Creating Agile Learning Solutions to Achieve Successful User Adoption

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Part of Learning Technologies Group plc

Introduction to your dedicated team

Scott Barber
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Agile Instructional Developer

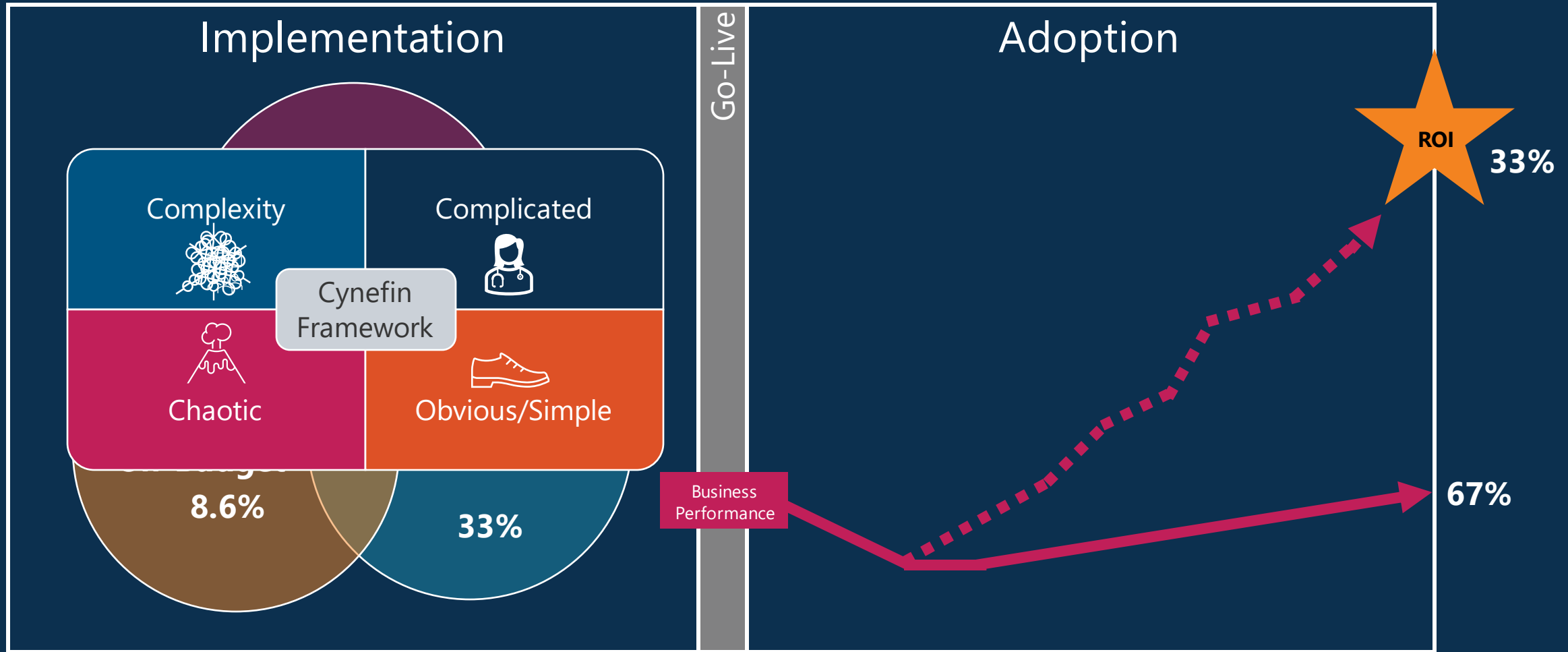Your trusted workforce transformation partner.

- The Adoption Challenge
- Critical Adoption Factors
- Lean Learning Experience (LLX)
- How Can You Implement LLX
- Q&A

Agenda

Transform with us.

The Challenge: Why is this important?

Implementation

Go-Live

Adoption

Complexity

Complicated

Cynefin Framework

Chaotic

Obvious/Simple

ROI

8.6%

33%

Business Performance

ROI 33%

67%

Critical Adoption Factors
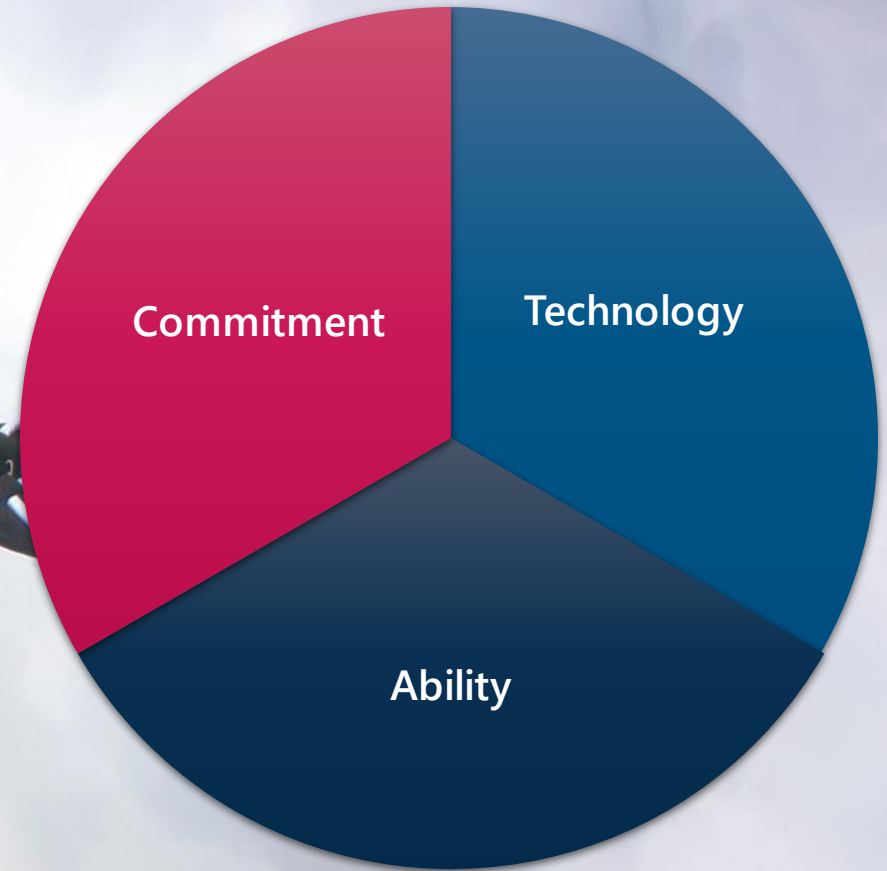
To overcome these challenges,
focus on three critical adoption factors.

Commitment

Technology

Ability

Most ERP Learning Design & Delivery

Analyze → Design → Develop → Instruct → Evaluate

Project Start

Sit Testing

UAT

Training Window

Go Live

Hypercare

Learner Motivation ⬇
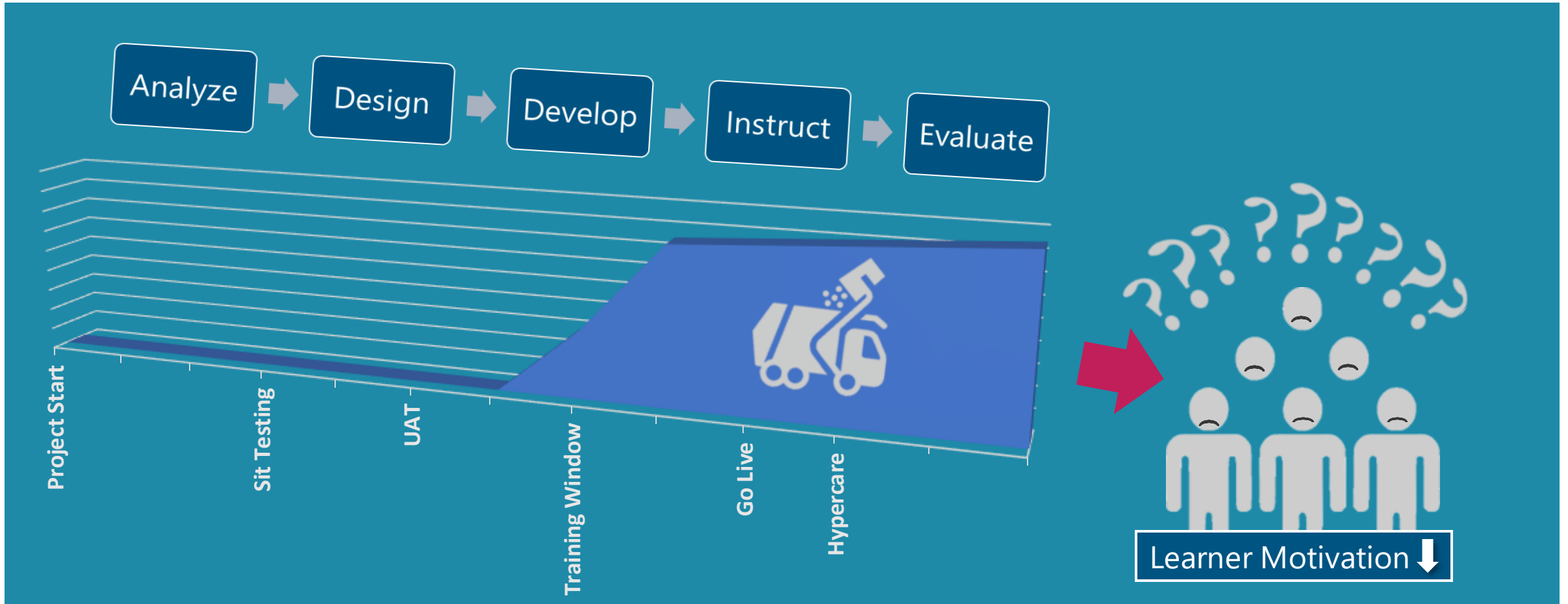
Lean Learning Experience (LLX)

Team

- Lean
- Adaptive / Resilient
- Creative solutions despite complexity

Technique

- Critical content focus
- Learning as a process

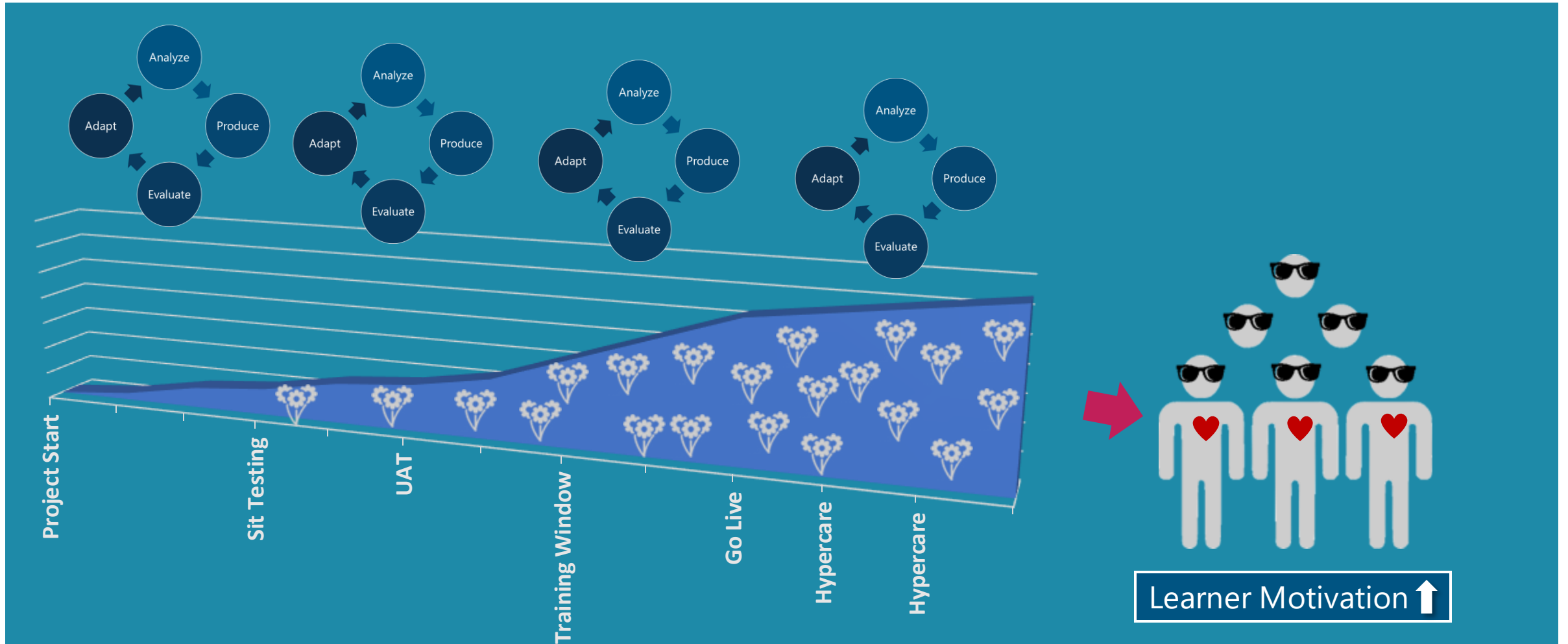# LLX Learning delivery

Lean Learning Experience (LLX)

Results

Learning Journey vs. ~~Training~~

Increased Business Performance

Acceleration to Return

Global Warehouse Management

Company | Worldwide supply chain
Industry | Automotive parts and accessories

Challenge

Worldwide roll-out of warehouse management solution to over 130 locations was failing. The first warehouse was struggling to return to previous productivity levels after two years while the second took several weeks to return to previous levels.

Traditional project management solutions were not working and were overly complicated. Management wanted a solution to return productivity to normal as soon as possible at multiple warehouses to better enable strategic deployment goals.
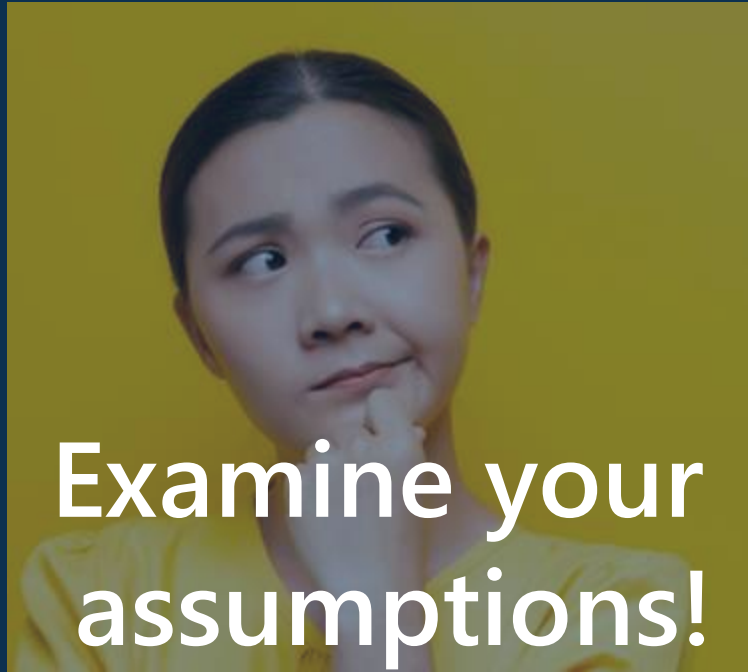
Solution

Using GP Strategies® LLX, a new experiential learning solution was quickly designed and created to deploy to warehouse workers.

By focusing on real-world outcomes (epics and user stories) and an innovative use of Scrum, the partnership created a solution that rapidly created new mental models and increased productivity quickly after go-lives at multiple warehouses.

RESULTS

After implementing the new performance solution, **the next warehouse** returned to previous KPI levels **after 31 days**.

The next warehouse go-live return to productivity **after only 12 days**.

Overall, the turn-around the performance solution enabled the business to continue **to accelerate the pace of the worldwide implementation**.

GPStrategies®
Your workforce *transformation* partner ™

Examine your assumptions!

Develop an Agile Mindset!

Learn by Doing!

Q&A

Let's work together.

Contact us

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Global Aerospace

Company | Worldwide
Industry | Aerospace, Defense

Challenge

Worldwide Multi-year, multi-system digital transformation. Replacing systems for design, manufacturing, customer management, supplier management, and ERP! Previous approach for ERP learning solution resulted in reduced productivity for affected users:

- Company is scrambling to "stop the bleeding"
- ROI is far off

New GP Strategies® vision: Apply LLX to create a scalable, sustainable end user training solution for all ERP implementations

Solution

Using GP Strategies® LLX, design a new learning solution for new ERP users. Look for early adopters to provide early feedback. Streamline the development process using Minimal Viable Product concept. First focus is critical content:

- Detailed understanding of desired end state and proposed functionality
- Gathered information (examples, analogies) using Cognitive Task Analysis

RESULTS

Provided **rapid learning solution** for SIT 1 testers **early in the implementation**.

Learning solution scope defined **several months prior to Go-Live**:

- Critical content documented and organized.
- Business context (examples and analogies) gathered.
- Learning culture / role-based personas created.
- Modality decisions made.
- Major solution development started **3+ months prior to training delivery**.

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