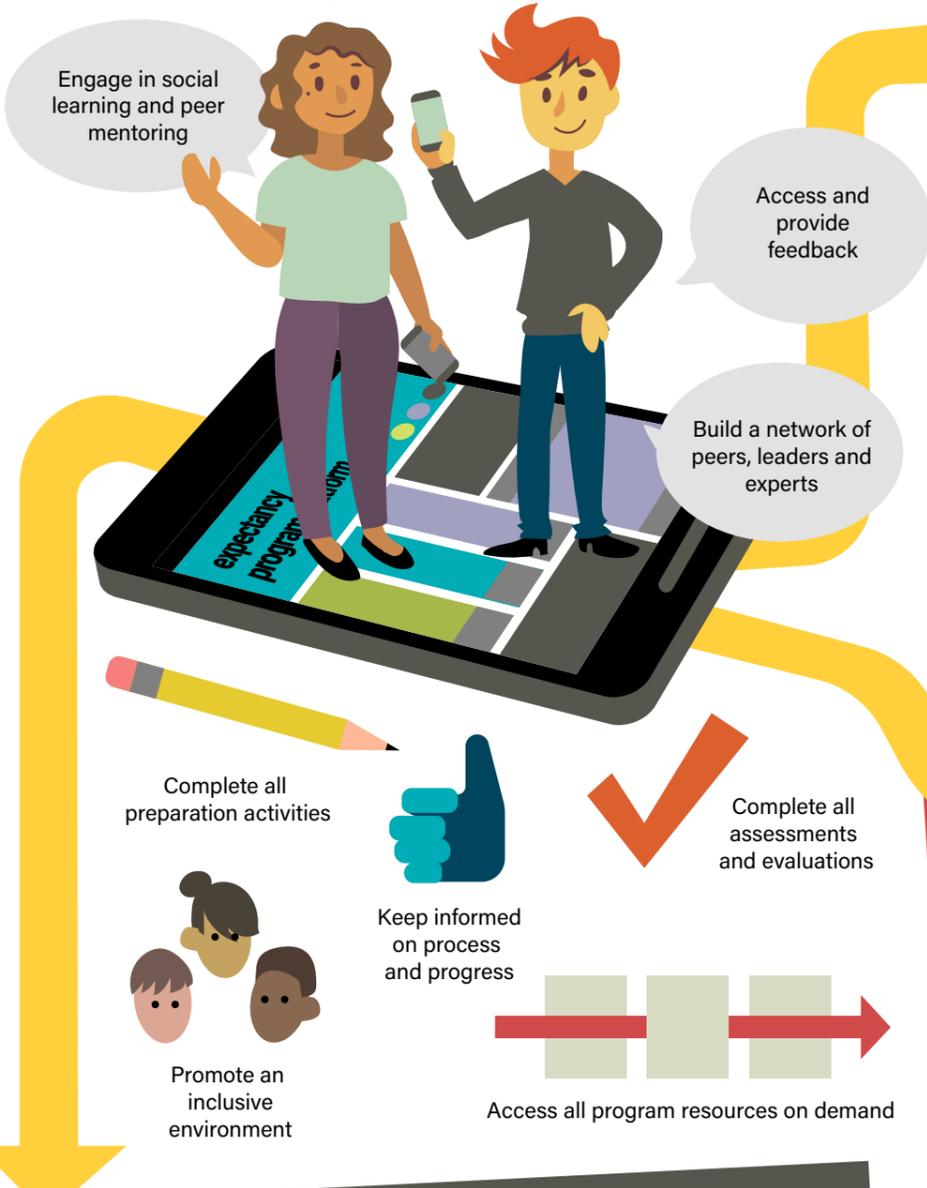




the next generation of training programs

promote connections and engagement

(Through a Mobile Program Platform)



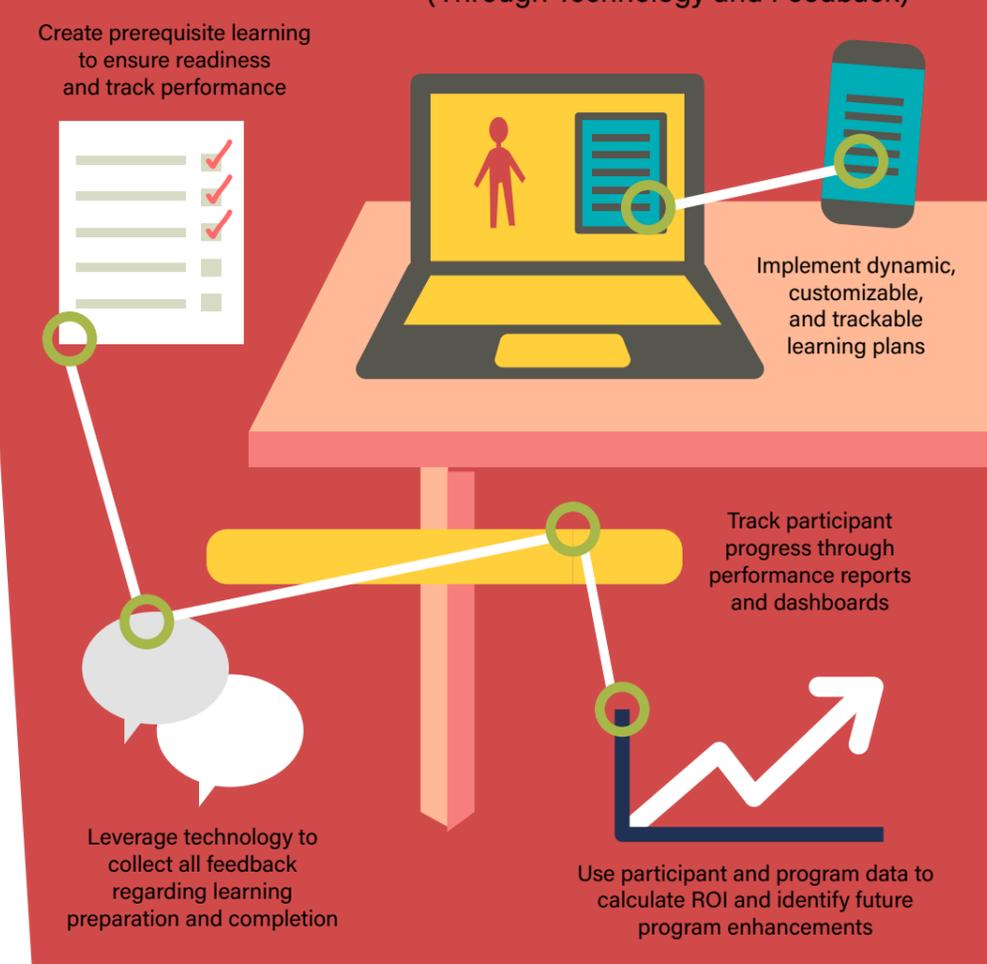
inspire participation

(In the Programs & Opportunities for Growth)



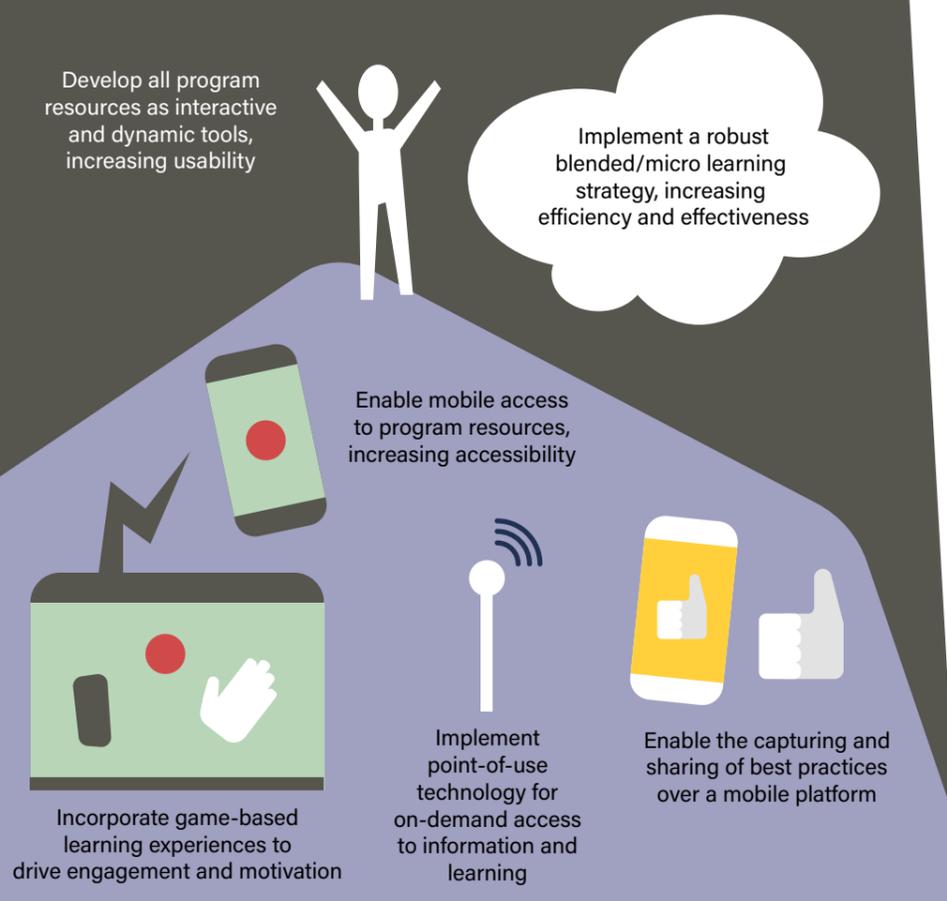
track progress and performance

(Through Technology and Feedback)



heighten the experience

(Through an Employee-Centric Design)



facts to consider

1 in 3 employees say that uninspiring content is a barrier to learning

48% of the workforce will be **Millennials by 2020**

78% of employees prefer to learn from their peers

the learner

Who is the audience (demographic, role)?

What do they need to do better/differently on the job? What skills and knowledge does the audience need to perform adequately?

Are there role-specific motivators to consider for this audience?

content

What content needs to be structured, and what just needs to be accessible?

What delivery methods should be used to provide the best possible learning experience (before, during, and after formal training)?

How should the content be structured and housed to support just-in-time access, when necessary?

How frequently does the content change?

the organization

What is the organizational tolerance for learning? What is the "learning culture"?

How much time can be dedicated to learning?

Are there any known/anticipated organizational challenges/roadblocks to learning implementation and success?

considerations for the learning experience

tracking & measurement

What audience performance data should be tracked/measured before, during and after any formal training?

What other data does the business find important to measure? For what purpose?

How critical is "real-time" access to data?



communication & promotion

What "visibility" will/should this program have within the organization?

To what degree does the learning program need to be promoted/communicated internally and/or externally? To whom?

What information needs to be communicated to various audiences, and at what frequency?

Who should the messaging come from?

technology & infrastructure

What infrastructure exists to support learning?

What technologies does the organization have available to access and support learning? What are the limitations? Features that may be leveraged?

How might one or more technology be used to positively impact the learning experience?

access to others

Who does the audience interface with on a regular basis, particularly related to the desired performance?

Are there opportunities to leverage mentors and/or peers to support learning? How?

How may these relationships be leveraged to support the learning experience?

What role can/should leadership play throughout the learning cycle?