ESCAPE YOUR LMS

To a modern learning approach

MISSION IMPOSSIBLE?

Archaic LMS

Historical Training

Global Strategy

Failure not an Option

READY FOR CHANGE?

Mindset Matters

From Training Mindset …	…to Performance Mindset
I see **training** as the primary means for achieving effective on-the-job performance.	I see training as just **one of the means** for achieving effective on-the-job performance.
My primary focus is developing **learning** solutions.	My primary focus is developing **performance** solutions.
Training is my default solution when there is a performance gap.	By default, I check to see if we can achieve **effective performance without pulling people away** from their work.
I view my work through the lens of designing, producing, and implementing **courseware** that is aligned with business needs.	I view my work through the lens of designing, producing, and implementing **solutions** that drive effective performance at every changing moment.

WHAT WE'LL SHARE WITH YOU TODAY....

- Overall approach
  - Tools/structure

- Scenarios

- Pitfalls

- Success metrics/Results

STARTING POINT

Once and done training culture	Long sessions, restricted, click next button	No to little funding
Classroom Culture	Mission impossible?	Wanted to provide continuous learning

TROJAN HORSE APPROACH

The Trojan horse

5 MOMENTS RECAP...

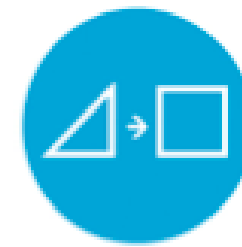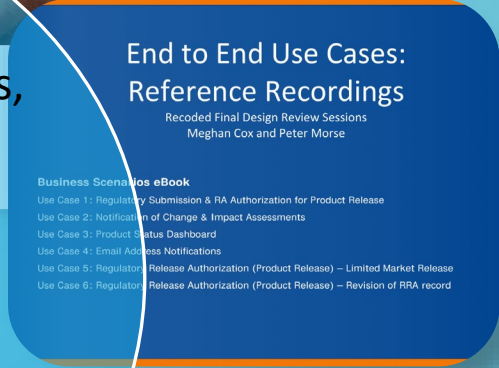| New	More	Apply	Solve	Change
When learning something for the first time	When people are expanding the breadth and depth of what they have learned	When people have act upon what they have learned	When they have to solve a problem, resolve an issue because things don't work the way they should	When people have to learn new ways of doing something which requires them to change/adapt deeply ingrained practices

Continuous Improvement

The Performance Zone

Online Resources Library (MS Teams)

E-modules/eBooks for Process, Procedures, System

Workflow Learning

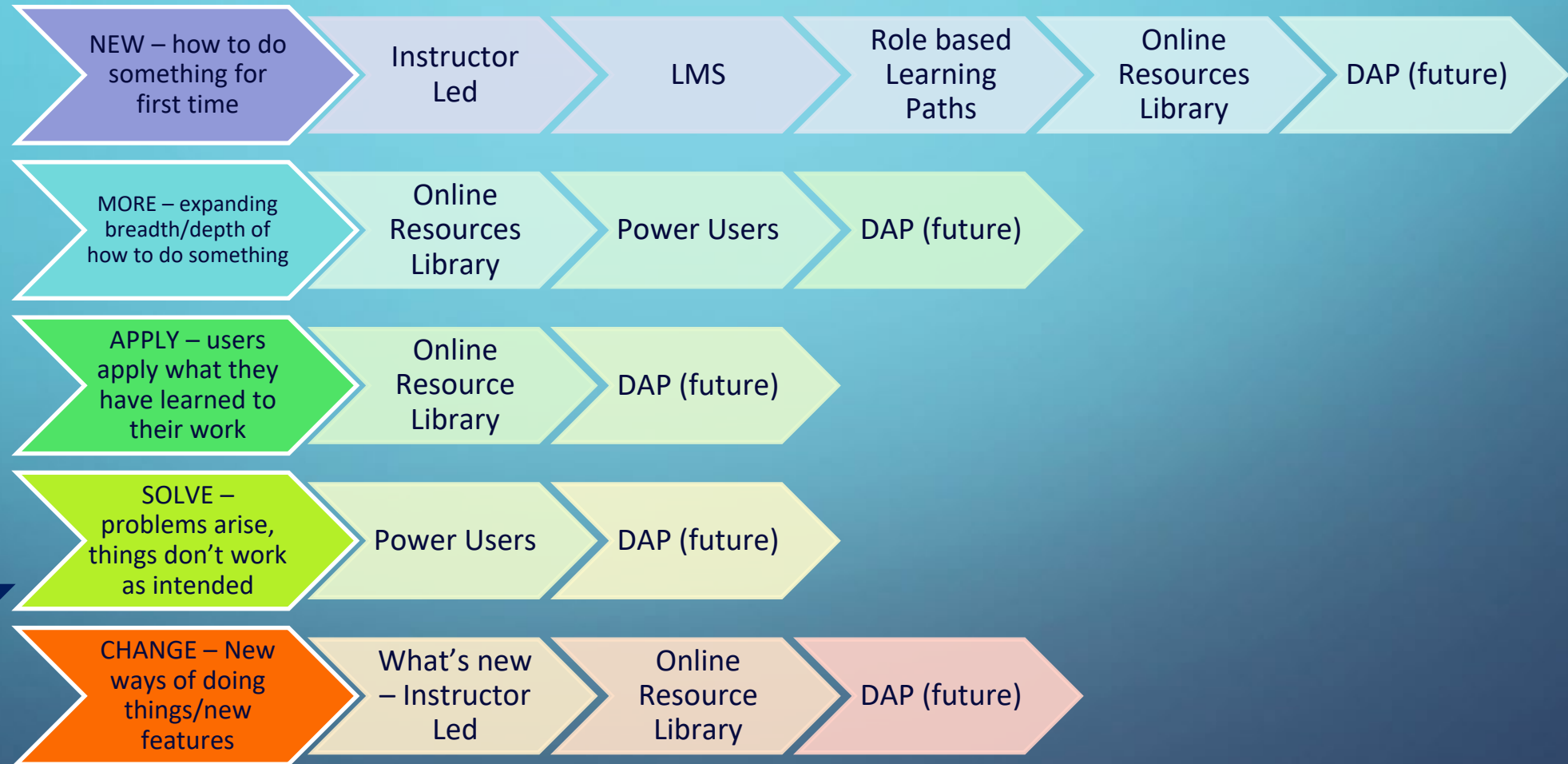Just-in-time/Searchable Reference

Knowledge Sharing

Introducing RIM - Regulatory Information Management
START MODULE   DETAILS

End to End Use Cases: Reference Recordings
Recoded Final Design Review Sessions
Meghan Cox and Peter Morse

Business Scenarios eBook
Use Case 1 : Regulatory Submission & RA Authorization for Product Release
Use Case 2 : Notification of Change & Impact Assessments
Use Case 3 : Product Status Dashboard
Use Case 4 : Email Address Notifications
Use Case 5 : Regulatory Release Authorization (Product Release) – Limited Market Release
Use Case 6 : Regulatory Release Authorization (Product Release) – Revision of RRA record

The Performance Zone

– **Users applying knowledge for measurable improvement**

Virtual Training Sessions
Complex and Advanced Concepts
Champions/Power Users
Instructor-led at some locations
Virtual sessions
Application via Relevant Scenarios

Track Completion/Compliance

Traditional LMS –

Work Instructions/

Polices/Procedures

Continuous learning available for all 5 moments of learning need

Content – fundamental modules/ Power users

Modules/e-books

DAP- in app learning while doing

NEW – how to do something for first time	Instructor Led	LMS	Role based Learning Paths	Online Resources Library	DAP (future)

MORE – expanding breadth/depth of how to do something	Online Resources Library	Power Users	DAP (future)		

APPLY – users apply what they have learned to their work	Online Resource Library	DAP (future)			

SOLVE – problems arise, things don't work as intended	Power Users	DAP (future)			

CHANGE – New ways of doing things/new features	What's new – Instructor Led	Online Resource Library	DAP (future)		

Digital Adoption Platform coming Q32021

ROLES MATRIX

Role Matrix Template

Gathering and Detailing roles /process/tasks map to roles then to learning design /curriculum

Continuous Learning Design and Development (4)			Tasks/Process (1)		Roles (2)								
Curriculum . Job Roles	**Learning type / Curriculum**	**Modality./course/ eBooks**	**Workflow Task list Category**	**Description of steps and ta...**	Role 1 Entry	Role 2 Entry More	Role 3 Reviewer	Role 4 Reviewer	Role 5 Approver	Role 6 Reports only	Power User Admin	Central Business Admin	ALL Users
Curriculum Level - higher level grouping of topics or process steps	Content needed - possible delivery - modules, VLT, eBooks, work instructions	Detailed module / eBook nam and specific content details	Process overview	All steps and roles- what -who, when, wh...	X	X	X	X	X	X	X	X	X
Process				Roles and responsibilites	X	X	X	X	X	X	X	X	X
Record Creation	Module and eBook for Entry Role	**Module - Entry Create - record data, input busines scenarios**	Activity 1 create	What, when, how to create	X						X		
		Module - Entry Create - record data, input business scenarios	Activity 1popularte	*Additional Data for original*	X						X		
		Module - Entry Create - record data, input business scenarios	Activity 2 Add Data	Secondary added Data		X							
		Module - Entry Create - record data, input business scenarios	Activity update master data	Master data updates		X							
		Module - Entry Create - record data, input business scenarios	Review record	Reviews for accuracy. Relevant			X						
Review	Module	**Business Scenario demo**	Updated Review the record	Updated and send to reviewer	X		X						
		Module Approval	Approve the Record	Approve the Record	X			X					
Report		Module Approval	Approve the Record	Reviw and approve	X					X	X	X	X
		Module Approval	Approve the Record	Updates	X					X	X	X	X

TEMPLATES/PROCESS

- RISE/Modules
- eBooks
- Microlearning
- Concept
- Content

SKELETON MASTER TEMPLATE

- Why - WIIFM
- What – Business reasons
- Who - Roles
- When – Sequence timing
- How – Process steps and Activities
- Results – Success

Master Course Skeleton 9-29-19

EC Enid Crystal ⌄

Welcome to *Name of Course*

INTRODUCTION & LEARNING OBJECTIVES

☰ Introduction and Learning Objectives
Lesson   EDIT CONTENT

☰ Process Overview
Lesson   EDIT CONTENT

☰ Process Improvements
Lesson   EDIT CONTENT

PROCESS

☰ Process Steps
Lesson   EDIT CONTENT

SIMULATIONS

☰ Watch It - Simulation
Lesson   EDIT CONTENT

☰ Practice Simulation
Lesson   EDIT CONTENT

CHECK YOUR UNDERSTANDING

☰ Knowledge Check
Lesson   EDIT CONTENT

SUMMARY

☰ Course Summary
Lesson   EDIT CONTENT

END OF COURSE QUIZ

? Quiz
Quiz   EDIT CONTENT

Add a lesson title...

LEVERAGE EXISTING MATERIAL TO SAVE TIME/$$$

Microlearning Modules

Rise

Scripted SME Recording Recorded via MS Teams

Edit with Articulate Replay

eBooks

flipsnack

rp

DESIGN AND DEVELOPMENT COLLABORATIVE EFFORT TO MEET THE 5 MOMENTS OF NEED

WHERE DO YOUR PEOPLE LIVE?

MS TEAMS SITE SAMPLE

LIBRARY SUCCESS METRICS LEARNERS/MEMBERS AND NUMBER OF HOME PAGE /SITE VISITS

Top 10 Modern Resource Libraries
Number of Member Visits
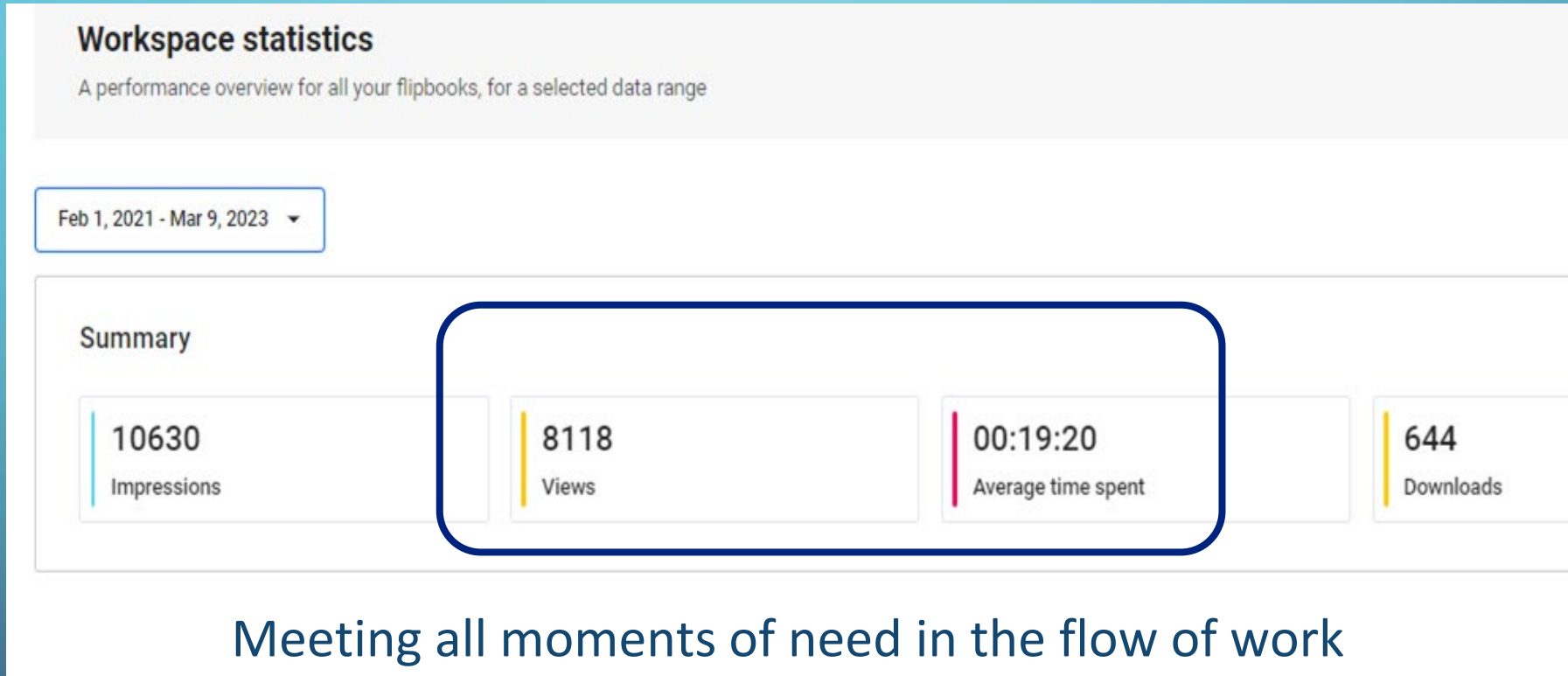Performance Learning "In the MOMENT"

180,000

0

3 Years 2.800 members

EBOOKS DELIVERED 0VER 2,700 HOURS OF LEARNING

Over 2 yr period 300 active eBooks

Workspace statistics

A performance overview for all your flipbooks, for a selected data range

Feb 1, 2021 - Mar 9, 2023 ▾

Summary

| 10630 Impressions | 8118 Views | 00:19:20 Average time spent | 644 Downloads |

Meeting all moments of need in the flow of work

OVERCOMING OBSTACLES TO SUCCESS

SUCCESS STORIES

"this is **best in class** – had a vision that new associates could join our organization, describe to their friends how they're learning and growing in their current role…and they also have **resources to continue to have learning resources to grow their skills and careers**…"

Senior Business Leader at recent Global Town Hall

MISSION: POSSIBLE

THANK YOU!

RESOURCES MENTIONED

- Articulate 360 (Rise and Replay)

- Flipsnack

- MS Teams

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