Agenda

• How are we currently delivering Microlearning?
• What’s not working?
• Is there a better model?
• Demo - simple, basic ML/PS app
• Building the app: Three elements/Four steps
• What are the benefits to you of employing this model?
Current trend

*Move learning and support into the workplace*

*Help workers perform more effectively and efficiently*

*Microlearning and Performance Support*
How do we currently distribute ML and PS?

*Push out periodically*

*Central Portal Site*

*Internal/External Search*
What’s the Problem?

Knowledge delivered is often:

Too Soon OR Too Late

Too Much OR Too Little

Too Broad OR Too Narrow
What’s the Problem?

*The knowledge and support are in the workplace.*

But they are not integrated into the workflow the worker is trying to carry out.

They lack the context the workflow provides.
... here's what happens when L&D teams with a learning mindset take on workflow learning. They deconstruct their traditional “macro-learning” offerings into micro-learning components, up their game with knowledge management practices and then with the aid of technology make those micro-learning objects available to learners within their places of work. By doing this they assume they are delivering on the promise of workflow learning. Nothing could be further from the truth.

Conrad Gottfredson
What we really need

We want the knowledge and support to appear where needed within the workflow

We want the knowledge and support to impact our execution of the workflow we are in
Question

Is there a model outside of our L&D world that we could learn from?
A GPS

Focuses on the immediate

Within the context of the larger route
A GPS

*It knows where you are*

*And it knows where you are going*

*It efficiently and effectively guides you down that route*
A GPS

The knowledge you need is delivered when and where you need it.

Not before or after

Not elsewhere
The GPS

You begin with the journey—not the learning

You learn as you perform

Learning from inside the workflow
Workflow Guidance System

A GPS for job workflows

Knowledge in the context of the entire workflow

Guidance from beginning to end

JIT Knowledge and Tools as needed
Workflow Guidance System

Before / Planning

During / Execution

After / Follow-Through
What’s in a Workflow Guidance System?

A “Shell” organized by the workflow

A repository of “Resources” directly related to the activities in the workflow

Links in the Shell to pull in specific Resources relevant to the current activity
Let’s build a WGS

DEMO
The Steps to a WPS

Capture and agree on the workflow

Populate the Shell with the workflow

Curate/create relevant resources: knowledge, guidance, and tools

Connect each of the activities of the workflow to its enabling resources
Mindmapping the workflow

RUN A SUCCESSFUL MEETING

- Before the Meeting
- During the Meeting
- After the Meeting
RUN A SUCCESSFUL MEETING

Before the Meeting
- PLAN THE MEETING
- SET UP THE MEETING

During the Meeting
- OPEN THE MEETING
- CONDUCT THE MEETING
- FOLLOW THROUGH

After the Meeting
- FOLLOW UP ON ALL ACTION ITEMS
**RUN A SUCCESSFUL MEETING**

- **Before the Meeting**
  - **PLAN THE MEETING**
    | Actions | Resources |
    |---------|-----------|
    | 1 Set your goals and objectives | |
    | 2 Write the agenda | |
    | 3 Anticipate problems and prepare your responses | |
    | 4 Prepare yourself | |
  - **SET UP THE MEETING**
    | Actions | Resources |
    |---------|-----------|
    | 1 Select Venue and Time | |
    | 2 Identify and invite attendees | |
    | 3 Set up | |

- **During the Meeting**

- **After the Meeting**
## Before the Meeting

### PLAN THE MEETING

<table>
<thead>
<tr>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>SET YOUR GOALS AND OBJECTIVES</td>
</tr>
<tr>
<td>WRITE YOUR AGENDA</td>
</tr>
<tr>
<td>ANTICIPATE PROBLEMS</td>
</tr>
<tr>
<td>PREPARE YOURSELF</td>
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</tbody>
</table>

### SET UP THE MEETING

<table>
<thead>
<tr>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>SELECT VENUE AND TIME</td>
</tr>
<tr>
<td>INVITE ATTENDEES</td>
</tr>
<tr>
<td>SET UP</td>
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</tbody>
</table>

**Populating the “Shell”**
The agenda is the tool you will use to plan and structure the meeting. If done correctly, it will help you avoid many of the problems that are likely to derail your meeting.

Enabling Resources

Plan the Agenda

- Video: How the agenda controls the entire meeting
- Checklist: Steps to creating the agenda
- Worksheet: Agenda Template and instructions
- Tips: Five benefits of a well-designed agenda

Distribute the Agenda

- Audio: Why distribute the agenda beforehand
- Checklist: Steps to distributing the agenda

Related Skills/Competencies

- Understanding Others
- Interpersonal Savvy
- Peer Relationships
# AGENDA - Blank Template

**Group**

00/00/2017

<table>
<thead>
<tr>
<th>Time</th>
<th>Item</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>00:00</td>
<td>Opening remarks</td>
<td></td>
</tr>
<tr>
<td>X min</td>
<td></td>
<td></td>
</tr>
<tr>
<td>00:00</td>
<td>Approve minutes</td>
<td></td>
</tr>
<tr>
<td>X min</td>
<td>Approve Agenda</td>
<td></td>
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<tr>
<td></td>
<td>Get agreement on the items to be addressed and on the time to allow for each</td>
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<td></td>
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<td></td>
</tr>
<tr>
<td>00:00</td>
<td>Item:</td>
<td>Action Taken:</td>
</tr>
<tr>
<td>X min</td>
<td></td>
<td>State specific action taken</td>
</tr>
<tr>
<td></td>
<td>State item to discuss</td>
<td></td>
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<tr>
<td></td>
<td>Objective/Action Required:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>State the specific action that is required</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Action Items To Do:</td>
<td></td>
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<tr>
<td></td>
<td>State specific follow-up actions required to execute that decision</td>
<td></td>
</tr>
<tr>
<td>00:00</td>
<td>Item:</td>
<td>Action Taken:</td>
</tr>
<tr>
<td>X min</td>
<td></td>
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</tbody>
</table>

**Sample resource - Agenda Template**
Interpersonal Savvy

The greatest compliment that was ever paid me was when one asked me what I thought, and attended to my answer.

Henry David Thoreau – American author, poet, and philosopher

Unskilled
- Doesn’t relate smoothly to a variety of people
- May not build relationships easily—may lack approachability or good listening skills
- Doesn’t take the time to build rapport
- May be too raw and direct at times
- May be excessively work oriented or intense
- May be impatient to get on with the agenda; judgmental or arrogant toward others
- May not read others well
- May freeze or panic in the face of conflict, attack or criticism
- May be shy or lack confidence around others

Skilled
- Relates well to all kinds of people—up, down, and sideways, inside and outside the organization
- Builds appropriate rapport
- Builds constructive and effective relationships
Choosing Resources to Enable Effective Performance

For each item in the workflow:

What is this task? Why must it be done?

What do I need to know before I begin?

How do I complete this task?

What skills and competencies will help me complete this task?
Where is Microlearning in a Workflow Guidance System?

Among the relevant resources embedded in the workflow

Provides background and skill-related references

Provides greater context for the activities in the workflow
Does the workflow model strengthen the impact of the ML?

More direct application

More relevance

No fear of retention loss
Does the workflow model result in better performance?

Reduces errors of commission

Reduces errors of omission

Enables Day-One Performance
Does the workflow model result in better learning?

Learning becomes the “by-product” of doing - Gloria Gery

Completed tasks become internalized

Learning comes from within the workflow

Can be used within formal training to strengthen practice opportunities
Take-Away Thoughts

Microlearning and Performance Support require the context of a workflow

Learning while inside the workflow is an effective & efficient way to learn

Performing and Learning are not separate activities

We don’t do random acts of work— we are always in a workflow
Learning Solutions
CONFERENCE & EXPO

707
Build Your Own Performance
Support and Microlearning Apps

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