

The Latest Approach to End-User Learning Development and Collaboration

October 24, 2007

The Latest Approach to End-User Learning Development and Collaboration



Christen MacKenzie
Events Coordinator
Chief Learning Officer magazine

The Latest Approach to End-User Learning Development and Collaboration



Josh May
Solution Engineering Practice Lead
RWD Technologies



Mal Poulin
Enterprise Market Director
RWD Technologies

The Latest Approach to End-User Learning Development and Collaboration



Leveraging

to gain efficiencies

Josh May

Solutions Engineer

Mal Poulin

Enterprise Market Director

80% of our knowledge gain, is acquired on the job

- **Knowledge sharing, learning and performance support solutions cannot end at a 'go-live' event**
- **We must enable our employees to build up their own knowledge by interacting with their environment – push and pull**
- **We must reduce the 'waste' or 'gap' between knowledge and people – time!**
- **We must address the informal knowledge gain requirements – training, coaching, support and collaboration – by inviting our organization to build communities of practice amongst employees with similar roles, responsibilities and goals**



When these communities collaborate, they impact business results and employee performance and retention.

“A strong sense of community tends to correlate with exceptional company performance”

TD Magazine

Who is it for?

- Organizations seeking to capture knowledge and improve worker performance and productivity

What does it do?

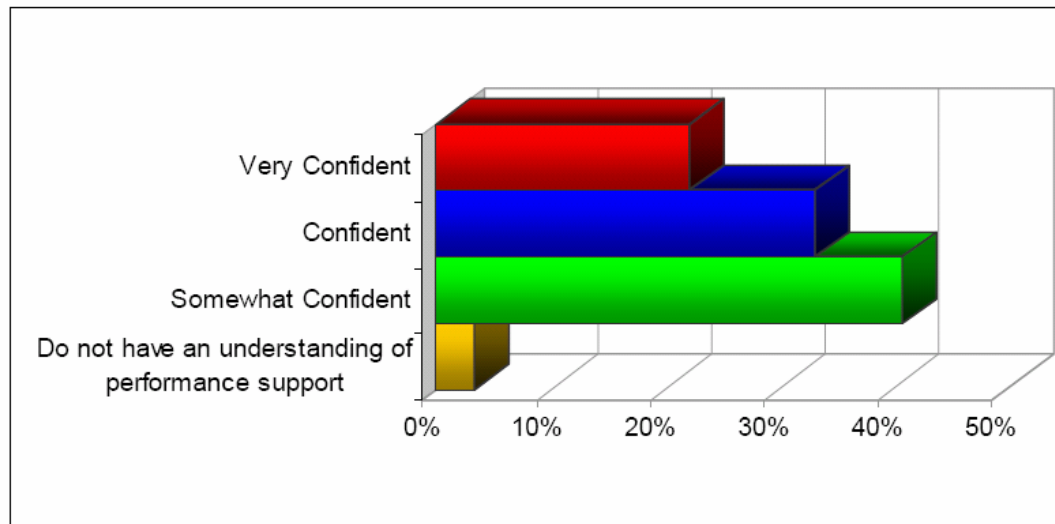
- Supports employee performance on the job
- Enhances collaboration among employees
- Supports learning on multiple levels
 - ◆ Transactional
 - ◆ Process
 - ◆ Conceptual
- Supports governance of content and process

In summer 2007, we surveyed 118 Learning CONSORTIUM members for their current and future deployment plans for a wide range of Performance Support approaches. Here is an executive summary:

- **35% of organizations are currently deploying Performance Support.**
- **50% of organizations are planning a future deployment of Performance Support.**
- **Job Aides, Frequently Asked Questions and Collaborative Tools are the three most used forms of Performance Support.**
- **Only 22% are very confident of their understanding of Performance Support.**

Performance Support Benchmarking Survey

5. How confident are you that you have a clear understanding of Performance Support?



Elliott Masie's
LEARNING
CONSORTIUM

7. What is the primary obstacle that you feel prevents or has prevented you from implementing Performance Support?

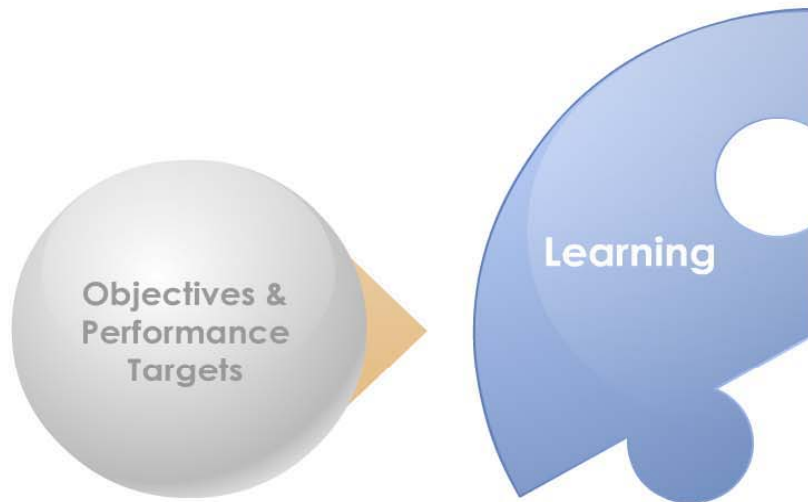
	%
Knowledge of how to properly design and integrate performance support into the work	31%
Other	21%
Cost	18%
Lack of available technology	15%
Lack of research on how to effectively use performance support	8%
No obstacles	8%
Too complicated	0%

A Performance-based Approach



Distill business goals into measurable individual accomplishments and define the interventions necessary for individual success

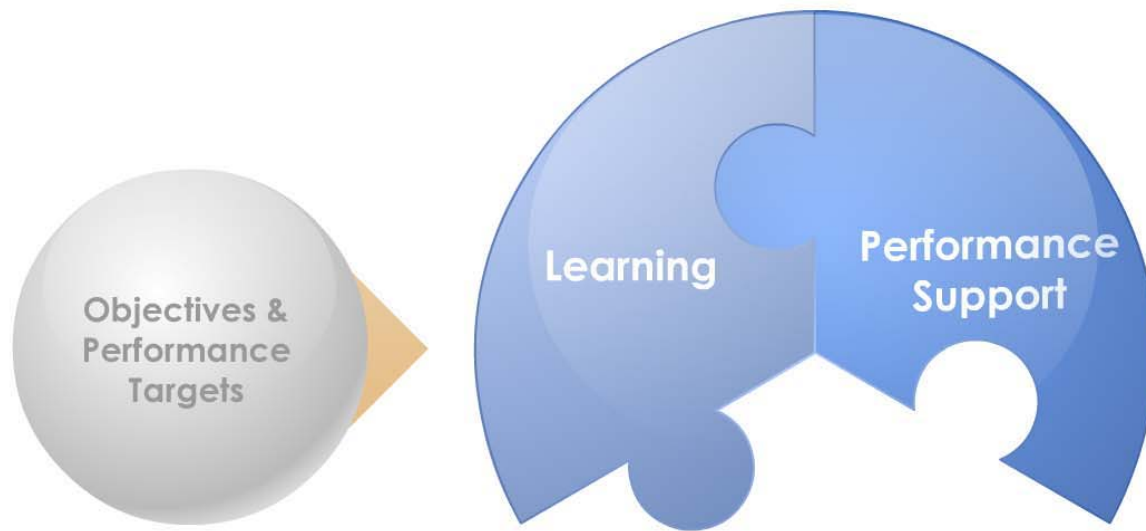
A Performance-based Approach



For information that should be “Learned” (stored in memory):

A blend of eLearning and traditional interventions to support delivery and retention

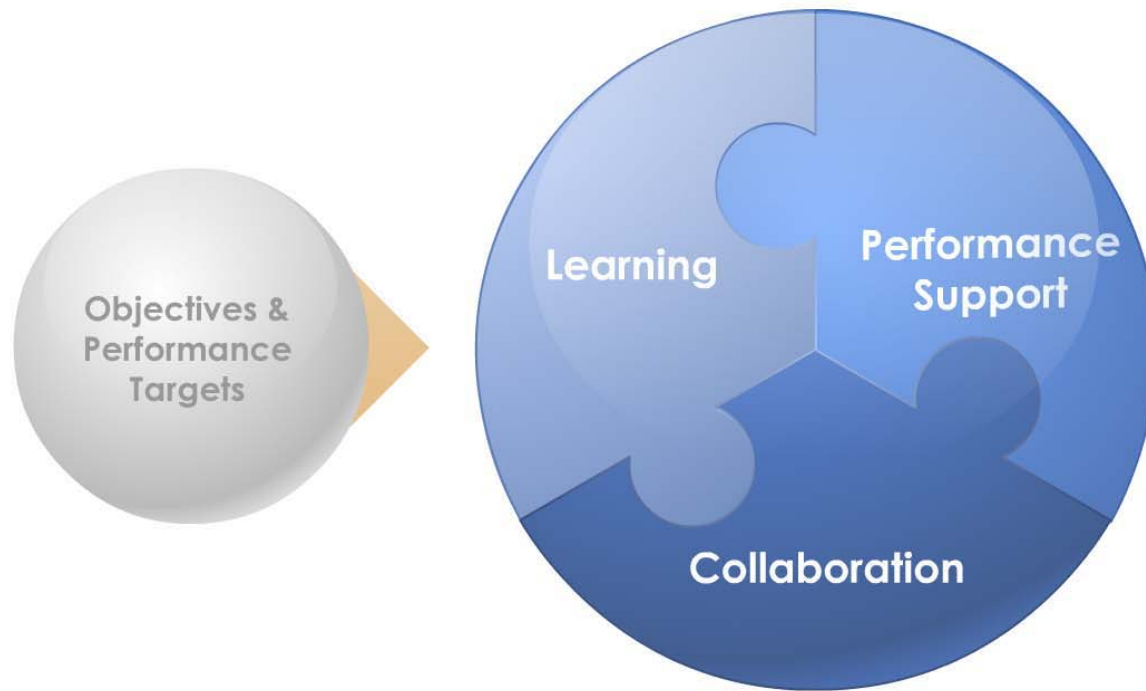
A Performance-based Approach



For those elements that are dynamic/complex and better stored outside of memory for on-the-job look up:

Aids that will direct performance and the vehicles to deliver them

A Performance-based Approach



For the information and knowledge that is stored in corporate repositories and memories:

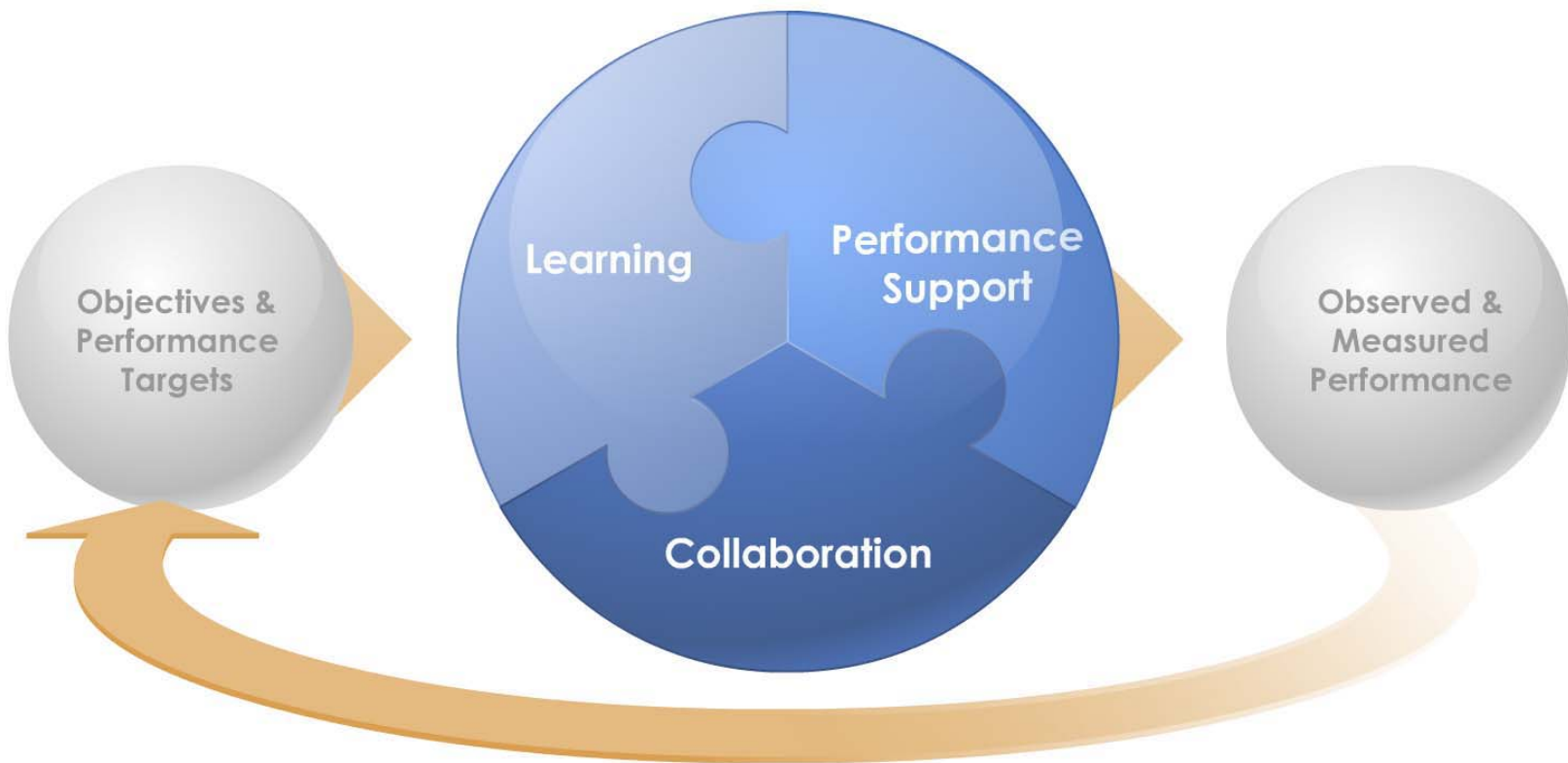
Access to experts through collaboration and connection

A Performance-based Approach



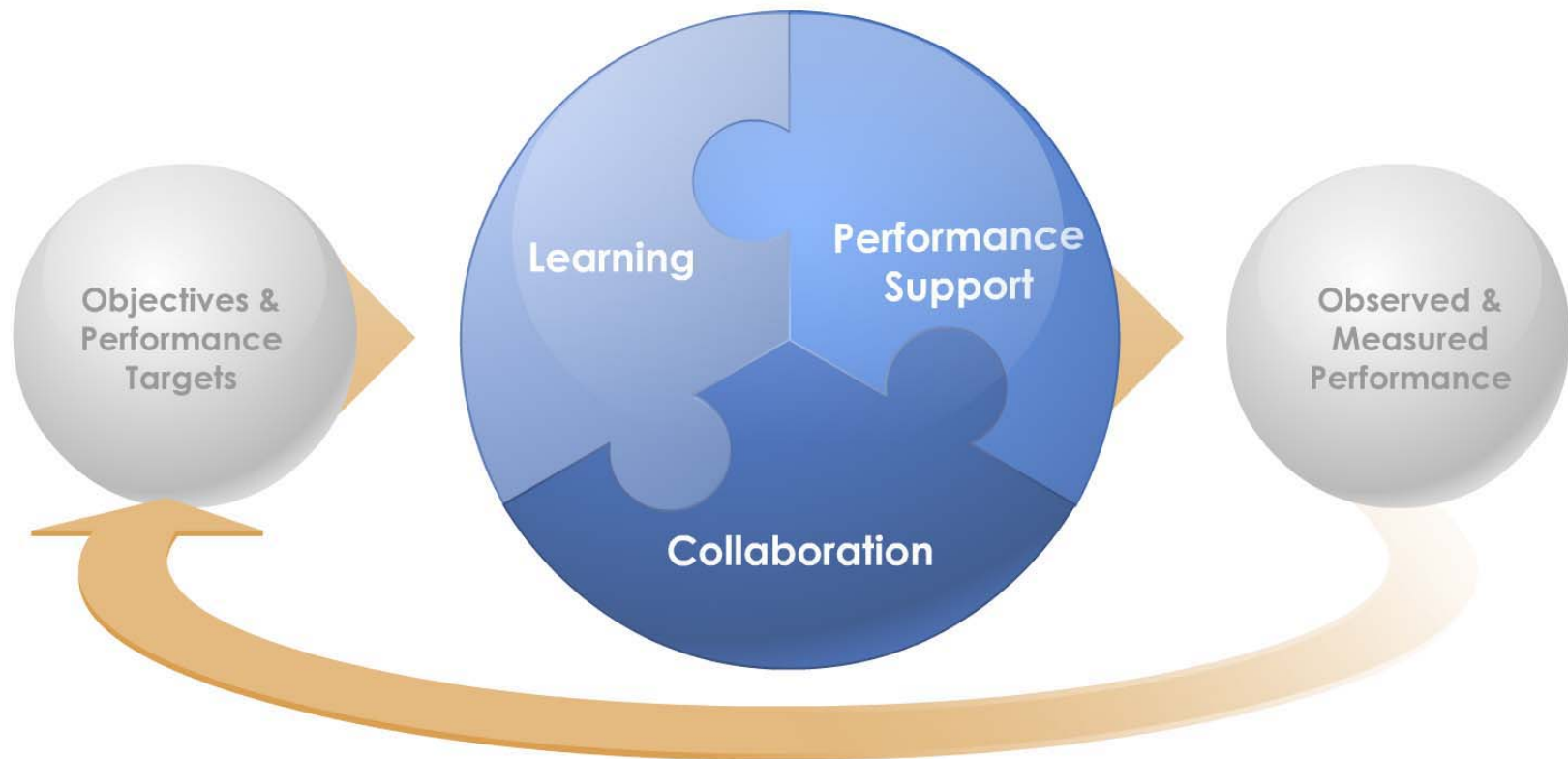
Capture and evaluate the pre-defined performance measures to evaluate the effectiveness of these interventions on achieving and sustaining individual and organizational goals

A Performance-based Approach



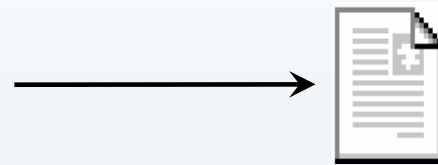
Constantly evaluate and adjust performance to stay current with business goals and individual performance

A Performance-based Approach

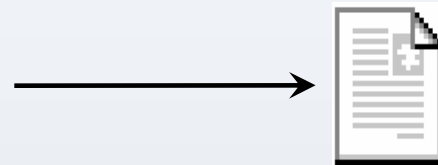


- **Learning** – Stored in personal memory
- **Performance support** – Stored outside of memory for look-up
- **Collaboration** – Stored in memories of others

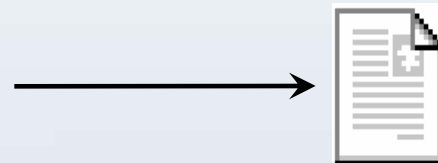
**Manual,
independent
processes**



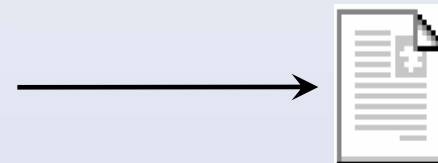
System Configuration



Business Process Procedures (BPPs)

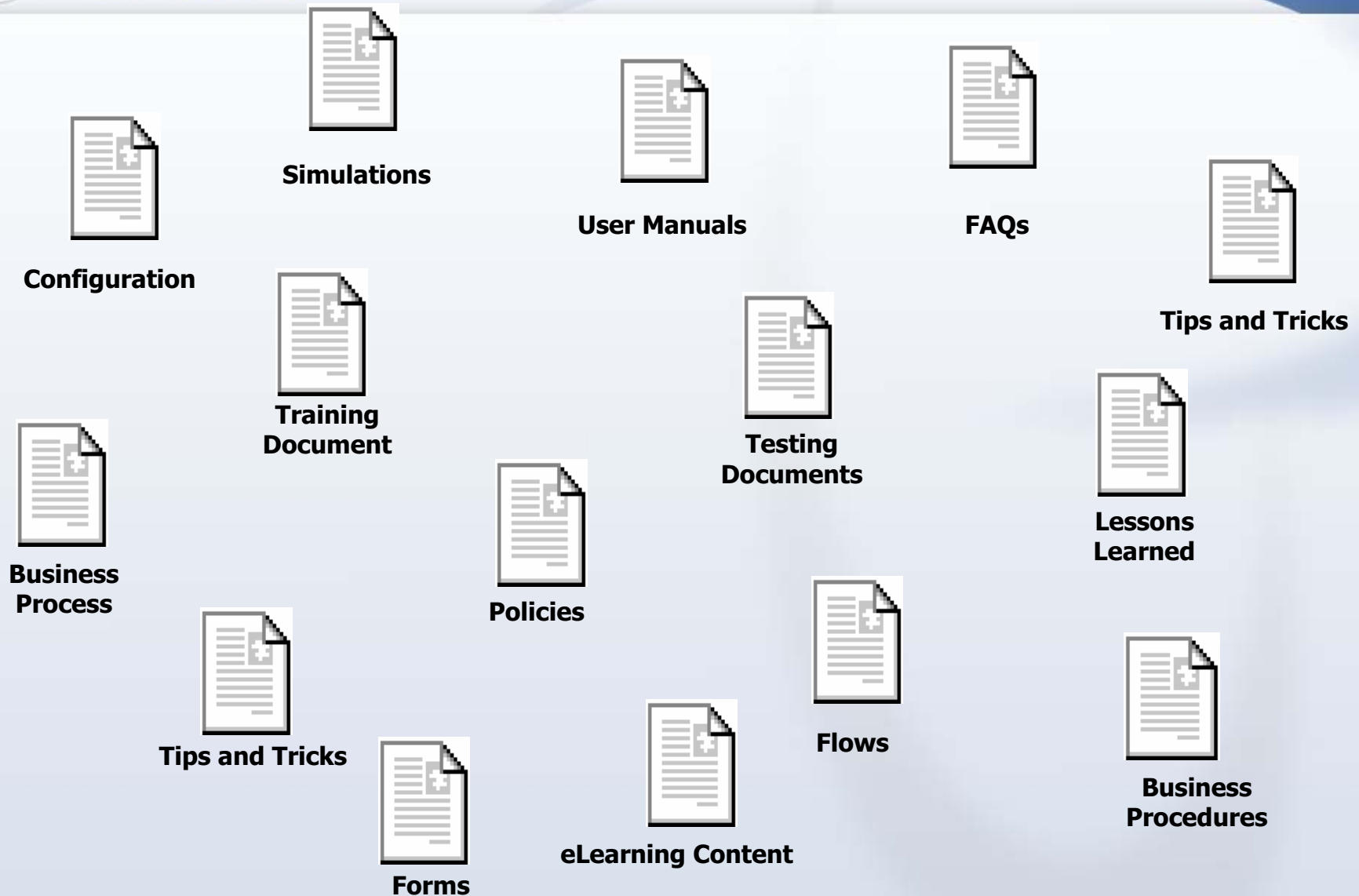


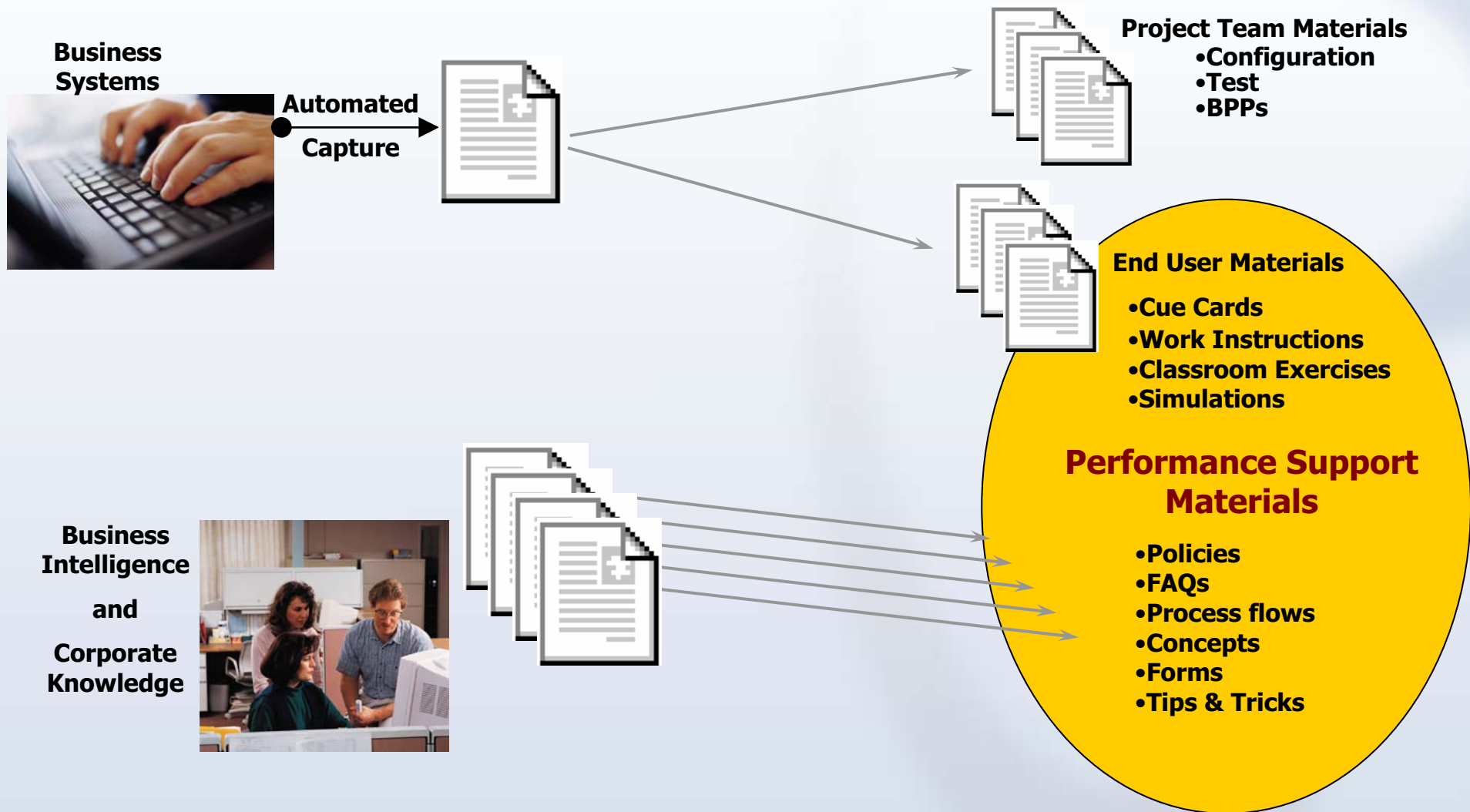
End-User Procedures



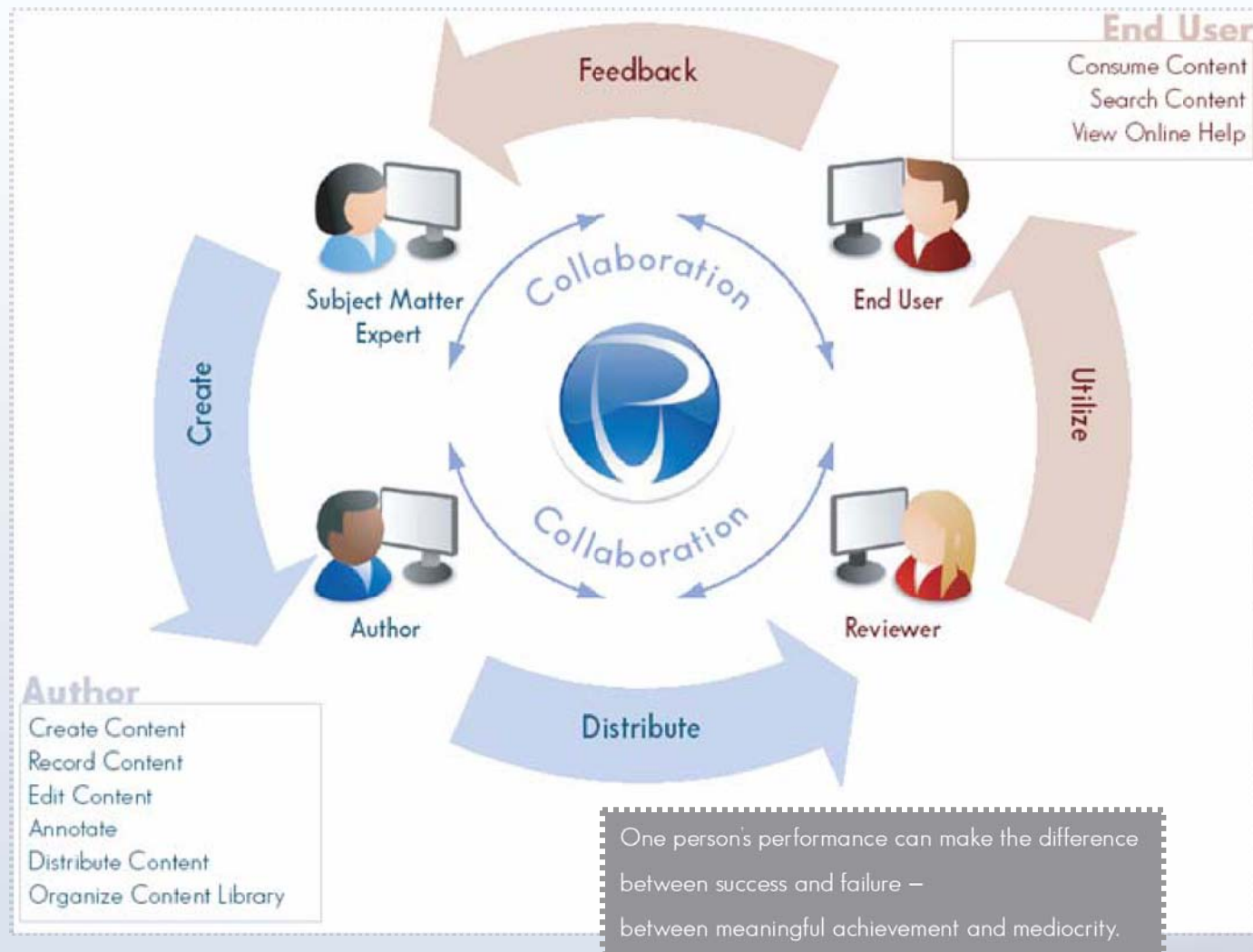
Other documents

The Traditional Approach

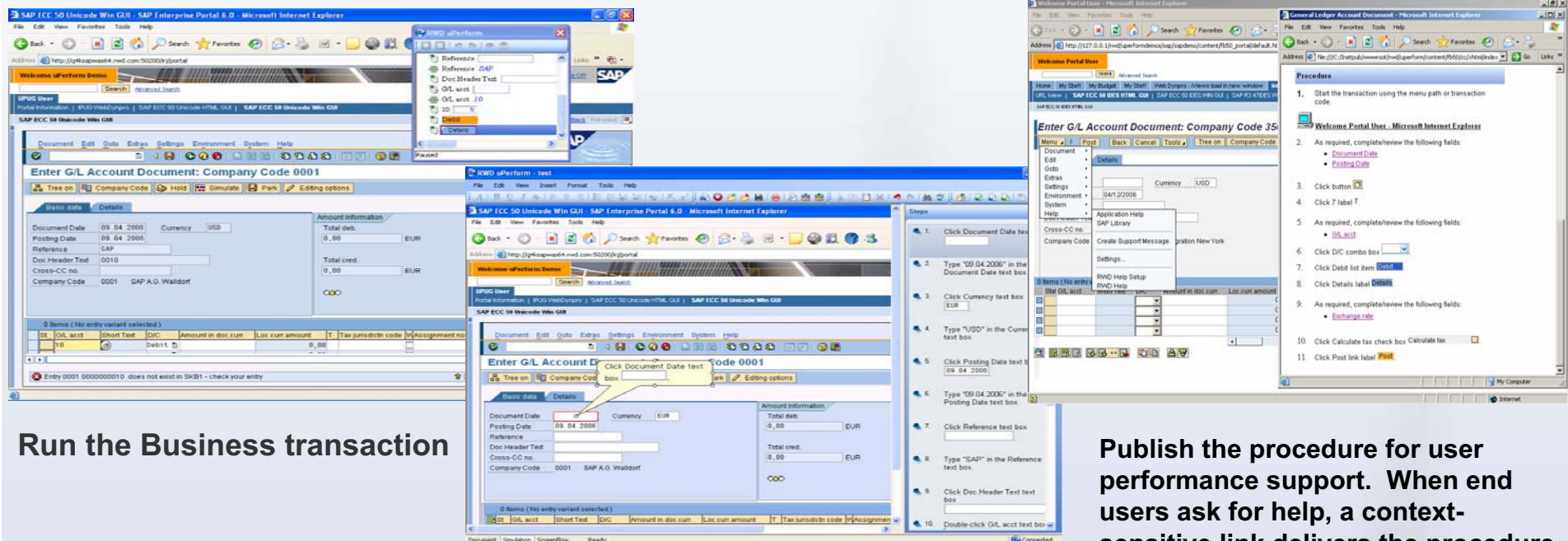




Content Management and Collaboration



A complete performance support solution that helps you create, organize, access, maintain and distribute organizational knowledge to promote a community of collaboration



The image displays three overlapping screenshots. The background screenshot shows the SAP ECC 5.0 'Enter G/L Account Document' screen for Company Code 0001, with fields for Document Date, Posting Date, Reference, Doc Header Text, Cross-CC no, and Company Code. The middle screenshot shows the RWD uPerform 'test' window, which is capturing the SAP transaction steps. The foreground screenshot shows the 'Publish' window in RWD uPerform, where a procedure is being created. The procedure steps include: 1. Start the transaction using the menu path or transaction code, 2. As required, complete/review the following fields: Document Date, Posting Date, 3. Click button [F8], 4. Click 'F' label, 5. As required, complete/review the following fields: [G/L acct], 6. Click D/C combo box, 7. Click Debit list item 'Debit', 8. Click Details label 'Details', 9. As required, complete/review the following fields: Exchange rate, 10. Click Calculate tax check box 'Calculate tax', 11. Click Post link label 'Post'.

Run the Business transaction

Publish the procedure for user performance support. When end users ask for help, a context-sensitive link delivers the procedure to their desktops.

Capture the transaction procedure – menu path, steps, field entries, screen capture – automatically!

Questions and Answers

