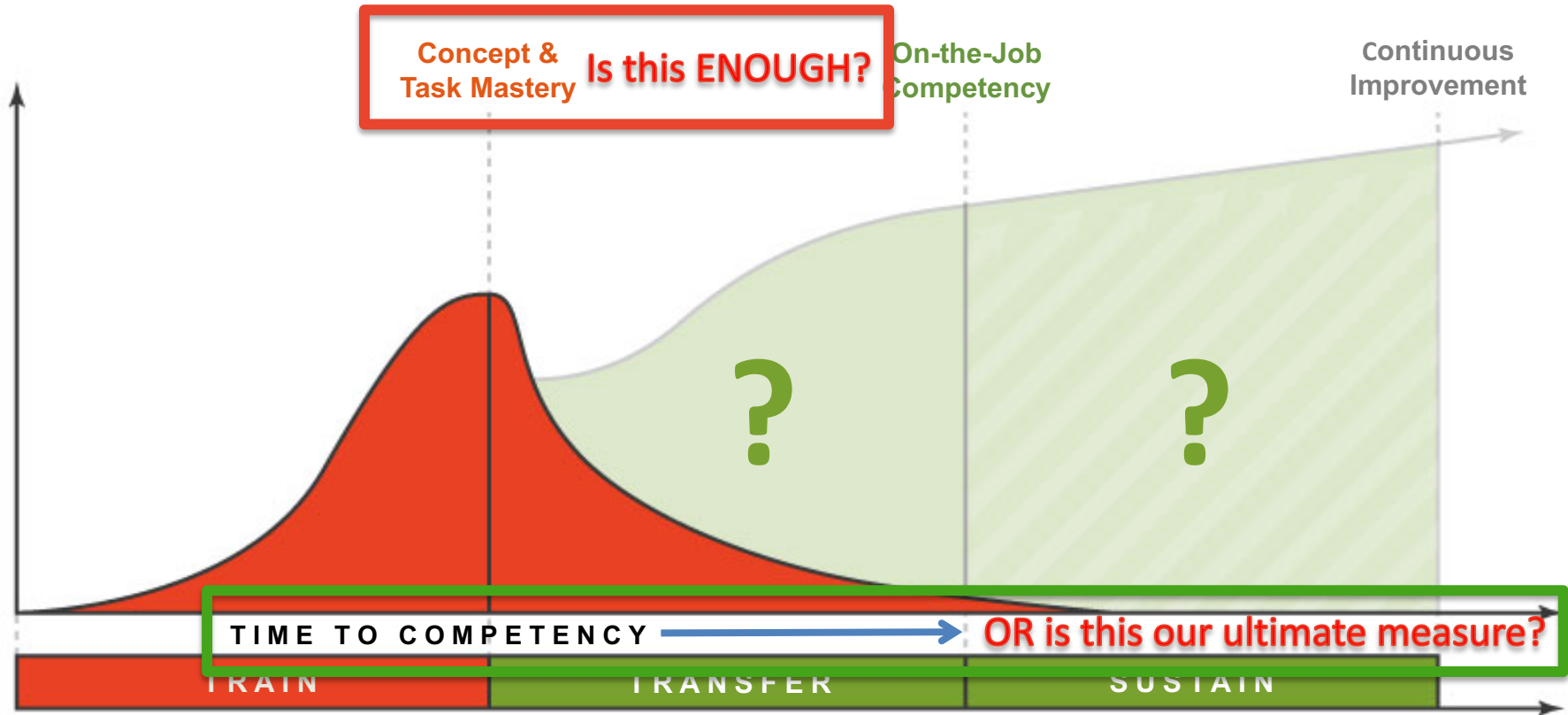
Practice with Feedback

Review

For YEARS
eLearning and
Training has
suffered from
the “Cover it”
promise!



Let's be FAIR with where the Training fits into the Learning Landscape!



This New Approach Requires:



THE TRADITIONAL
PERCEPTION OF
TRAINING NEEDS TO
CHANGE



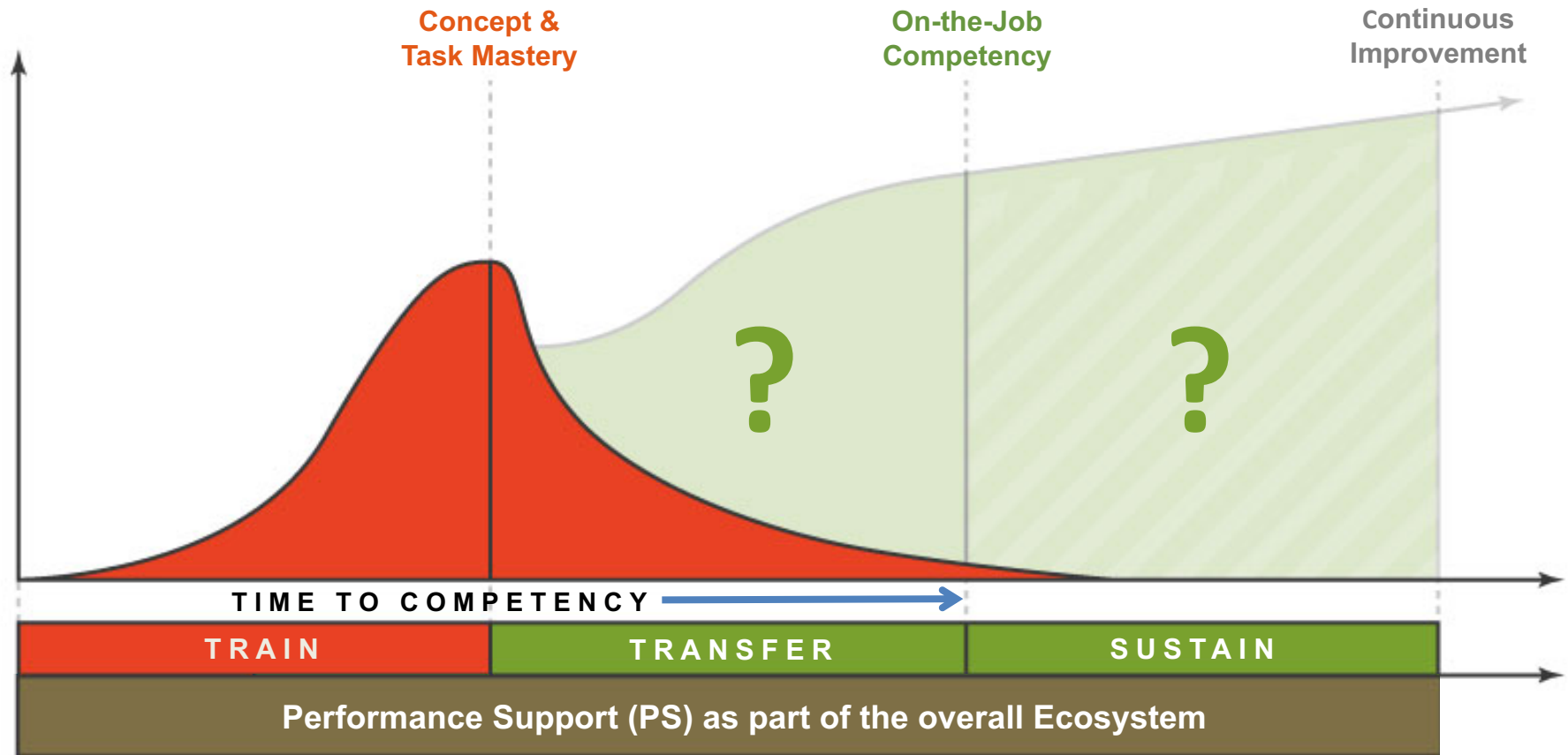
UNDERSTAND THAT IT
IS NOT 1 SOLUTION
BUT THE RIGHT
BLEND OF
MODALITIES



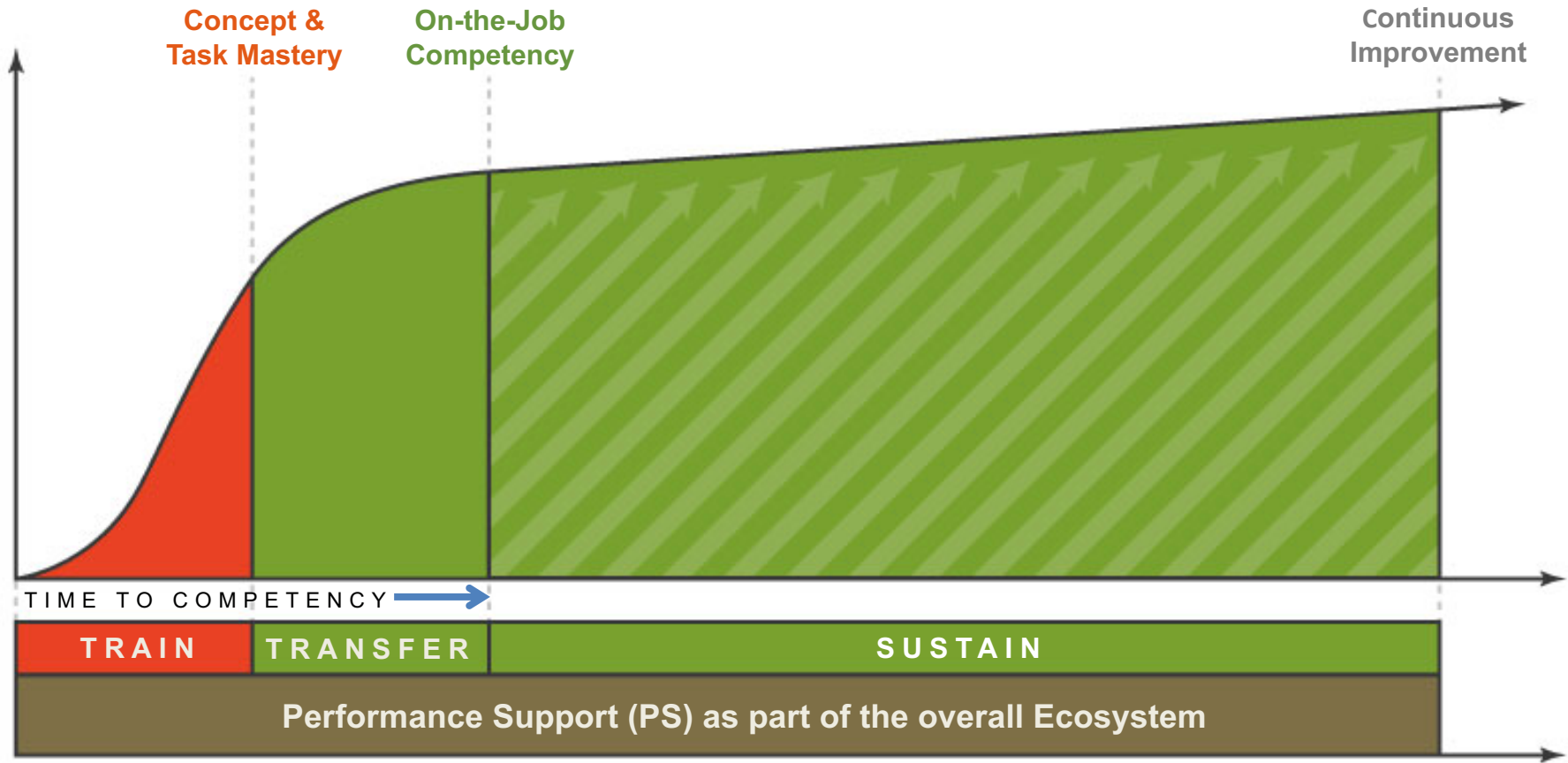
REALIZE THAT
GOVERNANCE AND
MAINTENANCE OF
CONTENT ARE CORE



Let's be FAIR with where the Training fits into the Learning Landscape!



Let's be FAIR with where the Training fits into the Learning Landscape!



Design for The 5 Moments of Need

1. When Learning for the First Time

2. When Wanting to Learn More

3. When Trying to Apply and/or Remember

4. When Something Goes Wrong

5. When Something Changes

**Formal
Instruction
(Train)**

**Performance
Support
(Transfer/
Sustain)**



PS: A definition

“An orchestrated set of services that provide on-demand access to integrated information, guidance, advice, assistance, training, and tools to enable high-level job performance with a minimum of support from other people.”

- **Gloria Gery**, *Electronic Performance Support Systems*, 1991

What words in this definition are the most meaningful to you?



PS: A definition

*“An **orchestrated** set of services that provide **on-demand** access to **integrated information**, guidance, advice, assistance, training, and tools to enable high-level job performance **with minimum support from other people.**”*

- Gloria Gery, *Electronic Performance Support Systems*, 1991



Is this a “Strategy”?

- Job Aids
- CoP's
 - Wiki, Blog, Forums
- Learning Portal/LMS
- Reference Materials
- FAQ's
- Help Desk
- Simulations
- Pod Casts
- Coaching/Mentoring
- SharePoint
- Lectures
- Recorded Lectures
- Instant Messenger

We need to ORCHESTRATE these assets into a Strategy!!!



Some Important Assumptions:

1. Our responsibility is to not only provide the right CONTENT, but to also provide that content in the best CONTEXT in which to learn it!

Result: Need a way to Define and Illustrate what the correct workflow context is.

2. The workflow is the most powerful learning environment our learners have.

Result: Need a methodology and tool(s) that ENABLES learning IN the workflow.

3. NOT all things are suitable for the workflow due to the criticality of the impact of failure.

Result: Need a defensible way to decide what is best to learn where.



4 Performance Support Design PRINCIPLES: “2-Clicks & 10-Seconds”

1. **Embedded** in the workflow and readily available at the moment of apply.

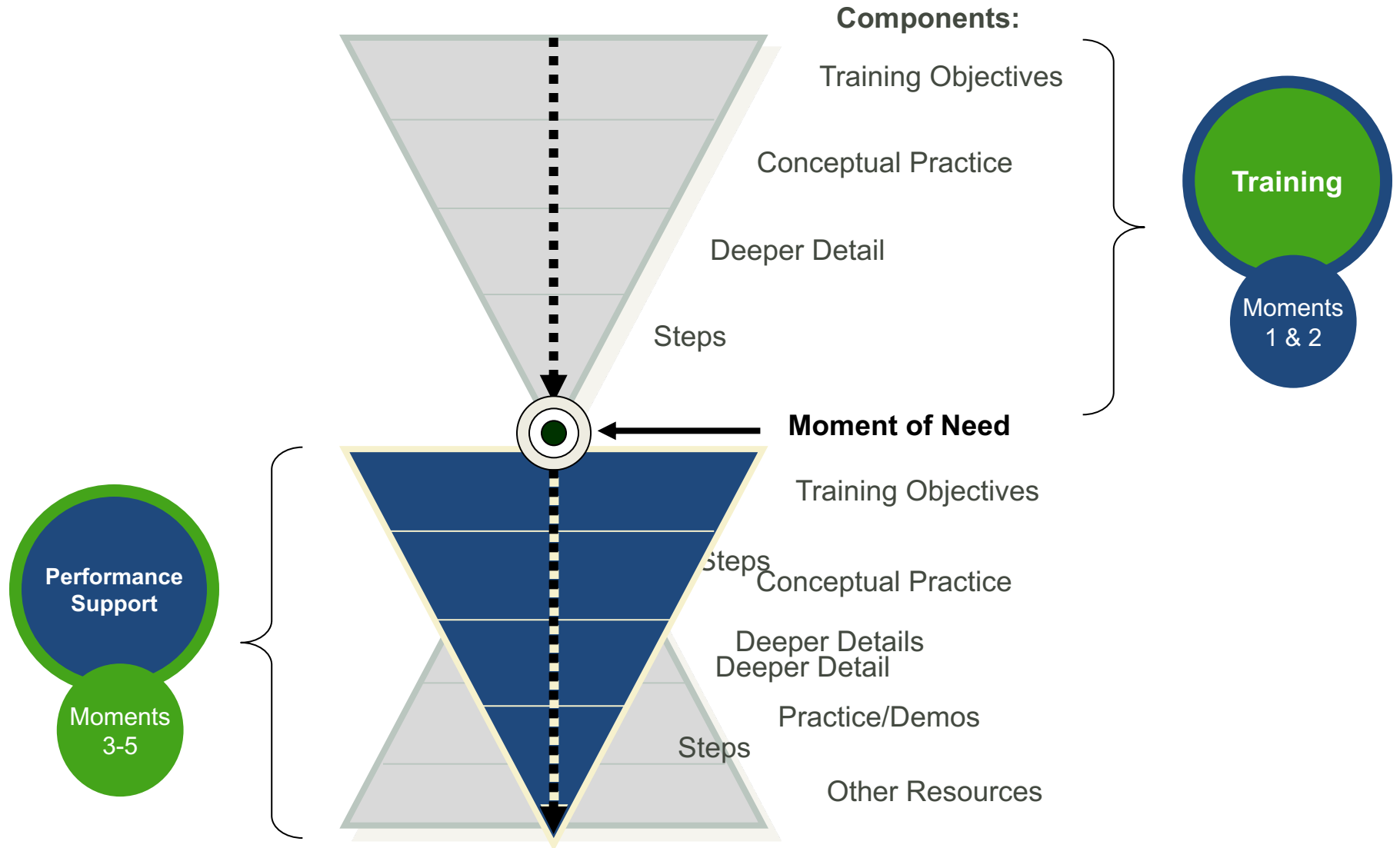
2. **Contextual** according to specific roles and varying access needs.

3. **Just Enough** in the form needed to effectively perform inside the business process.

4. **Trusted and Curated** content to support a common language and enable meaningful social collaboration.



Designing for the 5 Moments of Need





RAPID WORKFLOW ANALYSIS

map in a structured way all the tasks and roles of the employees within a certain setting



CRITICAL SKILLS ANALYSIS

rate the level of critically, the real impact of failure of the tasks and concepts



LEARNING EXPERIENCE & PERFORMANCE PLAN

create the ultimate full instructional blueprint of the complete learning and performance solution



Develop and implement the learning and performance solution



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PROCESS

PROCESS:
A collection of tasks that results in the completion of a broad performance outcome.

TASK

TASK

TASK

- STEP
- STEP
- STEP

- STEP
- STEP
- STEP

- STEP
- STEP
- STEP

STEP:

A discrete action or guideline within a task that does not stand alone, but is performed as part of a task.

TASK: *A collection of steps or guidelines that results in the completion of a specific performance outcome.*

EXAMPLE JOB TASK ANALYSIS

PROCESS: Restrain a patient

TASK

PREPARE PATIENT,
BED AND MATERIAL

TASK

APPLY RESTRAINING

TASK

MONITOR THE
PATIENT

TASK

REGISTER IN
ELECTRONIC
PATIENT FILE

TASK

STOP RESTRAINING

TASK

EVALUATE

STEPS:

STEP 1:
GET ALL THE MATERIAL READY

STEP 2:
ASK A COLLEAGUE FOR ASSISTANCE

STEP 3:
PREPARE THE BED

STEP 4:
USE PROTECTION

STEP 5:
PREPARE PATIENT



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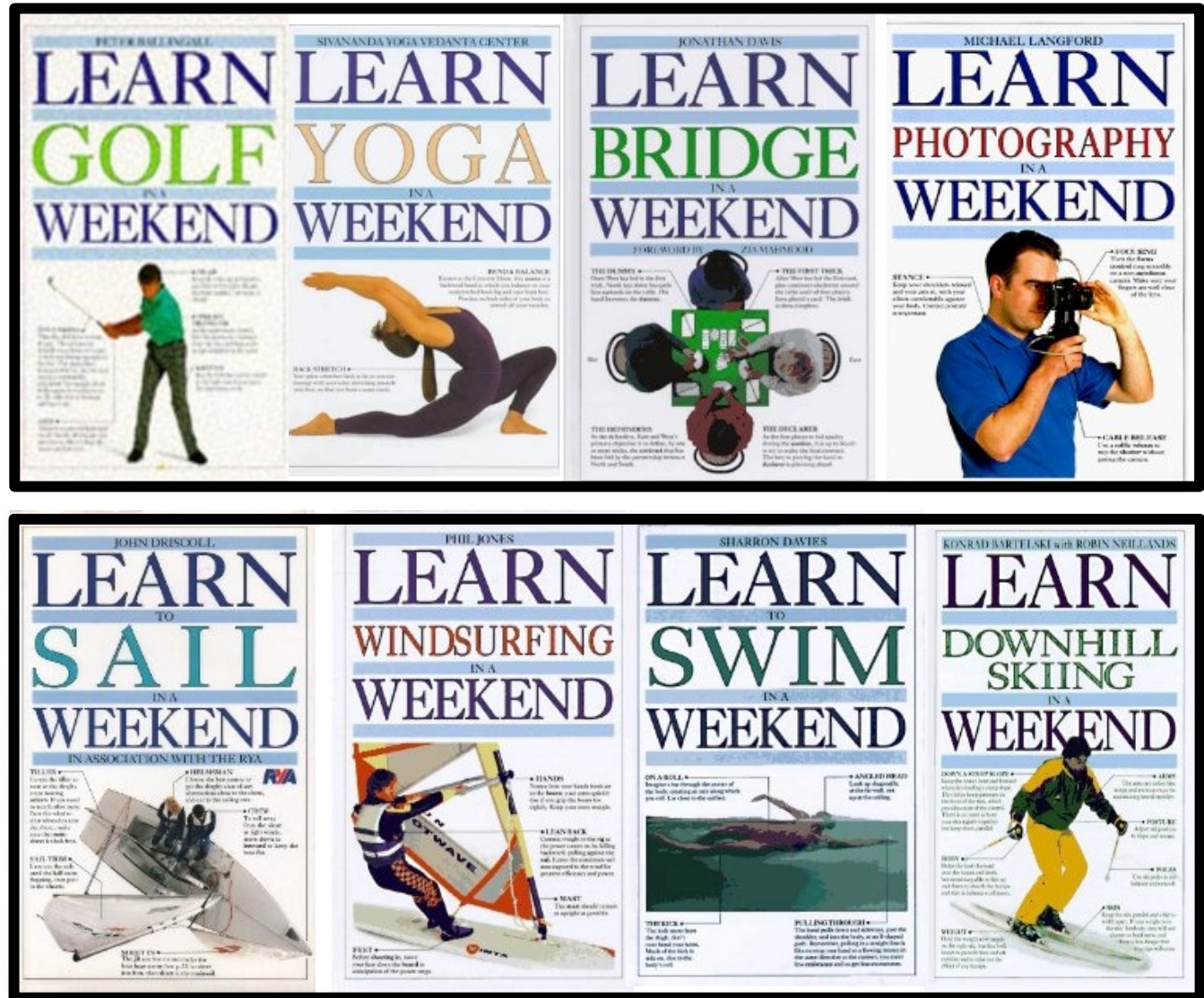
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"Safe" Failure



"Safe" Failure



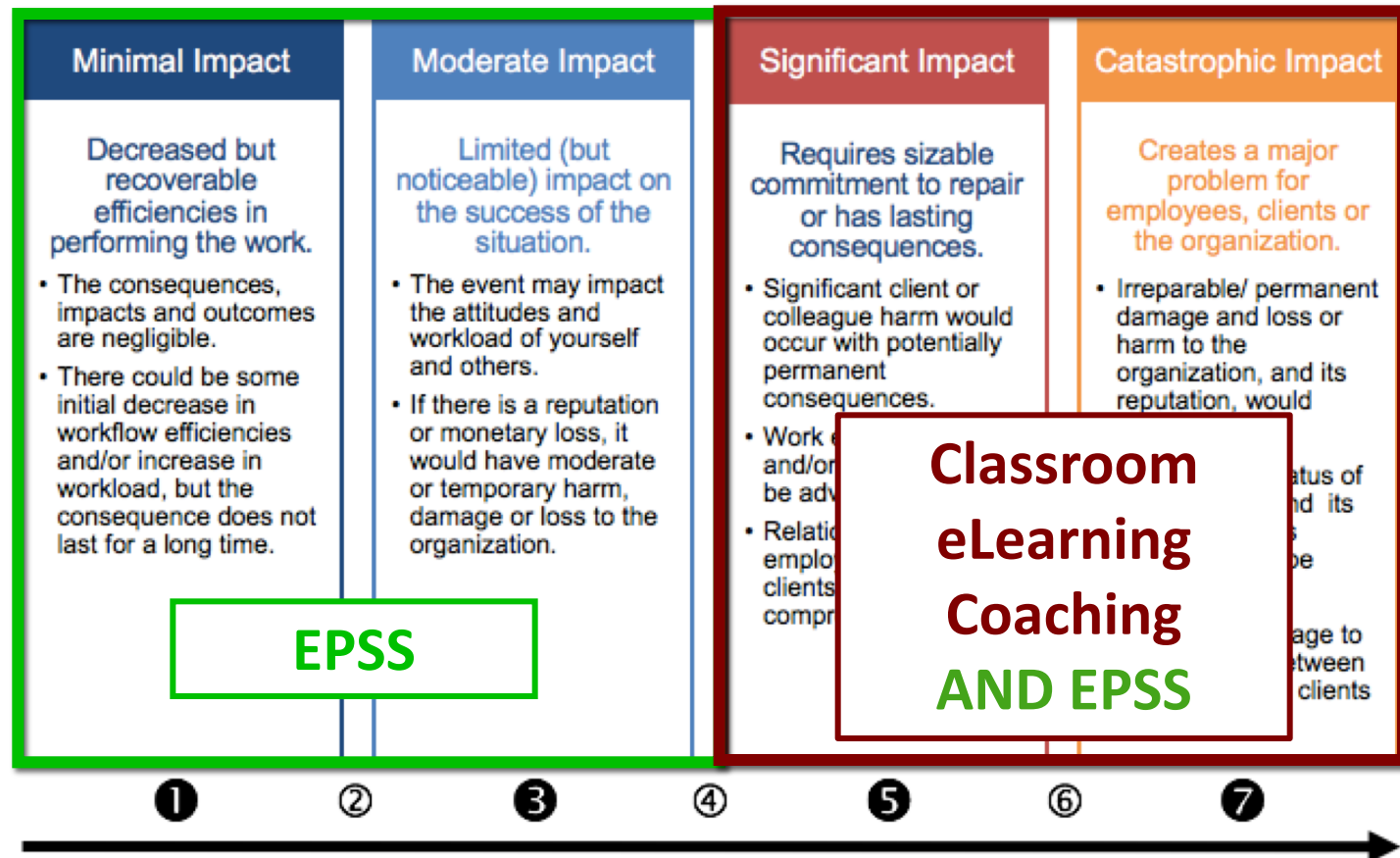
Danger of:
pneumothorax,
arterial gas
embolism, and
mediastinal and
subcutaneous
emphysemas

Barotrauma



Burst Lungs!

CSA Rubric:



Sell to a Customer.

1. Greet the customer
2. Qualify (discover) the customer
3. Demonstrate how to use the device(s)
4. Recommend a solution
5. Close the deal
- 6.

Concepts

What it means to "sell with integrity"

Sell Down the Mountain

Complete the Customer Sale

7. Activate the device
8. Assist the customer in customizing the device
- 9.
- 10.
- 11.

Concepts

Resolve a Customer Issue

12. Identify the nature of a customer's issue
13. Determine a solution to a customer's issue
14. Resolve a billing issue
15. Resolve a device issue
16. Replace a phone
- 17.
- 18.
19. Transition to a sell opportunity

Concepts

Cost Management

Sample CSA for a Sales Process:

Support Store Operation

20. Secure and unsecure the store
- 21.
- 22.
23. Set-up a drawer
24. Manage customer traffic on the floor
25. Receive Inventory
26. Manage Inventory
27. Close out a drawer
- 28.

Concepts

Safety and Security

The Code of Conduct

Manage Your Performance

29. Participate in the daily store meeting
30. Develop your expertise
31. Monitor your KPIs Performance
- 32.

Concepts

Company KPIs



It's NOT just about the content – It ALSO effects the quality of Instruction!!!

Instructional Treatment	5 Day Course: Traditional ISD Approach	
	1000 + slides 33 slides per hour 1.8 slides per minute	
Present Content	80%	
Discuss	10%	
Showing How	05%	
Practice with Feedback	05%	
Review	0%	

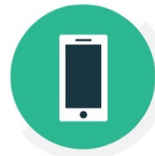




Thank you?



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