Learning Solutions

1008

AT&T University Performance Support Solutions

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L&D Digital Transformation
Performance Support Design
Example Solutions
L&D Digital Transformation

Three Dimensions of Learning
Traditional vs. Transformative Services
Course-Based vs. On-Demand Solutions
### Three Dimensions of Learning

<table>
<thead>
<tr>
<th>MODERN TRAINING</th>
<th>ON DEMAND LEARNING</th>
<th>CONTINUOUS LEARNING</th>
</tr>
</thead>
<tbody>
<tr>
<td>(in training)</td>
<td>(at work)</td>
<td>(outside work)</td>
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#### Client Need
- **“We need to make sure our people are competent and compliant.”**
- **“We want to offer our people tailored content and flexible resources to use as they wish.”**
- **“We want to help our people to self-improve and self-develop”**

#### Design Methods
- **Expert-Led Lessons**
- **Microlearning Design**
- **Gamified Web-Based Courses**
- **Flipping Classroom**
- **Immersive Experiences (VR/AR)**
- **Performance Support Design**
- **Knowledge Management**
- **Content Curation**
- **Expert-Led Lessons**

#### Technologies
- **LMS | MOOCs | Video | AR/VR | Learning Portals**
- **Electronic Performance Support Systems** (may serve as underlying platform for all learning)
- **MOOCs | OpenCourseWare**
**COURSE-BASED LEARNING SOLUTIONS**

- Courses used to deliver both content and training.
- Cramming content results in content-dense courses accessed once and never seen again.
- Training becomes secondary and suffers as a result.

**ON-DEMAND LEARNING SOLUTIONS**

- Decouple/separate content from training.
- Content is available on-demand on EPSS.
- Training is available in learning resources or courses.
Performance Support Design

The Human Performance Systems (HPS)
An EPSS-Centric Learning Experience
EPSS Wireframe
Three EPSS Design Principles
The Human Performance System (HPS)

- Through Others
  - Working with Others
  - Expert Consulting
  - Supervisor Coaching

- Through Experience
  - Doing the Job
  - Problem-Solving
  - Stretch Assignments

- Demonstrations
  - Practice & Feedback
  - Reflection

Through Formal Training

Performer + Process + Organization =

Optimal Execution & Innovation

- Knowledge & Process Management
- Strategies & Priorities
  - Culture & Structure

Performance Results
  - Business Results
Through Training
Through Experience
Through Others
Demonstrations
Practice & Feedback
Reflection
Doing the Job
Problem-Solving
Stretch Assignments
Working with Others
Expert Consulting
Supervisor Coaching

70:20:10 Model

20% When something goes wrong
When things change

70% When trying to remember and/or apply

10% When wanting to learn more
When learning for the first time

Five Moments of Learning Need

Connecting to Experts
Social Networking / CoP
Critical Content Curation
Learning Resources
Knowledge/Process Systems
Lesson-Based Programs
Critical Thinking Activities

EPSS-Centric Learning Experience
EPSS Wireframe
- Aggregator of Microlearning & much more

1. Identifying the right problem [CLICK-3]
   - Critical Curated Content
     - Official Docs & Resources: OIL/MyCSP
     - Video / Simulation / Diagram: TU Video Portal
     - Microlearning Course: PLE
     - MACROlearning Course: TU Virtual
   - Peer Feedback/Expert Consult: tSpace

Knowledge Domain X

Process X

Design Thinking Process [CLICK-2]

Process Z

Knowledge Domain Z

Sales Processes [CLICK-1]

Performance Support Portal (Holistic / Role-Contextual / Search)
EPSS Design Principles

- **Easy to Apply**
  - Holistic and role-contextual central hub.

- **Easy to Access**
  - Content is available on-demand.
  - (2-3 Clicks)

- **Easy to Consume**
  - Content is available in the right format(s).
  - (HTML5)
Examples

The SEEK Portal
Security Proficiency Program Supervisor Playbook
Context Portal
Our Promise Portal
IDPro (Live Demo)
## Client
Business Sales
College New-Hire Program

## Solution
EPSS underlying 20-week onboarding training program.
- Enabled an impactful flipped classroom experience.
- Served as continuous learning and valuable resource in the field.

## Technology
SharePoint

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**Our Mobility Network**

**What do our customers want from a mobile network?**

The transformative power of the Internet and human imagination continues to disturb our customers’ industries and business models. Many companies and their customers are demanding speed, simplicity, and features to solve their business problems and target new opportunities. (Upwardly Mobile: A Mobile Innovation Series)

Meeting these demands is dependent on a combination of high-performing mobile networks, devices, and applications, working together to give customers the best and most advanced mobile solutions today and tomorrow. (view video)

**Example: Small Business Owner Network Speed Question**

To view introduction to 4G HSPA+ and LTE videos, click here and click here.
To view an example bandwidth requirements chart, click here.
To view network coverage, use MM1 Map Tool (internal-only) or AT&T Maps (customer-facing).
To view where the mobile network fits in the AT&T Story, click here.

**What are our network advantages?**

The below advantages are the main reasons we continue to have mobile network leadership.
Client
Business Sales
Security Proficiency Program

Solution
EPSS to support supervisor coaching for new security solutions.

- Enabled a flexible and continuously growing coaching playbook.
- Enabled discussions between managers in context of each security solution.

Technology
Confluence Wiki Platform
Client
AT&T Business Sales

Solution
EPSS to support sellers in remembering, applying, and learning critical tasks and solutions related to their job.

Technology
Wordpress

Note: Proof of Concept
Client
AT&T Partner Exchange Organization

Solution
EPSS to support organization in remembering and applying the AT&T customer service promise.

Technology
Wordpress

Note: Proof of Concept
Client
AT&T University Design Community

Solution
EPSS to support designer content access and enhance daily performance.
- Enabled a true performance support experience.
- Enabled a skills sharing and achievement program.
- Gathered usage data points and enhanced user experience.

Technology
Wordpress
### IDPro Actionable Data Points

<table>
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<tr>
<th>Data Point</th>
<th>Action</th>
<th>Example</th>
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</table>
| Top searches, Failed searches | Enhanced search to include LIKE terms to allow partial matching of terms, and reduced number of characters to three. | **Before:** Failed searches for *filen, lec, capt, docu*, etc. (more than 100 failed searches per month!)  
**After:** Results now display for these incomplete search terms. |
|                               | Resolved user content gap based on failed search insight.             | **Before:** More than 10 searches for NetX  
**After:** Informed NetX team and in process of creating NetX page in the platform.                |
|                               | Refined page titles to better match with search keywords.             | **Before:** Automated Communication & Training  
**After:** ACT LMS                                                                                      |
| Most Visited Pages            | Worked content curators of these pages to ensure they are the right people to ensure the content is always accurate and up to date | **Example:** WBT PLE/LSO End-to-End Process, TUV Campus, Captivate, Servers for Designers, ACT, etc.                                                   |
| Page Errors / Broken Links    | Worked with page moderator to identify and remove broken links.       | Identified more than 200 broken link errors on the TU Video Portal page.                                                                               |
IDPro Demonstration