

# Five Imperatives to Activating Modern Learning at Work

Presented by:

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# About Us

## OVERVIEW

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**Intactic is a modern communications company focused on creating more human-centric experiences for people at work.**

Our strategic, creative and digital services power enterprise transformation from the inside out.

**LMS365 is the only learning platform built into Microsoft 365 & Teams.**

On a mission to place learning in the hands and hearts of people, LMS365 millions of users embrace the modern digital workplace and learn in their individual and familiar flow of work.

## SOME CLIENTS

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# **Agenda:**

- **The Modern EX**
- **Five Dimensions**
- **What You Can Do Now**
- **Open Questions**

# Being Human



# The Modern EX Framework

## The reasons we exist.

Our connection to what matters most to our people.

## Places we work or things we can touch or see.

A collection of touch points and experiences.



## The collective conversation.

Our focus is to enable a two-way dialogue to constantly engage our people.

## Humans are most productive when barriers are removed.

The ability to connect to information, a person or to opportunities.

## The way we act.

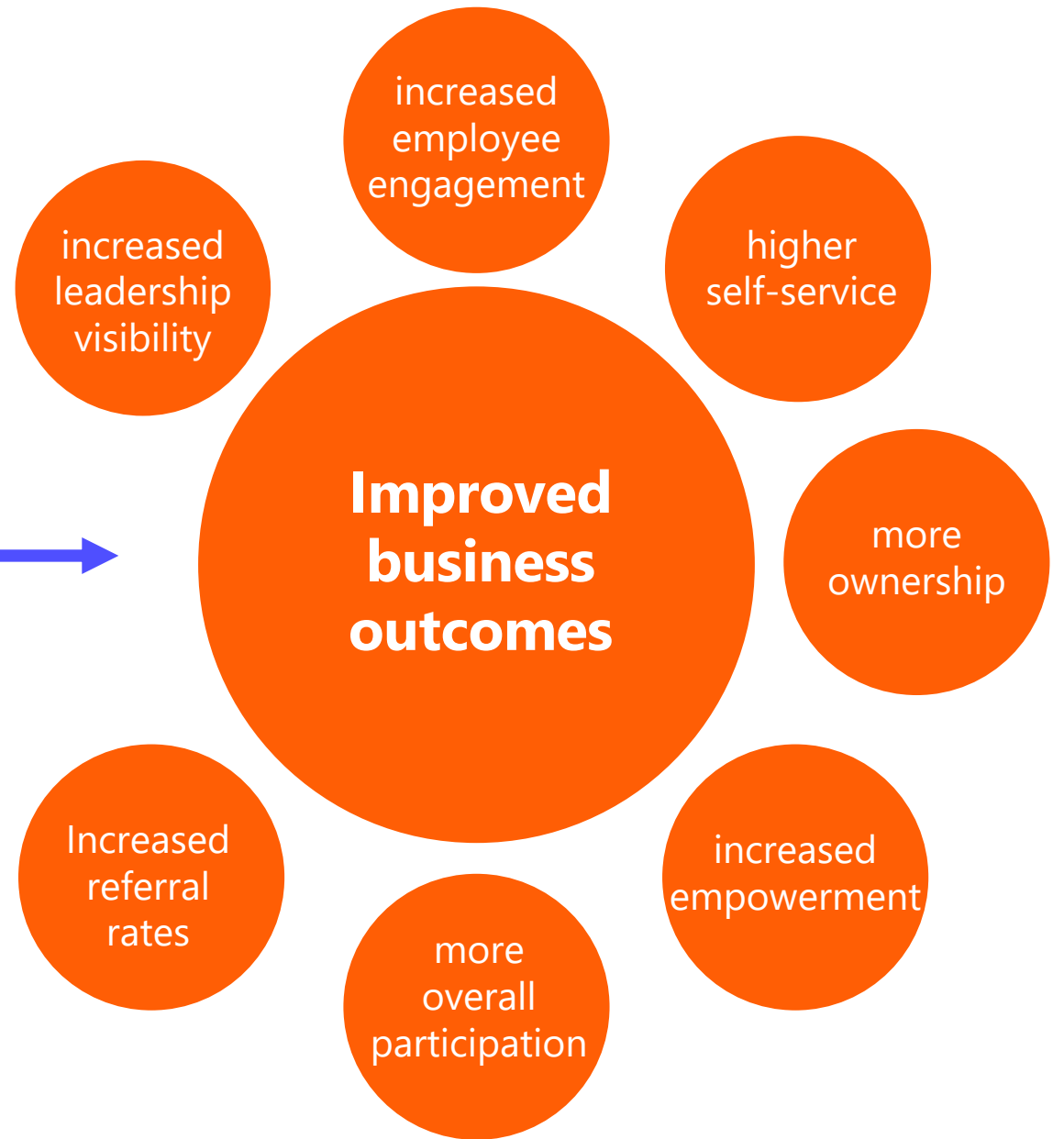
The expectations we set and the actions we model.

# Modern Learning at Work

Better learning experiences



Increased learning participation



# Modernizing Learning at Work

## STOP

Using the same measurement framework

Defaulting to traditional roles

Only using email to share information

Controlling agenda development

Trying to do everything online

## START

Revisiting measurement with new data types

Rethinking roles considering new technology

Using shared forums so conversations are “known”

Provide multiple learning pathways

Offer options for diverse learning styles

# The Case is Clear

*Employees who spend time at work learning are...*

**47%** *less likely to be stressed*

**39%** *more likely to feel productive and successful*

**23%** *more ready to take on additional responsibilities*

**21%** *more likely to feel confident and happy*





# **Imperative #1 /** **Align with the Flow of** **Work**



## #1 / Align with the Flow of Work

- Improve access
- Platform consistency
- Personalization
- Reduce journey friction



## **Imperative #2 / Give Permission**



## #2 / Give Permission

- More than “expected”
- Walk your talk (model)
- Time shifting



**Imperative #3 /**  
**Keep it Interesting**



## #3 / Keep it Interesting

- Business Critical + Surprise & Delight
- Make it short, then shorter
- Relevancy always wins



**Imperative #4 /**  
**Map the Unconscious**



## #4 / Map the Unconscious

- Experience mindset (moments that matter)
- Personalization
- The value equation





# **Imperative #5 / Amplify Recognition**



## #5 / Amplify Recognition

- Growth ego
- Peer pressure
- It just feels good



# Important Considerations

- **Never do this alone.**  
Facilitating a cross-functional effort is a key success factor.
- **Set clear ground rules.**  
Rules of the road connected to your values (e.g. Bias to Action) are required.
- **Advice is often free.**  
Constantly socialize your plan internally and with external consultants and partners.
- **Align success measures.**  
Discussing success measures supports leadership alignment and sets expectations.

# Theory-to-Action / What you can do now

## Align with the Flow of Work

- Map a **day-in-the-life journey** for employees in roles who are hard to reach and identify key moments to influence.
- Interview people who are not engaged in learning and/or target audiences **and identify friction points** and barriers.
- Conduct a tech **ecosystem audit** and determine the status of internal lists and groups along with the tech that can personalize content.

## Give Permission

- Develop and **share key messaging** that People Leaders and managers can use with teams.
- **Request and share stories** from leaders and managers who are upskilling and learning.
- Share an example of a **weekly schedule** with identified and scheduled learning moments (by role).

## Keep it Interesting

- Balance the mix of **digital and in-person** learning opportunities.
- Increase the amount of **"Surprise & Delight"** content and messaging.
- **A/B test comms** to determine what titles, subject lines and content increases engagement and participation.

## Map the Unconscious

- Align with a **cross-functional employee experience team** to confirm moments and opportunities.
- Start **personalizing content** (incl. learning opportunities) to specific roles, individuals, and lists.
- Build a **simple value measurement framework** linking investments to impact (be sure to align with core business strategy).

## Amplify Recognition

- **Recognize** contributors and people who provide feedback in learning **"out in the open"**.
- Create a **"share this opportunity" link** for people who enroll and/or complete learning.
- Create **completion badges and awards** to be included in employee digital profiles in a "training completed" field that is searchable.



# Any questions?

- **Contact LMS365:** [LMS365.com/contact-us](https://LMS365.com/contact-us)
- **Contact Preston Lewis:** [preston@intactic.com](mailto:preston@intactic.com)
- **Available Resources:** [LMS365.com/ebooks/](https://LMS365.com/ebooks/)



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