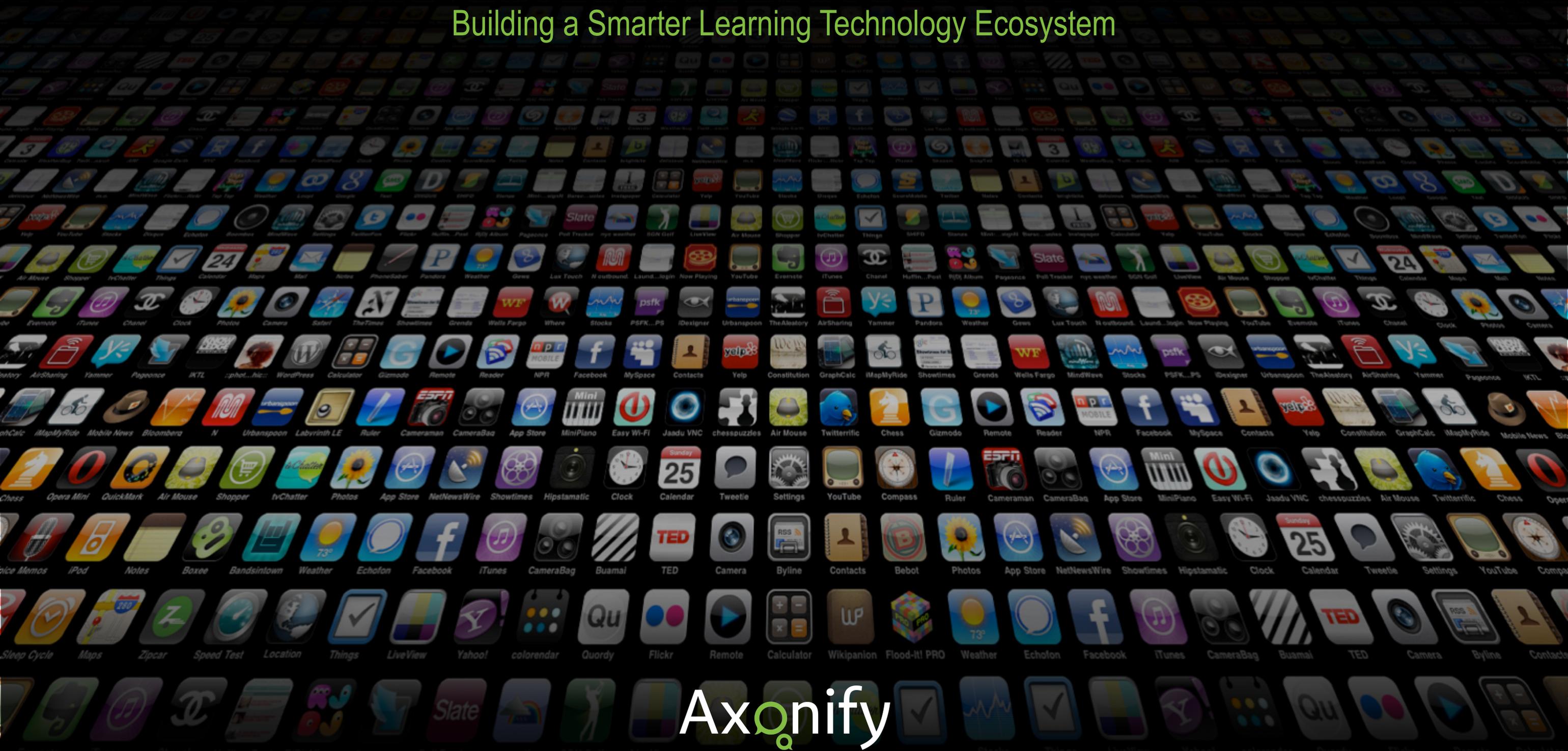


Where do I even start?

Building a Smarter Learning Technology Ecosystem



Axonify



JD Dillon

Chief Learning Architect





How many **apps** do you have on your phone?

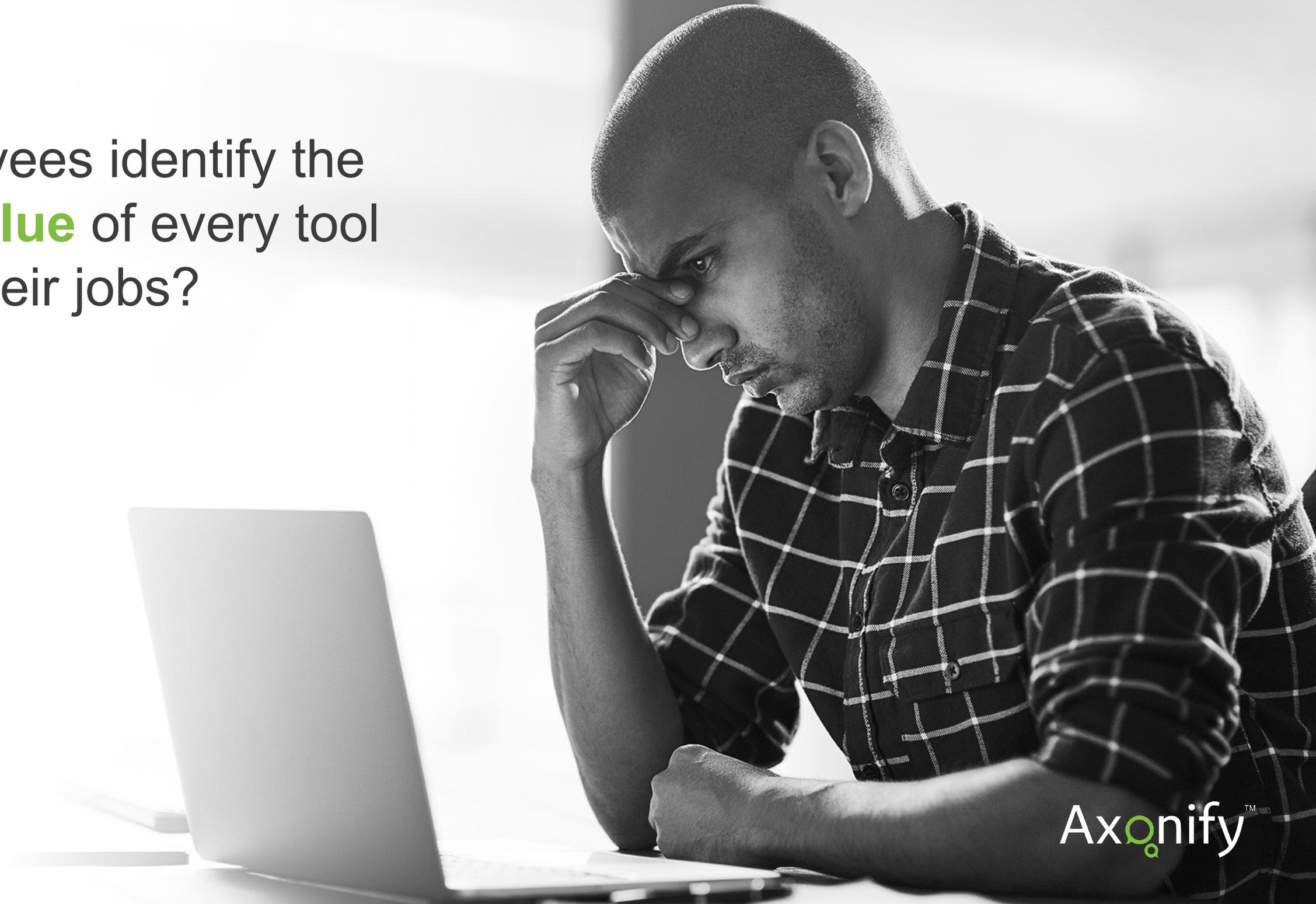
221 total apps

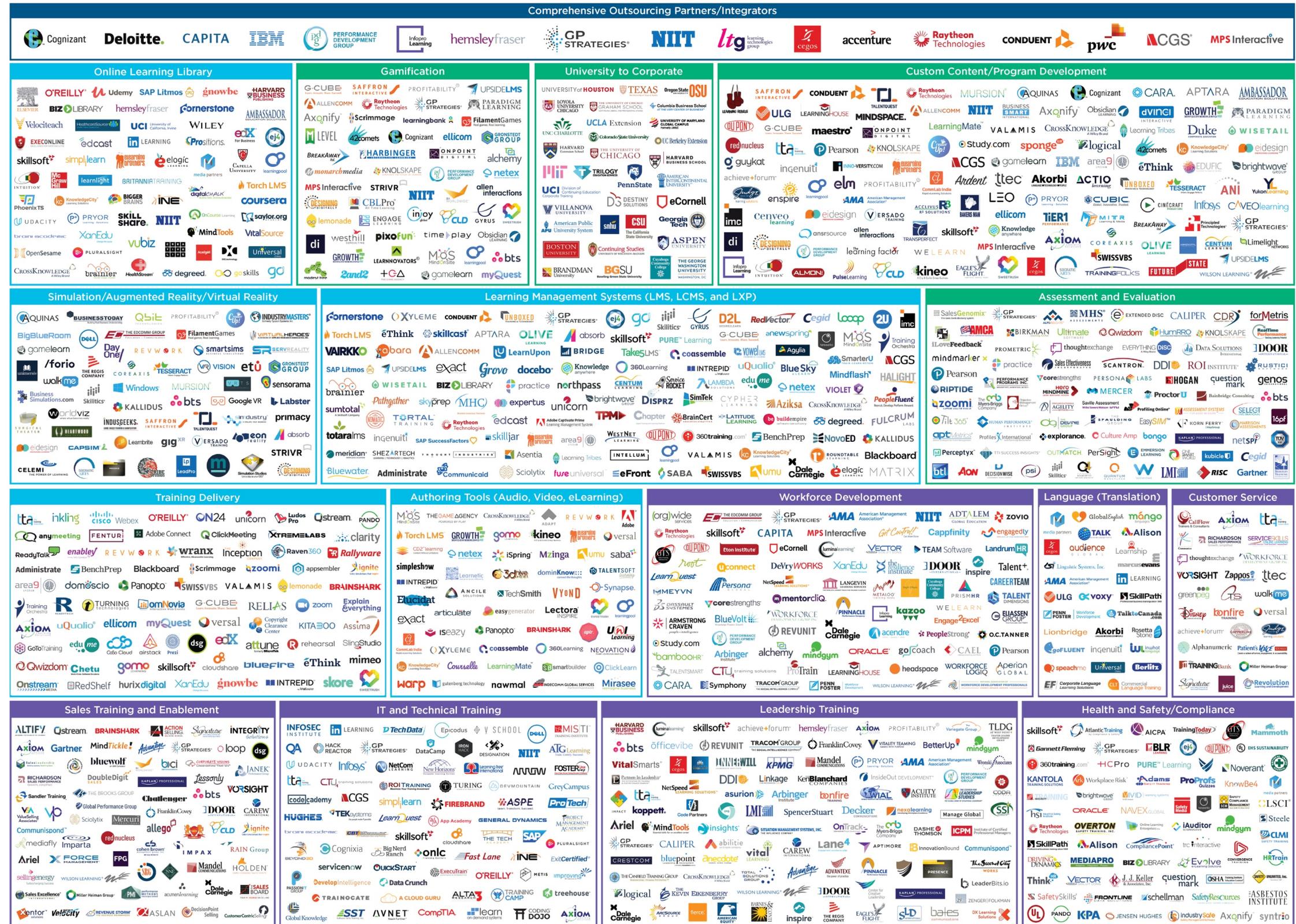
30 used regularly

The apps I use the most have a clear **purpose and value** in my everyday life.



Can your employees identify the **purpose and value** of every tool they use to do their jobs?

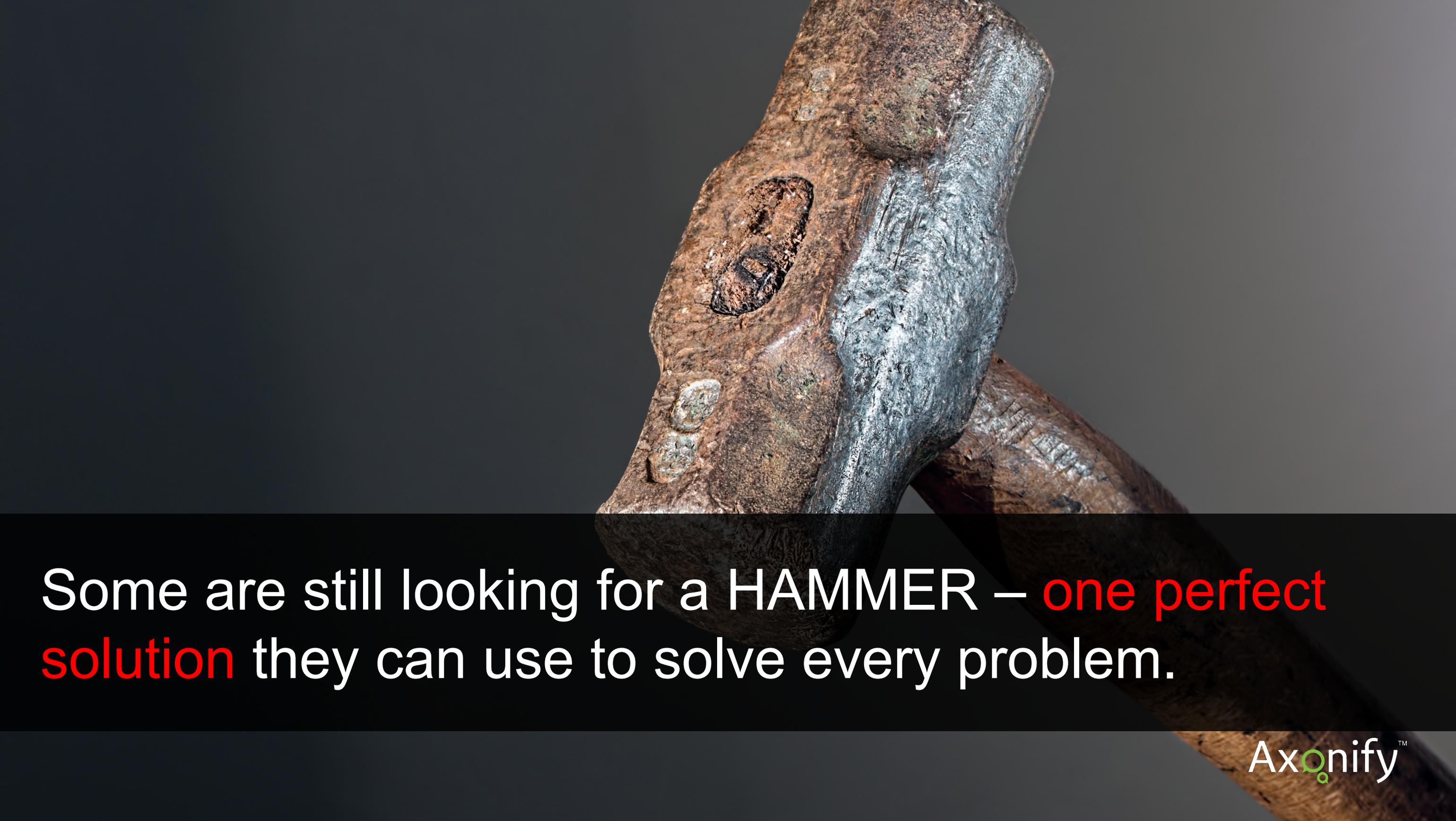




Can we identify the purpose and value of the tools within our profession?



This lack of purpose and value leads to continued frustration as we look for the **right solution**.



Some are still looking for a HAMMER – **one perfect solution** they can use to solve every problem.



Many have realized there is **no perfect solution** – no one ring to rule all of learning technology.



Finding solutions to complex workplace challenges requires **the right combination** of tools and tactics.

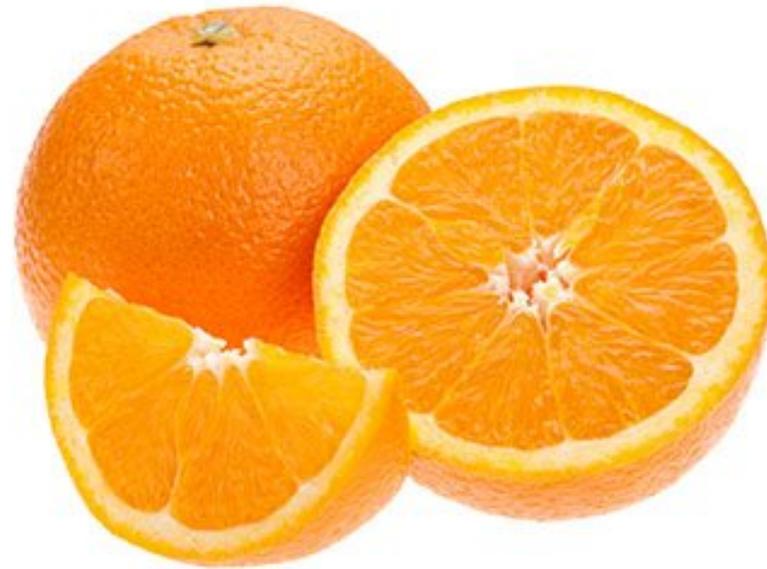
6 Steps to Architecting a
**SMARTER LEARNING
TECHNOLOGY ECOSYSTEM**



1 | Move past the hype



LMS

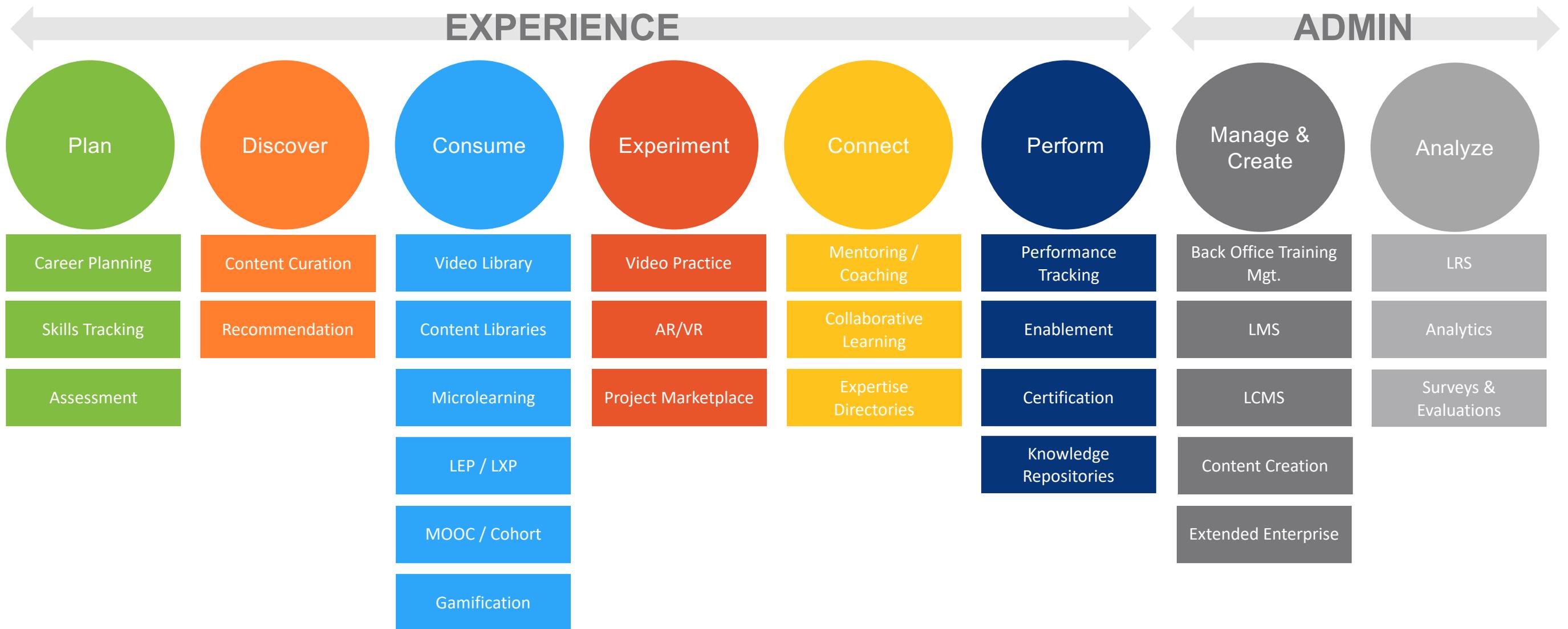


LXP



Skills

They all blur together.
Categories don't matter!



Focus on the **problems** technology can solve instead.

2 | Get to know your audience

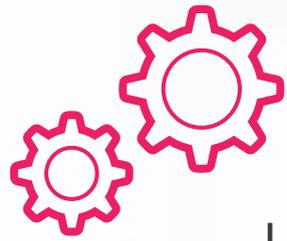
How well do you understand the day-to-day workplace realities of the people you support?

Report | 2019

State of Frontline Employee Workplace Training

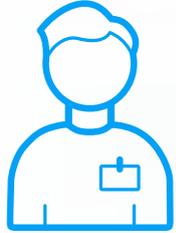


Ipsos and Axonify partnered on a research project in 2019 to better understand the **frontline employee persona**.



Busy

Limited control over how time is spent at work requires solutions that fit into the flow.



Unique

Personal solutions are needed to support people with different backgrounds and experiences.



Connected

People expect to be able to solve work problems just like they do everyday problems.



Disengaged

Active disengagement can lead to poor motivation and lack of ongoing development.



Eager

People want to do their best work and progress in their careers, regardless of role.

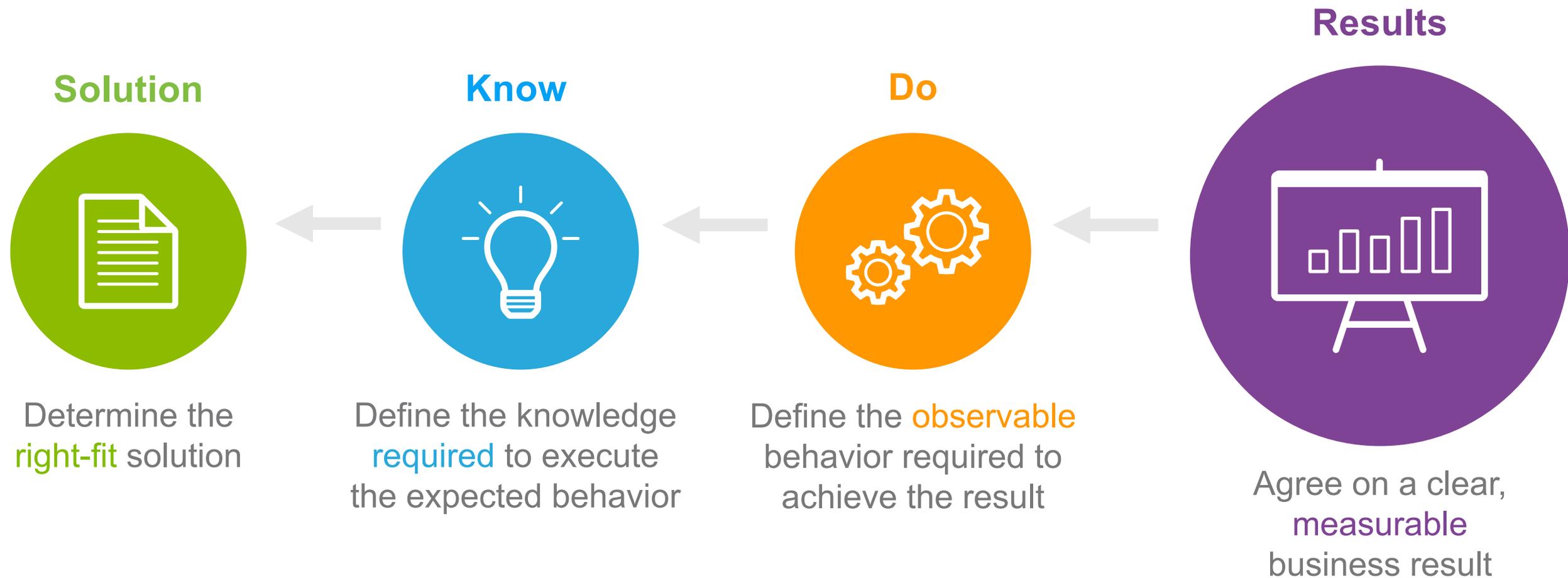




3 | Identify your org priorities



What will people be expected to **do** based on organization's priorities – short and long term?



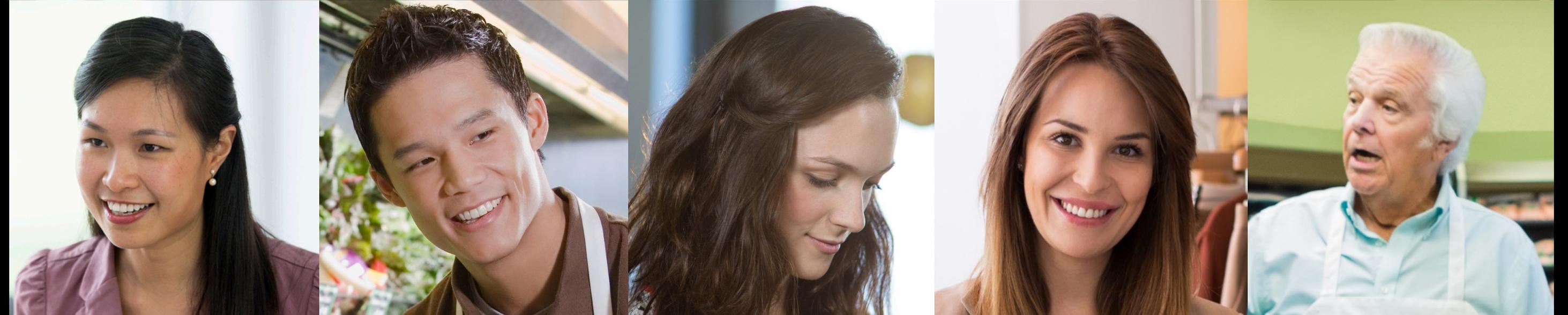
These priorities should guide our **solution design process** as we find ways to help people build the knowledge and skill needed to execute.



4 | Build an experience

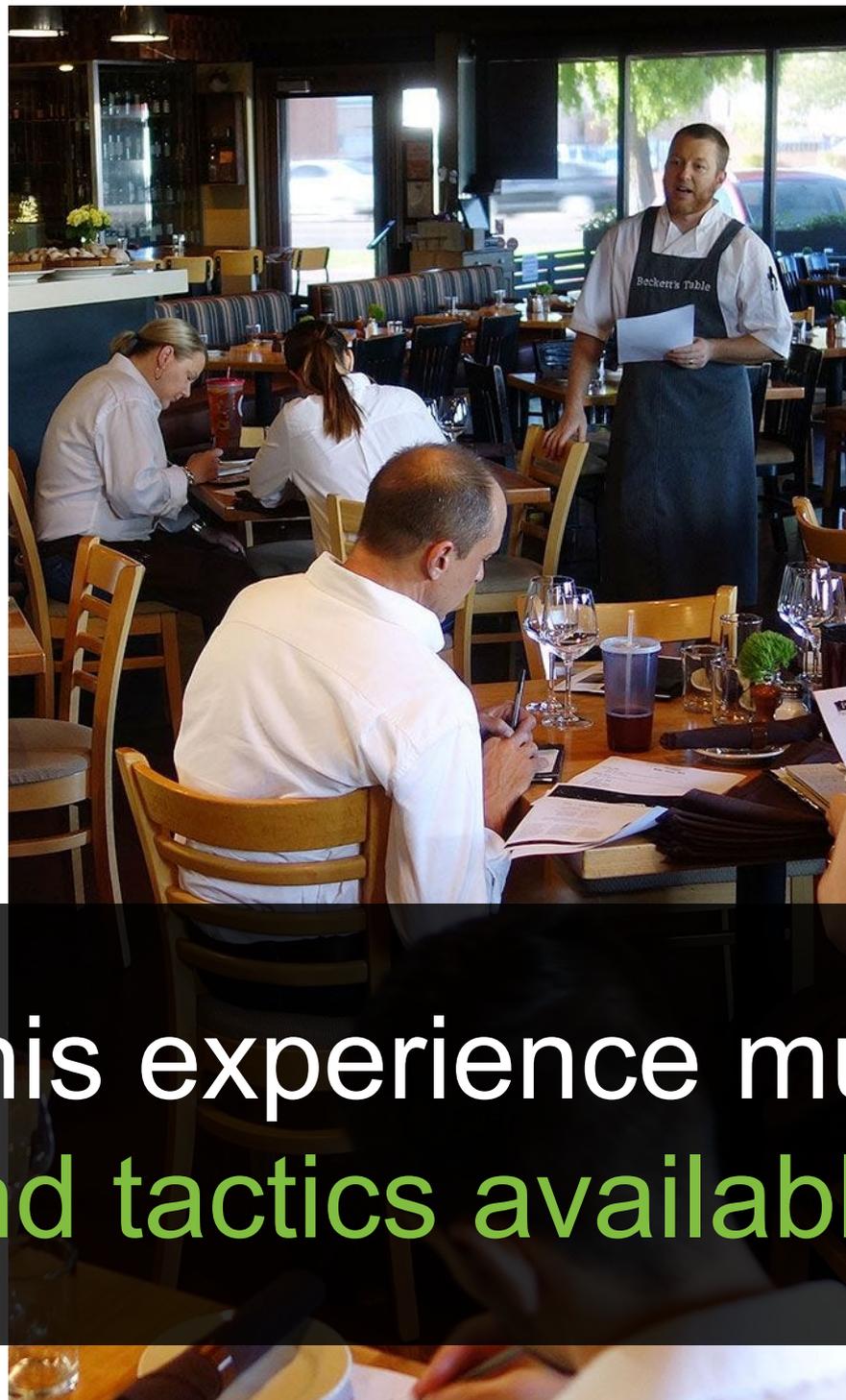


The workplace learning experience must be designed to support a wide range of individual needs.

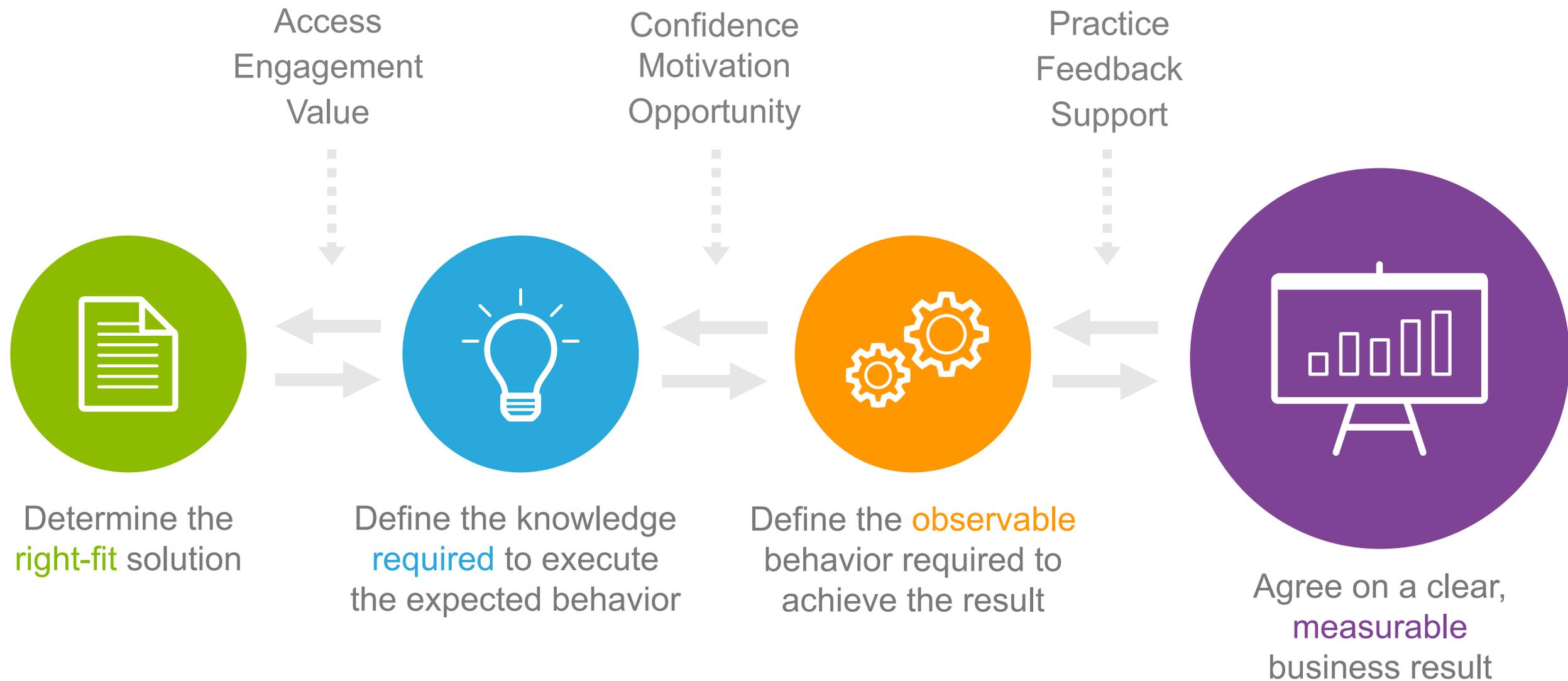




- ✓ People are always learning.
- ✓ Learning is always personal.
- ✓ **L&D must enable a continuous, personalized learning experience.**



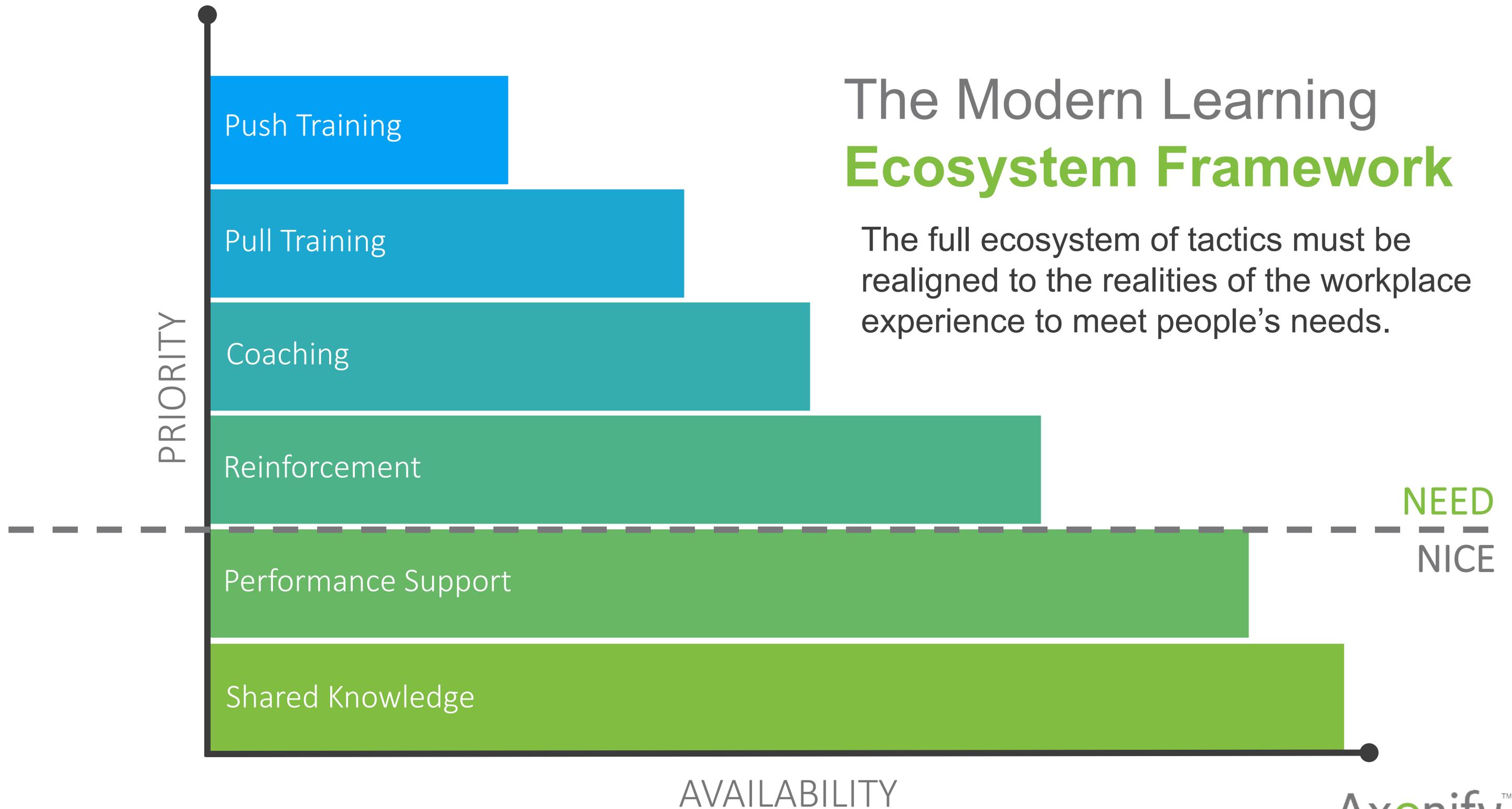
This experience must include the **full range of tools and tactics available** to help people do their best work.



When we design learning solutions, we must include **experiential elements** such as access, engagement, motivation, and ongoing support.

The Modern Learning Ecosystem Framework

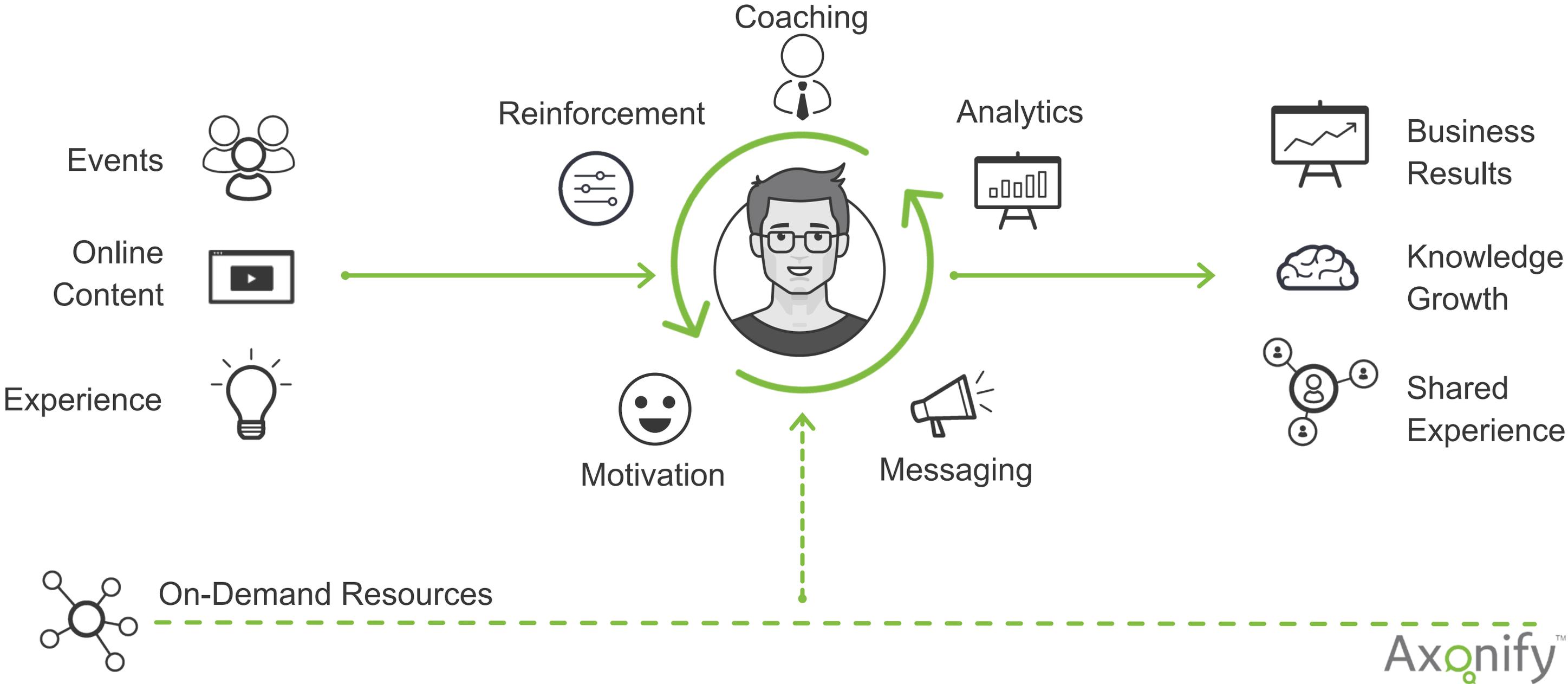
The full ecosystem of tactics must be realigned to the realities of the workplace experience to meet people's needs.



A **modern ecosystem** is built to support any/all workplace topics + use cases.



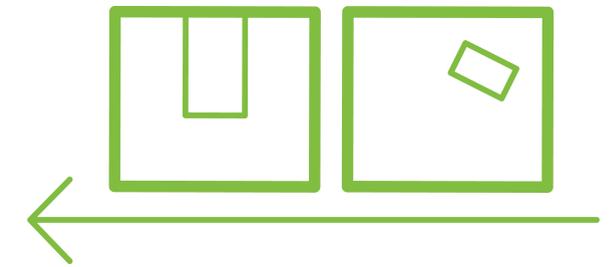
Aligning ecosystem tactics with workplace realities creates a **continuous learning experience** optimized to drive results.



5 | Find your gaps



Every organization (and perhaps every business unit) requires a **unique learning tech ecosystem** to provide a balanced workplace learning experience.

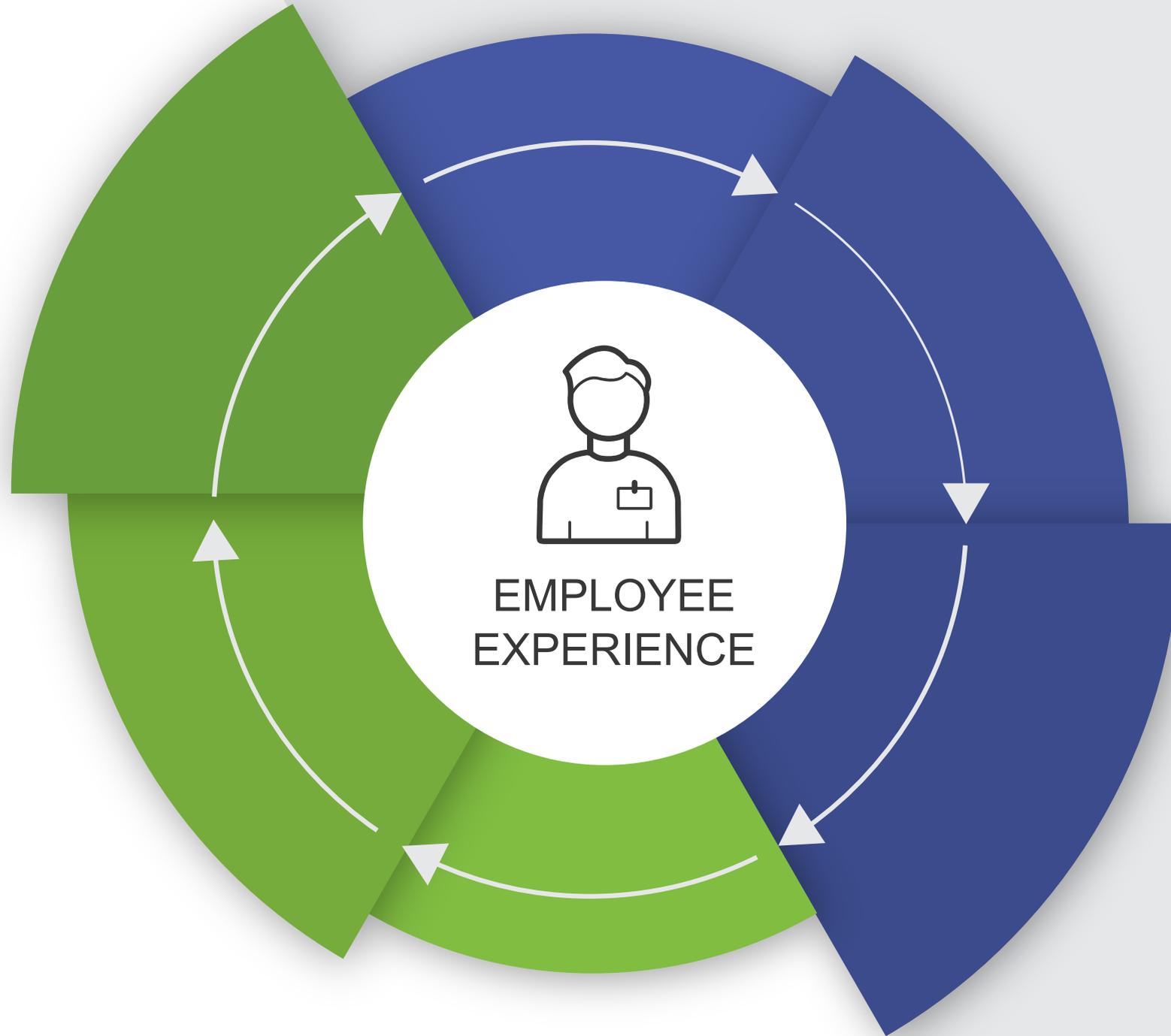


Push Training	LMS	LMS	LMS
Pull Training	LMS	LXP	
Coaching	LMS	QA	
Reinforcement	LMS	LMS	LMS
Performance Support	LMS	Teams	Intranet
Shared Knowledge	LMS	CRM	Intranet

PULL

Future-focused
skill development

Self-Direction
Collaboration
Curation
Upskilling
Cross-Training
Reskilling



PUSH

Today's biggest
business priorities

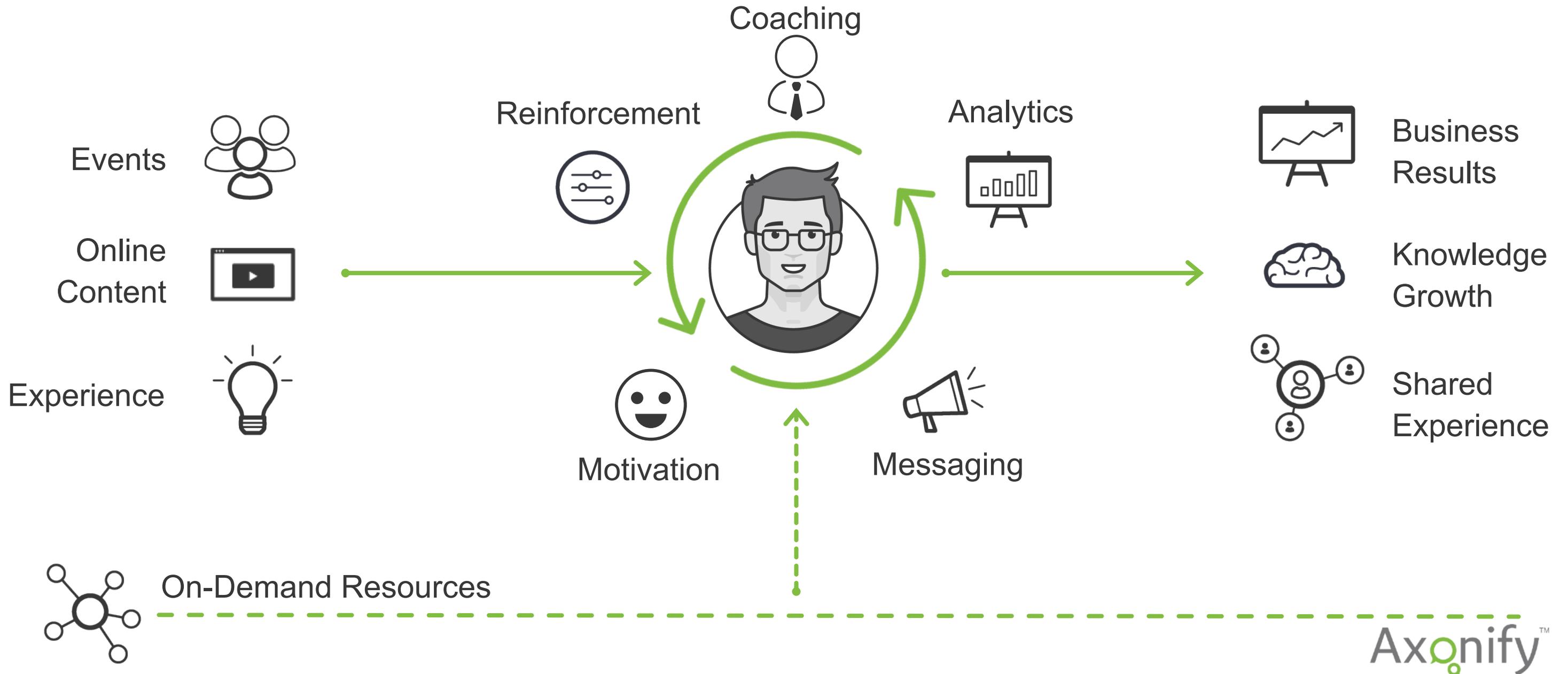
Messaging
Job Training
Compliance
Performance Support
Reinforcement
Coaching

6 | Remain agile



Technology will constantly change, constantly improve and constantly offer new opportunities.

We must proactively return to our experience design to **find evolving gaps** and identify **new ecosystem opportunities**.



- 1 | Move past the hype
- 2 | Get to know your audience
- 3 | Identify your org priorities
- 4 | Build an experience
- 5 | Find your gaps
- 6 | Remain agile

