

Becoming a Data-Driven Learning Organization

ATD Webinar - June 16th, 2023

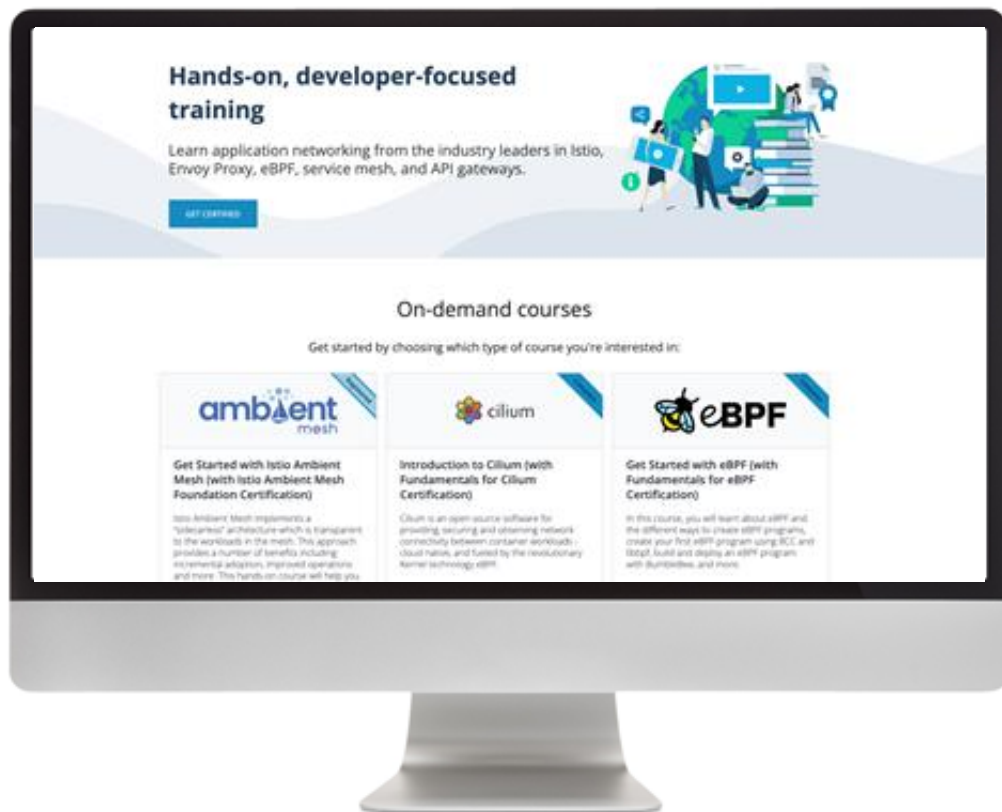




Brandon Burtner

Senior Digital Learning Manager






Hands-on, developer-focused training

Learn application networking from the industry leaders in Istio, Envoy Proxy, eBPF, service mesh, and API gateways.

GET COURSES

On-demand courses

Get started by choosing which type of course you're interested in:

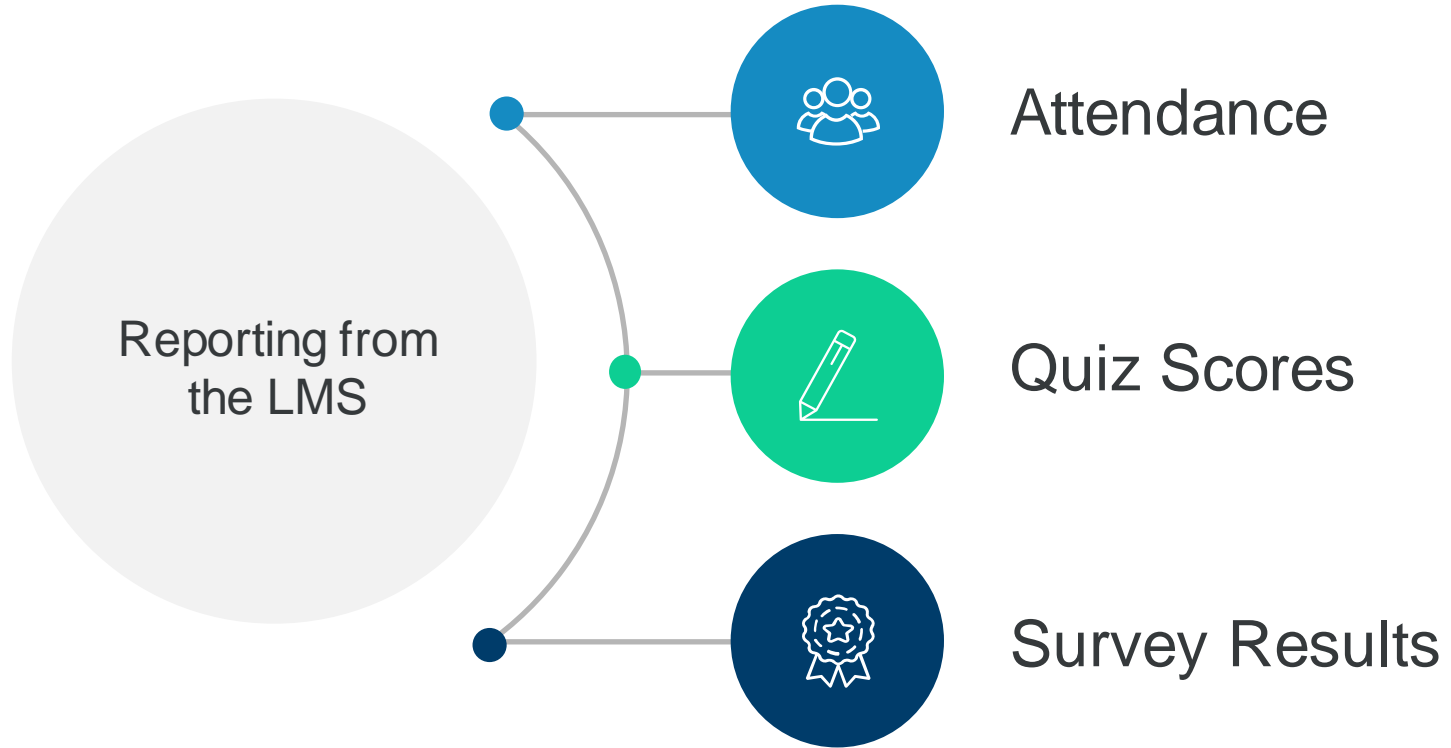
| | | |
|---|--|---|
|  <p>ambient mesh</p> |  <p>cilium</p> |  <p>eBPF</p> |
| <p>Get Started with Istio Ambient Mesh (with Istio Ambient Mesh Foundation Certification)</p> <p>Istio Ambient Mesh implements a "sidecarless" architecture which is transparent to the workloads in the mesh. This approach provides a number of benefits including: experimental adoptions, improved operations and more. This hands-on course will help you</p> | <p>Introduction to Cilium (with Fundamentals for Cilium Certification)</p> <p>Cilium is an open-source software for providing, securing, and observing network connectivity between container workloads - cloud native, and fueled by the revolutionary kernel technology eBPF.</p> | <p>Get Started with eBPF (with Fundamentals for eBPF Certification)</p> <p>In this course, you will learn about eBPF and the different ways to create eBPF programs, create your first eBPF program using RCL and BCC, build and deploy an eBPF program with BumpInTime, and more.</p> |

What does it mean to be a data-driven learning organization?

Weren't we using data already?



Typical learning data



Classic L&D QBR

Look at all that impact!

IN-PERSON CLASSES

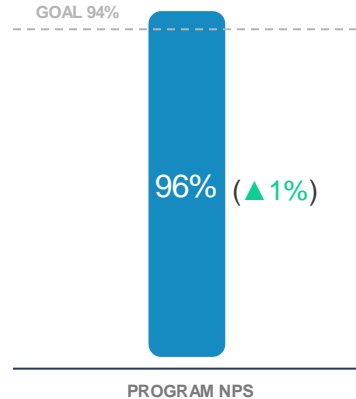
24 (▲2)

ELEARNING COMPLETIONS

428 (▲26)

TOTAL LEARNERS

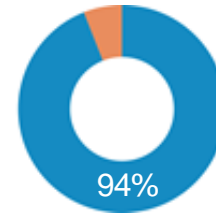
317 (▲7)



4.7★
average rating



E-LEARNING SURVEYS



QUIZ PASS RATE

Who are your business partners?

And what do they care about?



The disconnect

Data we report

vs

Data the business cares about

- Number of classes taught
- Number of eLearnings completed
- Program NPS
- Quiz scores
- Number of learners graduated

- Customer NPS scores
- Sales
- Customer retention
- Employee retention
- Efficiency

These are your **outputs**

Data the business cares about

- Customer NPS scores
- Sales
- Customer retention
- Employee retention
- Efficiency

Input metrics vs. output metrics

Inputs

These are the measurable behaviors that your organization strives toward to ensure successful business outcomes.

- Highly actionable/controllable
- Leading indicators of success
- Correlative and causal to outputs

Outputs

These are the outcomes that your business partners use to measure the success of their organizations.

- Not directly actionable by L&D
- Lagging indicators of success
- End-goal of any L&D program/initiative

Do we care about input metrics or output metrics?

Both. The output is the end goal. The input is our strategy for achieving that end goal.



Example: Input/output

Problem

The sales department is behind on its annual sales goals. Manager feedback and follow up analysis agree that a main cause of the problem is an inability to overcome common objections.

Input

Improve rate of successful objection handling



Output

Increase gross sales by 8% QoQ

How do we improve objection handling?

Overcoming Objection Course

A/B tested to ensure effectiveness

What are your inputs
and outputs?



Let's build a data strategy

Case Study: FINRA licensing program



Program Metrics

Input Metrics

MIDTERM EXAM SCORE

85%

PROGRAM ADHERENCE

94%

Output Metrics

FIRST TIME PASS RATE

75%

OVERALL PASS RATE

90%

Learning intervention & coaching

Mid-term exam score

What do we do when a learner or cohort shows a mid-term exam score that suggests a high likely of failure?

Analyze the questions or topics with the highest levels of learner errors. Prepare a review session on these topics for the class.

Program adherence

How can we use program adherence as a learning intervention tool?

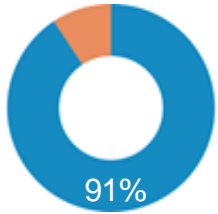
Give learners and facilitators/mentors access to a program adherence dashboard, showing how each learner is progressing. Use that dashboard as both a self-discovery and coaching tool.

Our new QBR

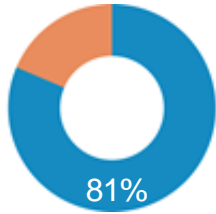
Q3 Results

OF PROGRAM GRADUATES

78 (▲6)



PROGRAM PASS RATE



FIRST TIME PASS RATE

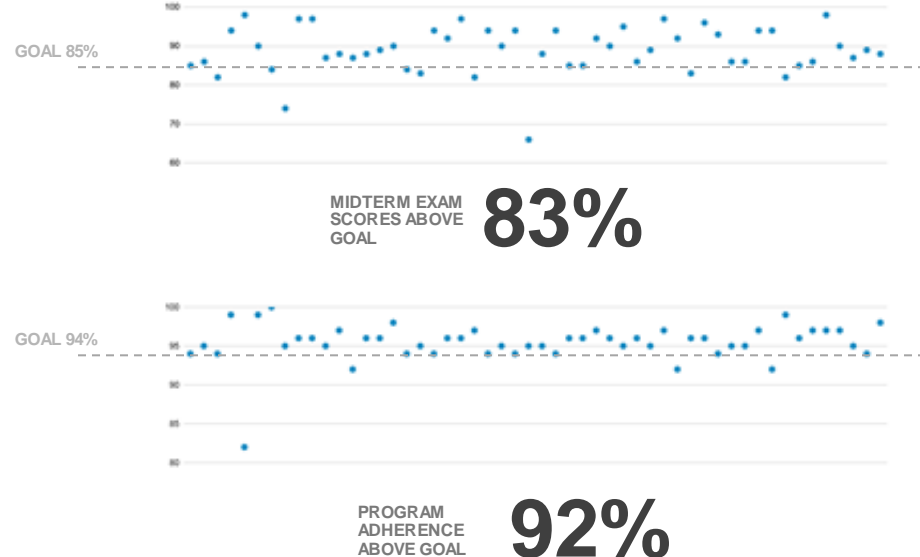
Q4 Projections

CURRENTLY IN PROGRAM

87

PROJECTED GRADUATES

77 (▼1)



Key takeaways

- We are a support function. Start with how your *business partners* define success. These are your **output metrics**.
- What does your team need to accomplish to ensure these outputs are achieved? These are your **input metrics**.
- Coach your team to inputs, but remember that your business partners care about outputs.
- Inputs are only valid if they are provably correlative and causal to outputs.



Q&A



Connect with me on LinkedIn!



Brandon Burtner

Senior Digital Learning Manager for Solo.io



Access Google Slides Presentation

