



the modern learning **ECOSYSTEM**

a new L&D **mindset**
for today's workplace





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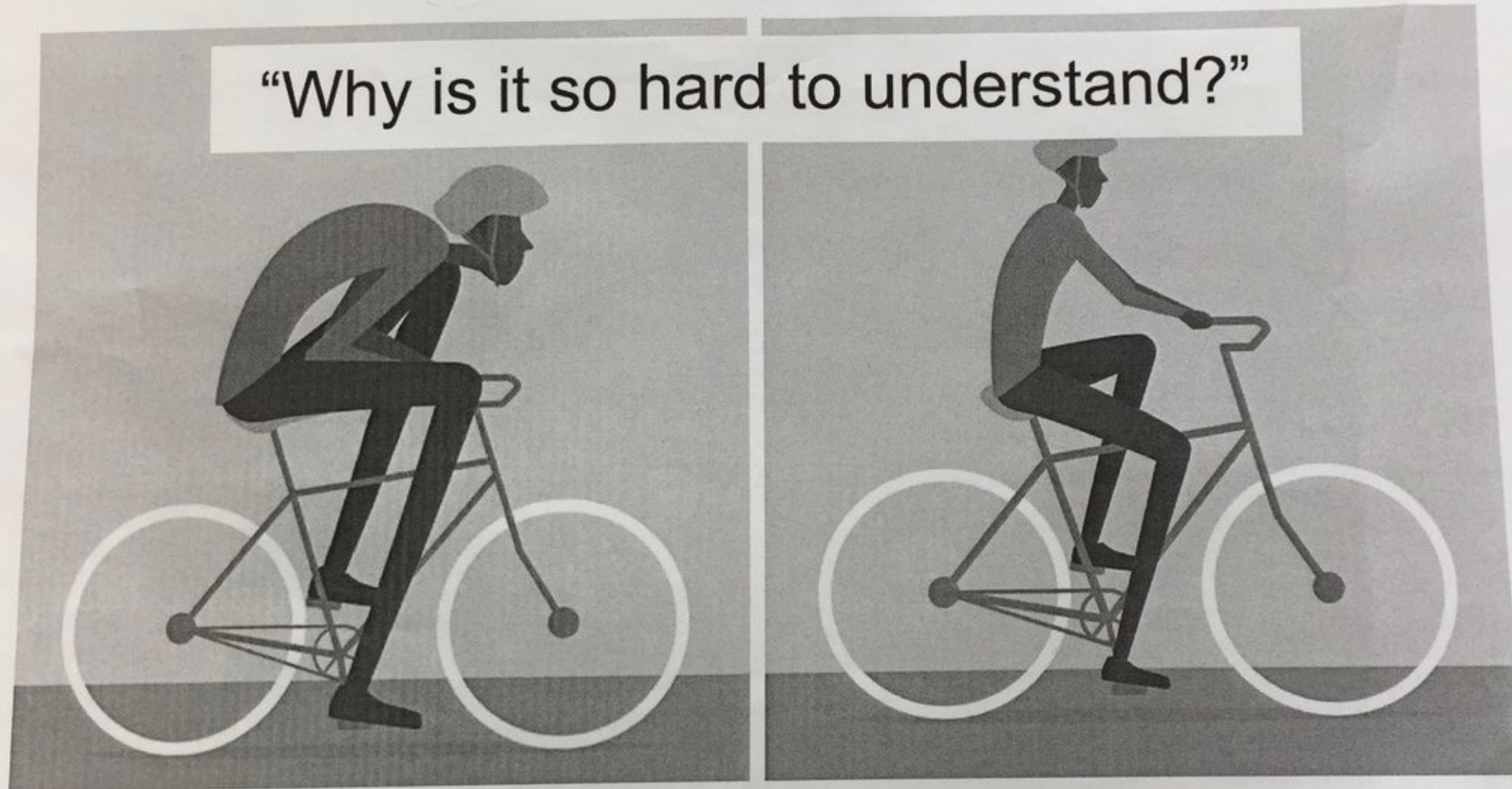


A black mountain bike with orange reflectors on the wheels is parked on a gravel path in a lush green forest. The bike is positioned diagonally across the frame, facing towards the left. The background is filled with dense green foliage and trees, creating a serene and natural setting. The lighting is soft, suggesting a dappled sunlight effect through the leaves.

Modern learning practices are like a great bike – they get you where you need to go, even over rough terrain, if you **put in the necessary effort**.



Unfortunately, everyone isn't provided with the **right-sized bike** at work.



Problem: The bike is too small for the person.

Equality: They both have a bike which is the same.

Equity: They both need a bike that is the right size so that they can ride well.

To keep pace with change and provide value to the organization, L&D must identify the **root challenges** that inhibit the timely development of knowledge and skill.



L&D's Biggest Challenges in Today's Workplace

1

legacy

“Learning looks like school.”

2

time

“We don’t have time for learning.”

3

change

“We just can’t keep up with the business.”

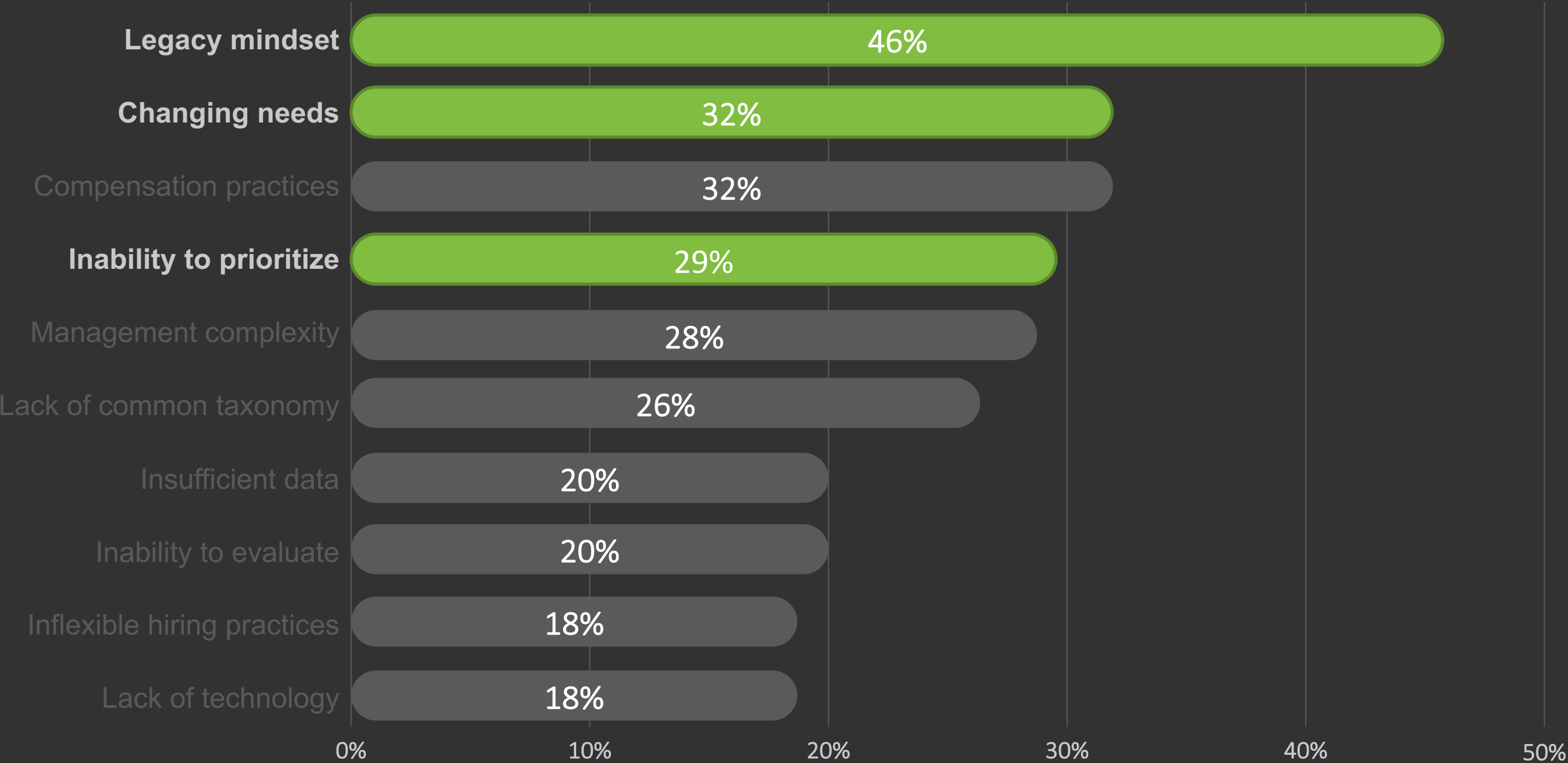


Workplace learning is not a place-and-time activity.
It's a **continuous, personal process**.
L&D strategy must align with this reality to deliver value.



Obstacles to transforming into a skills-based organization

Building tomorrow's skill-based organization | Deloitte | 2022





The way work gets done has transformed.
The way we **support that work** has failed to keep pace.

To close the
SKILLS GAP

we must first address the

**OPPORTUNITY
GAP**



- ✓ What is a modern learning mindset?
- ✓ How do we bring this mindset to life?
- ✓ How do we get everyone to adopt it?





What is a **modern learning mindset?**

Solve today's problems

Prepare for tomorrow



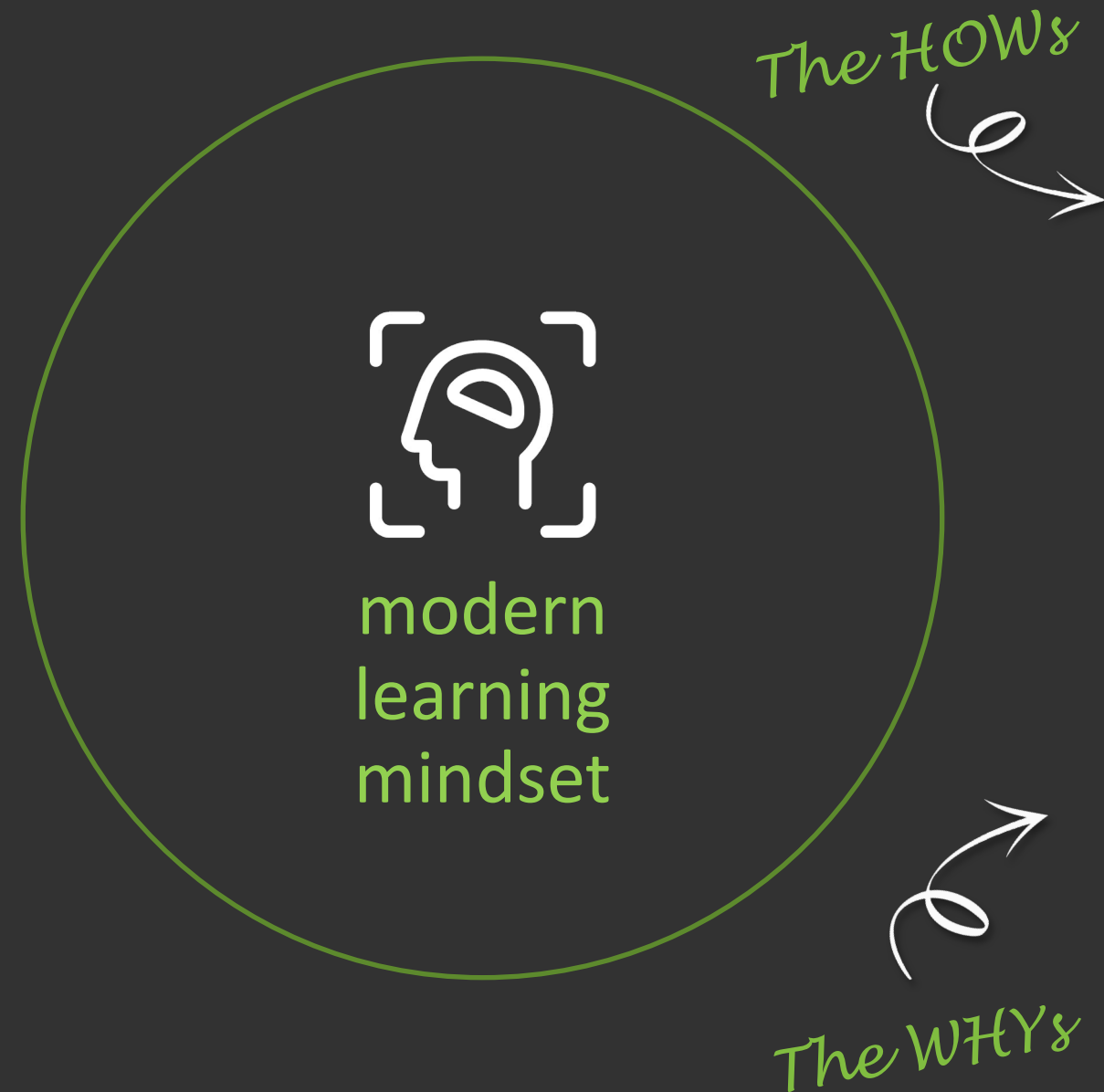
Disruption

Opportunity



A modern learning mindset enables L&D to adopt practices that **balance immediate and long-term** organizational needs.





Make learning a critical part of **work(flow)**.

Take advantage of the full **ecosystem**.

Apply **data** to accelerate decision-making.

Provide an **equitable** experience at scale.

Drive clear business **impact**.

Foster persistent organizational **agility**.



How do we bring this
mindset **to life**?



Shifting the organization's learning mindset begins within L&D by making sure we **align** on the problems we're trying to solve and the best way to apply our **skills**.

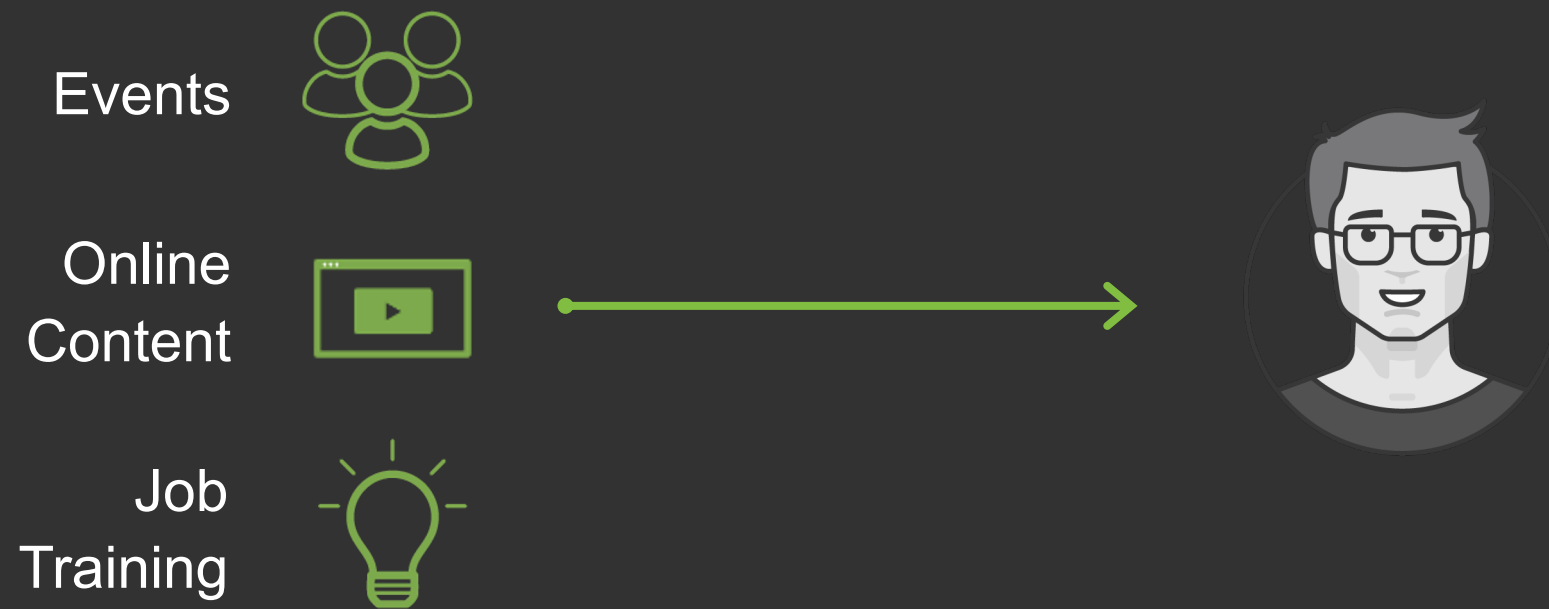




To keep pace with change, L&D must
step out of the spotlight and focus on
the value we can provide **backstage**.




L&D must evolve our approach
from place-and-time programs **to an always-on system of work.**



L&D must activate **channels** across the organization to help knowledge **flow** to the places its needed when its needed.



A cartoon fox character with orange fur, blue eyes, and a white muzzle is shown in a dark, industrial setting. The fox is wearing a red cap and a red plaid shirt. It is working on a complex network of pipes and machinery, using a wrench. The scene is dimly lit, with the fox's face and hands being the primary sources of light.

L&D must architect an **ecosystem** that enables meaningful **connections** between the people who know and the people who need.

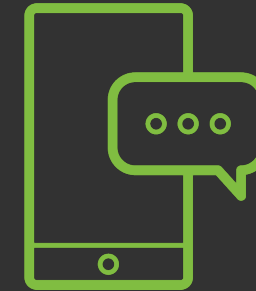
Everyone needs + deserves six things.



Timely, consistent,
reliable communication



Training on core job
knowledge and skills



Access to on-demand
performance support



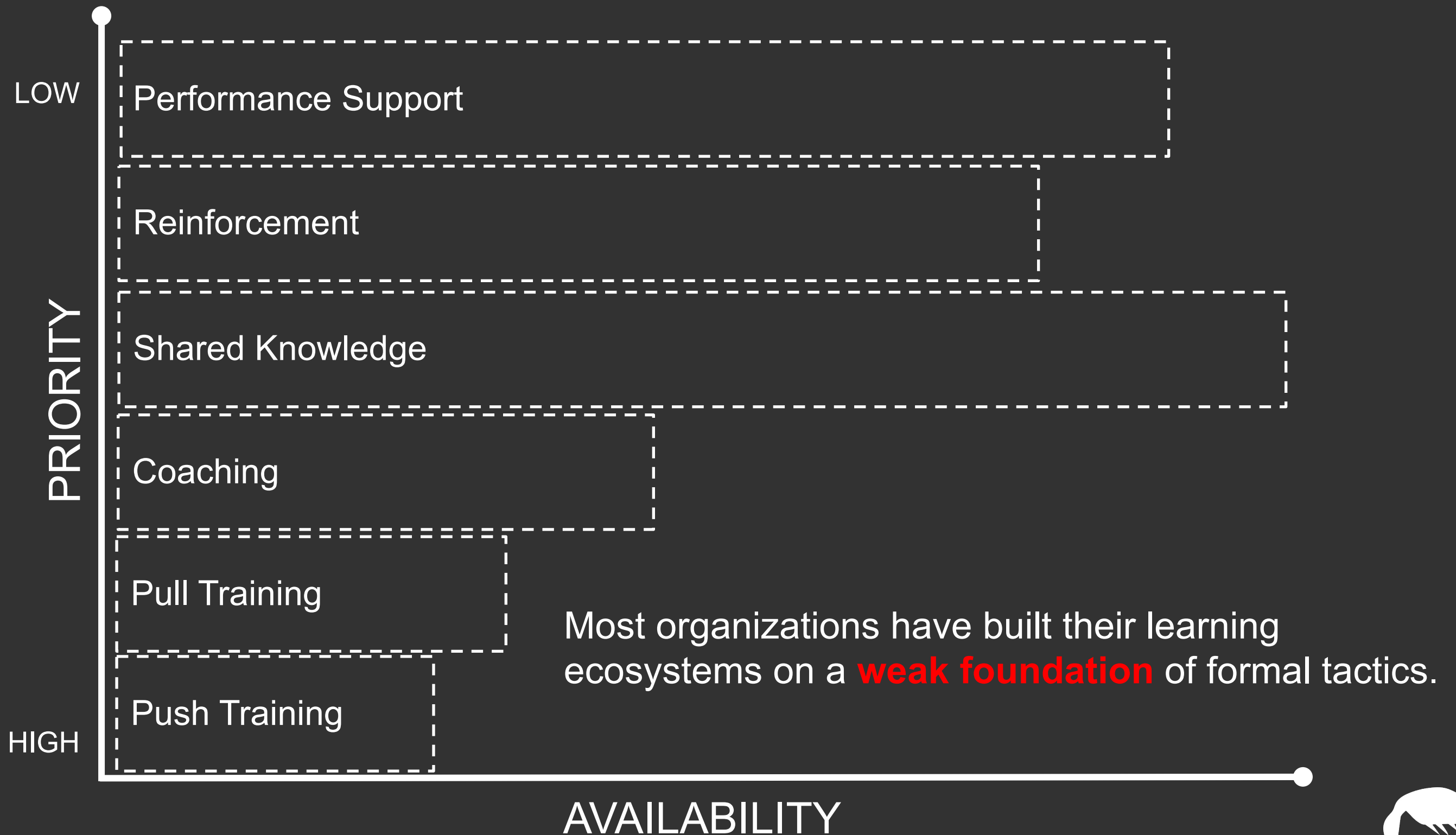
Persistent, actionable
coaching and feedback

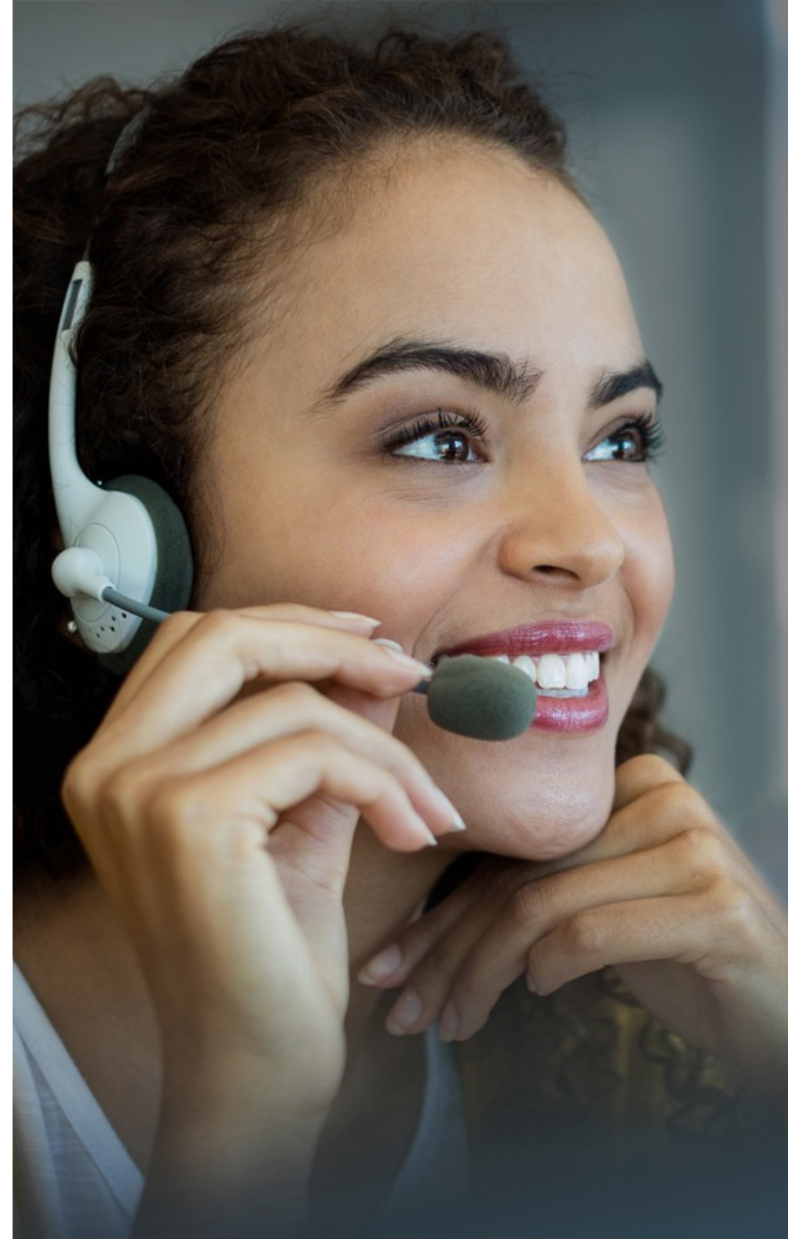


Ongoing practice
and reinforcement



Opportunities to develop
and apply new skills





Provide an **equitable** support experience for **every** employee that **fits** into their workplace **reality**

STRUCTURE

Can people reliably **find the information** they need to solve problems in the flow of work?

Shared Knowledge

AVAILABILITY



STRUCTURE

Can people **get help** if they cannot find the information and do not know the answer?

Performance Support

AVAILABILITY



Do people have an ongoing opportunity to **practice** applying what they learn?

STRUCTURE

Reinforcement

NEED
NICE

AVAILABILITY



STRUCTURE

Coaching

Are managers provided with the **data and insights** needed to provide right-fit coaching?

AVAILABILITY



STRUCTURE

Pull Training

Do people have **on-demand access** to ongoing skill development resources?

AVAILABILITY



STRUCTURE

Push Training

Is structured training delivered
only when it's the **right-fit**
solution to a problem?

AVAILABILITY



STRUCTURE

Push Training

Pull Training

Coaching

Reinforcement

Performance Support

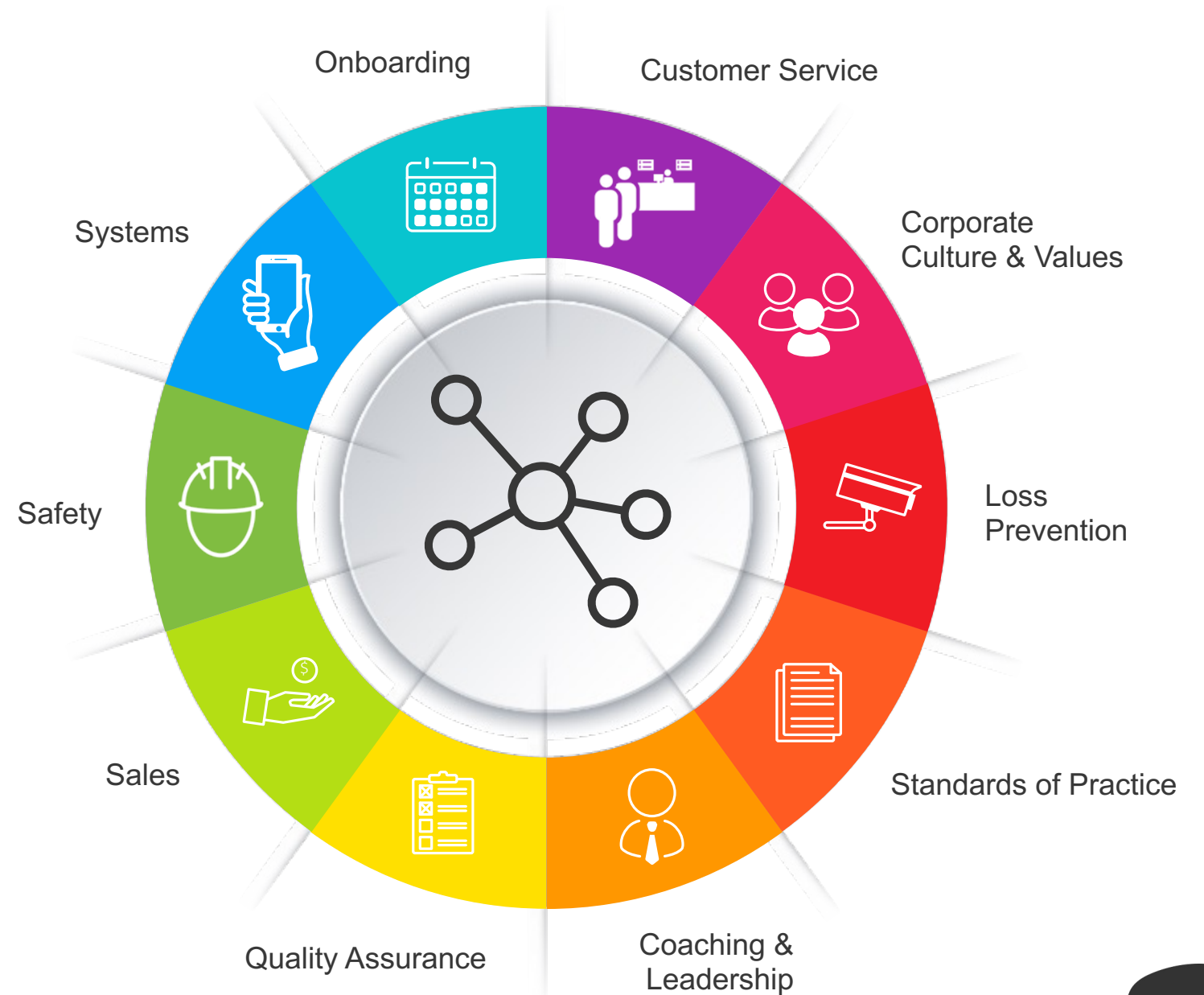
Shared Knowledge

The Modern Learning Ecosystem Framework™

AVAILABILITY



The **MLE Framework** is a systems approach to addressing any/all workplace performance challenge.



A man with glasses is sitting at a desk, working on a laptop. He is wearing a dark sweater over a collared shirt. The background is a blurred office environment with windows and shelves.

CONTEXT

when and where does the person need help?

CRITICALITY

how problematic is failure for this topic?

COMPLEXITY

how challenging is this topic to master?

TIMELINESS

how quickly is an intervention required?

STRUCTURE

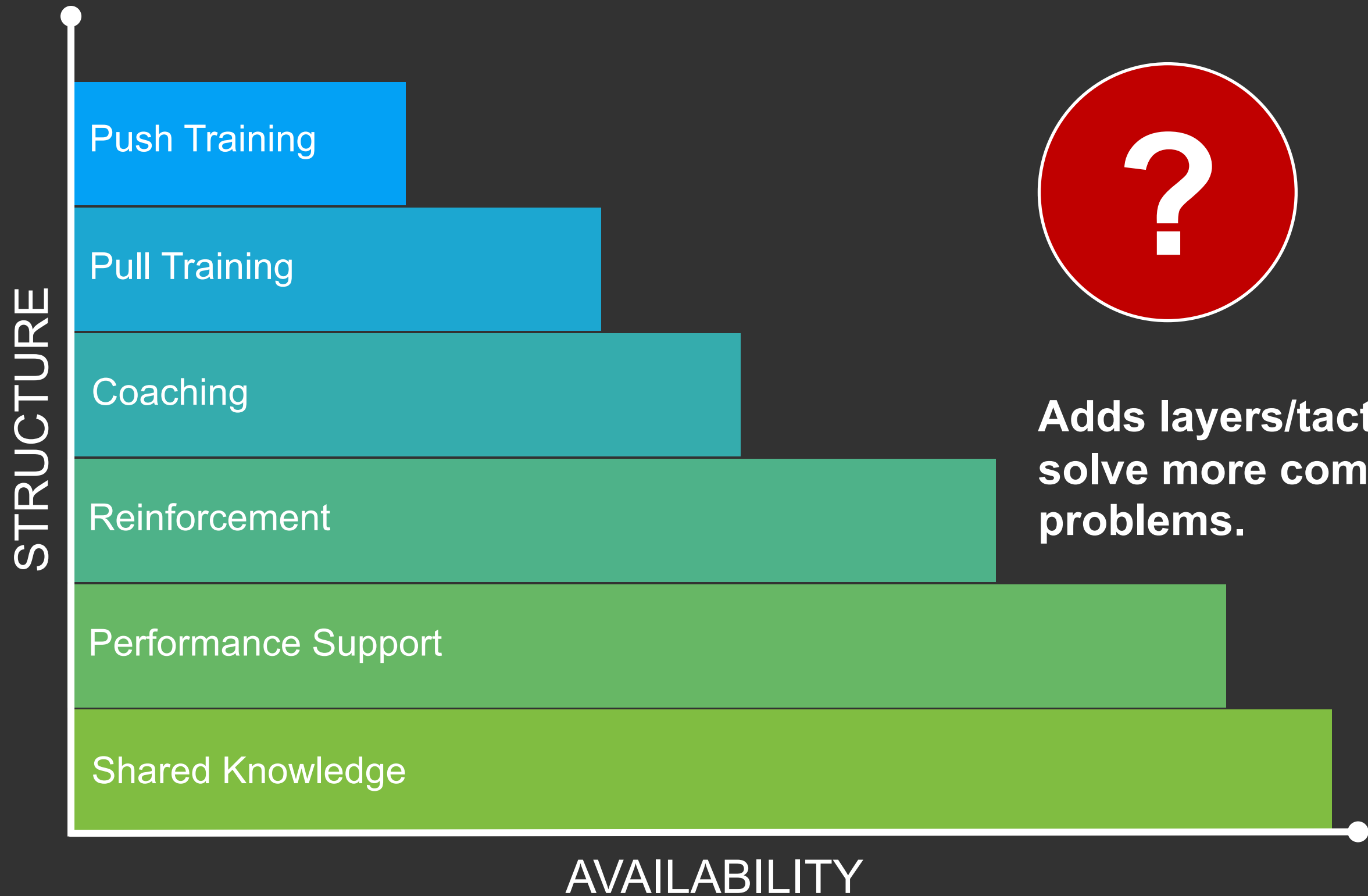
Apply only the necessary layers + tactics to solve problems based on framework considerations.

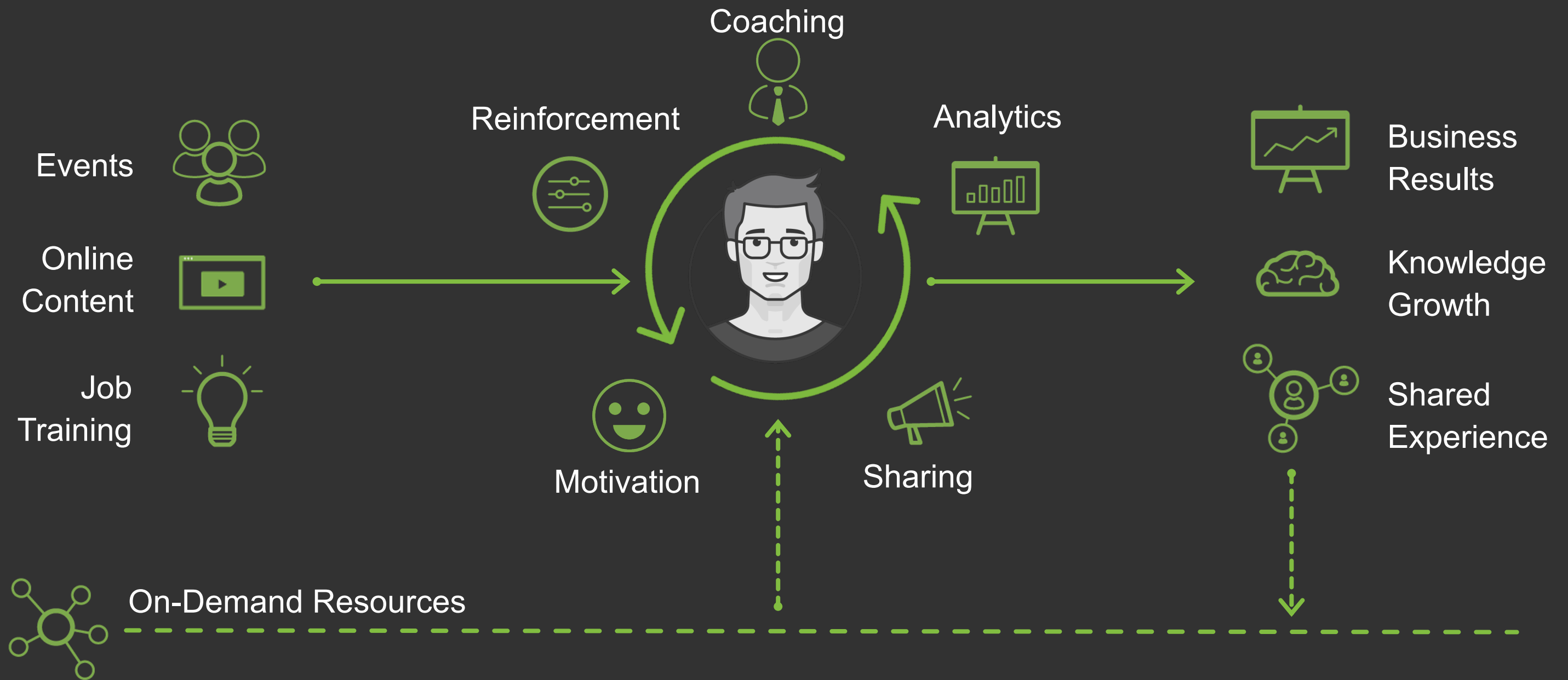
Performance Support

Shared Knowledge

AVAILABILITY







This is learning and support as **an always-on system of work.**





essential L&D skills

digital

data

curation

enablement

influence





How do we get
everyone else to adopt
a modern mindset?



EXECUTIVE



LEGAL



IT



SME



MANAGER



EMPLOYEE

- ✓ What do they care about?
- ✓ How are they held accountable?
- ✓ How are they motivated?
- ✓ What's their experience with workplace learning?
- ✓ How can you provide value?



EXECUTIVE



LEGAL



IT



SME



MANAGER



EMPLOYEE



case
study



outside
expert



reporting



roadmap



peer
stories



job
support



yes,
and...

Overcoming legacy to transform mindset takes time.
Organizations understand the importance of growing and
maintaining a highly-capable workforce.
This is L&D's opportunity to transform.



**An organization can only transform
as fast as people can learn.**



legacy practice

build courses
deliver programs
partner with SMEs
manage projects
check boxes

modern mindset

curate resources
open channels
enable collaborators
maintain systems
foster agility
(and still check boxes)

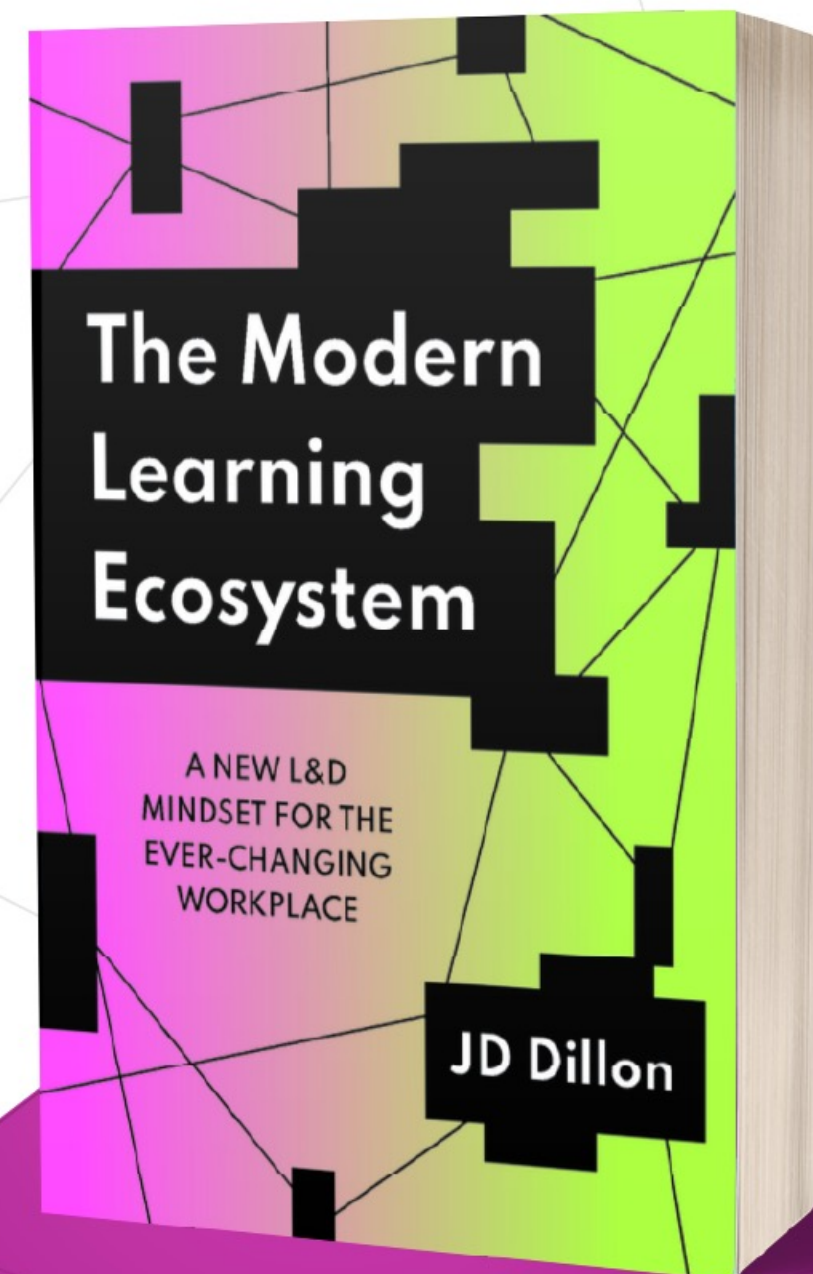




By adopting a modern learning mindset, we'll make sure everyone gets that **right-sized bike**.



available now
jdwroteabook.com





Shorter than your next meeting.
Packed with practical ideas.
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axonify.com/itk





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Let's connect!



Be well.