How to Choose a Learning Solution For Your Organization
From check the box to feel it working

School’s out
Learning and development products have never been more diverse than they are today. They’ve also never been more necessary.

New ways to work require new ways to learn. Today, workers face an imperative: keep up with rapidly evolving technology or quickly fall behind. Modern employees need more dynamic skills, processes, and resources to match today’s fast-changing world.

Most traditional learning systems are out of sync with 21st century realities. That’s why the most innovative L&D leaders today are moving away from “command and control” training products, designed to simply check the box, to cutting-edge learning products that empower employees to do their best work.

Training’s timebomb
Technology’s rapid evolution is turning the diminishing returns of traditional training into outright liabilities. Legacy methods don’t just leave digital workers unprepared. Now, they’re actively pushing people away.

Eighty-seven percent of today’s workforce is disengaged at the office.¹ Companies are losing $10 million annually, per thousand employees, to workplace inefficiency.² Organizations are caught in a vicious and costly war for talent. All of these challenges stem from inadequate learning opportunities at work. They’ll only become more difficult the longer L&D stays stuck in a time warp.

This guide points a way forward. A 21st century learning ecosystem can meet a wide array of needs inside your organization if you just have a few essential ingredients to get started. No matter whether you build it or buy it, a learning ecosystem like the one outlined here leads to better work and happier workers.
The three ingredients of a learning ecosystem

A learning ecosystem brings content, technology, and expertise into harmony to create a learning culture within your organization. Here’s what to look for:

**Content that works**
21st century employees don’t have the time or the desire for long content. Engage learners instead with **microlearning**: information presented in short video learning moments that get to the point while moving at the learner’s pace. Microlearning matches the consumption habits of modern learners, and it’s easy for trainers to assign, track, and update.

**Frictionless platform**
Steer clear of bells and whistles—they’re there for show, not for learning. Clinical trials consistently show that simpler learning software leads to more retention and better user engagement. The best platforms are intuitive and clutter-free. That means optimized mobile use and easy uploading, assigning, and performance measurement on the back end.

**Learning expertise**
A learning product is only as effective as its implementation, so avoid “sell it and forget it” systems. A good learning partner is one that goes the extra mile to show you how to maximize your results; a great learning partner becomes more like a remote member of your team, designing curricula and helping to create a culture of learning. You should rest easy knowing that your program is in good hands.
The five things your learning ecosystem should accomplish

With great content and a frictionless platform—optimized by experts working closely on your deployment—you’ll be able to build a learning ecosystem that meets the following five needs inside your organization:
It’s more than orientation. Make them feel like a part of the culture.

First impressions are key, in life and at work. A great onboarding process doesn’t just get new hires from zero to productive. It also introduces them to your culture in a way that makes them feel comfortable in your organization right off the bat. Employee retention starts here.

The biggest problem you’re solving:
Incomplete introductions. People who onboard without feeling supported and welcomed into the fold begin their time at your organization with a negative experience.

Why it’s different now:
People are the new durable goods. Digital tools come and go quickly these days. The skills that an individual has in any given moment are dwarfed in importance by the long-term glue that is organizational culture and the ability to learn new things.

How to use your ecosystem:
Efficiently align onboarding content. Work big to small when presenting your onboarding content. Every new hire should get the same introduction to the company’s culture and mission. After that, show them increasingly department- and role-specific material.

Results:
In a rich learning culture, employees never really stop learning how to do their jobs. You’ll forget about trying to exhaustively teach a recruit their new role during onboarding, and instead make sure they have enough knowledge to simply begin performing and learning.
Prepare your employees to set and achieve performance goals.

It was easier to provide job-specific training before tools started changing at a blistering pace and attention spans started shortening along with them. Replacing obsolete job training requires a complete reimagining of where and how learning happens in the digital age.

Half of an individual's digital skillset becomes obsolete in 2.5 years.\(^5\)

The biggest problem you’re solving:

**Constantly preparing employees for changing jobs.** It’s impossible to be fully skilled for a job when the tools it requires never stop changing. Employers need to provide accessible, effective training in order to know their workers are equipped to perform.

Why it’s different now:

**Rapid digital evolution.** Technology moves ruthlessly fast in the 21st century. Not only do existing tools update frequently, but they’re disrupted constantly by new products. Employees are no longer distinguished by what they know. Now, it’s by how swiftly they can learn.

How to use your ecosystem:

**Train small.** Give your learners content that is inexpensive, easy, and quick to create and assign. Microlearning unlocks proven practice techniques like variation, repetition, and spacing. Plus, its short creation cycle is the only way content creators can keep up with changing technology.

Results:

Better training leads to a productive and engaged workforce. Moreover, the need for digital-age skills training amplifies the importance of L&D as a business unit. When every employee’s performance becomes entwined with learning, learning becomes entwined with business strategy.
Save employees time and frustration by making support content available anytime, anywhere.

The support function is how your organization gets helpful information to the people who need it, in the moment they need it. The ideal performance support solution combines different types of information into one central body of knowledge.

According to Gottfredson and Mosher, performance support provides benefits at 3 of the 5 moments of learning need: apply, solve, and change.

The biggest problem you’re solving:
Questionable info. Problems that arise in the workflow are best solved by familiar, up-to-date expertise, not the opinions of strangers of unknown credibility. Left to fend for themselves, learners forage for answers online. Who knows what kind of solutions they’ll find.

Why it’s harder now:
Getting it right, efficiently. Google has all the information you’ll ever want. Problem is, you don’t want everything. You want the right thing. And you want it now, not after pages of search results. Seeking answers from colleagues, who have to stop working in order to help, is no better.

How to use your ecosystem:
Content reflects your organization and learners. A modern support tool elegantly provides information that is aligned with your organizational culture. Empower employees to self-direct their own learning by delivering solutions at the point of need.

Results:
Microlearning enables support content to live in the workflow, accessible whenever learners need it. When employees have on-demand support, its availability becomes built into processes. Learning functions like a utility inside the plumbing of your organization.
Development

Give your employees the resources they need to grow.

Long-term development is essential to cost savings and workforce engagement. It’s here that employees gain the leadership, management, and professional skills they need to progress into new roles in the organization.

The biggest problem you’re solving:

High turnover stemming from epidemic disengagement. Two-thirds of companies around the world consider themselves weak at developing millennial leaders.* This is the biggest disconnect in L&D right now: young talent is being critically underdeveloped.

Why it’s different now:

Employees demand growth opportunities. Development and strong career paths are two of the top three qualities that millennials look for in employers. Organizations with subpar development opportunities will scramble to compensate for this costly “negative perk” when attracting young talent.

How to use your ecosystem:

Create a vibrant, curated learning ecosystem. Employees should have a clear view of what they need to do and learn in order to get promoted. Facilitate their development by creating resource libraries around valuable professional skills like leadership and communication.

Results:

Strong development opportunities are crucial to engaging and retaining employees—especially younger ones. Learners will feel more competent and valued in their current roles, and also more empowered to take on new challenges. Succession planning will be a cinch.
Mitigate risk while engaging employees.

Chances are that you associate compliance training with one of two things: tedious lecture sessions (and bureaucratic box-checking) or expensive custom content. There’s a better way to ensure compliance—one that reduces risk while actually engaging learners.

The biggest problem you’re solving:
Identifying where investment reduces the most risk. Higher-risk business units—or teams that work in highly regulated areas—benefit from content made to speak specially to them. Other learners do just as well with off-the-shelf content. Your challenge is to pinpoint which teams need the extra investment.

Why it’s different now:
Modern platforms mean better deployment. Move past the era of PowerPoints and captive audiences. Today, the same platform you use to deliver on-demand support can also conduct the needs analysis that makes compliance training more efficient.

How to use your ecosystem:
Re-use compliance training. Repurpose compliance training from “push” to “pull” content simply by housing it in your learning ecosystem. The same way that performance support is always ready to be found by learners, compliance content can be easily available to anyone who seeks it.

Results:
Compliance material that relates to learners in the real-world leads to more retention than off the shelf training. Role-specific and realistic compliance training is worth the extra cost to ensure effective training, especially if you optimize the investment by identifying who actually needs it.
Feel the learn

How to create an aligning, engaging learning ecosystem.

Learning is essential to productivity in the 21st century. It directly impacts everything from how easily you’re able to find new talent to how well—and how long—they perform at your company. Empower your employees to do their best work with a learning ecosystem.

The three ingredients you need:

- **Content learners love.** Present information in a way that’s designed to engage 21st century brains and update at the pace of 21st century technology.

- **Flexible, frictionless delivery.** Connect your learners with the resources they need, at the moment they need them, on an intuitive and distraction-free platform.

- **Hands-on expertise.** Settle for nothing less than service that works with you to tailor a learning experience to your organization’s needs and culture.

The five things your learning system should do:

- **Onboard.** Introduce new employees to their roles and welcome them into the culture.

- **Train.** Give employees everything they need to perform their jobs no matter how much things change.

- **Support.** Save employees time and frustration by making support content available anytime, anywhere.

- **Develop.** Empower your employees with the resources they need to take on new challenges.

- **Comply.** Meet your obligations in a way that ensures retention and remains useful in the future.
See a real 21st century learning ecosystem in action.

Grovo gives you the technology, content, and expert service you need to inspire and engage your learners. Request a demo to find out more.

REQUEST DEMO

The world’s best brands learn on Grovo.

Grovo is a better way to learn at work. The platform empowers companies with the training technology and content to align, educate, and inspire their teams. From onboarding to professional development, Grovo’s 60-second microlearning videos teach everything 21st century employees need, delivered in a way that learners love.

Learn more at www.grovo.com

Sources

2. IDC: Bridging the information worker productivity gap: New challenges and opportunities for IT
9. PwC. “Millennials at Work: Reshaping the Workplace.” PwC.