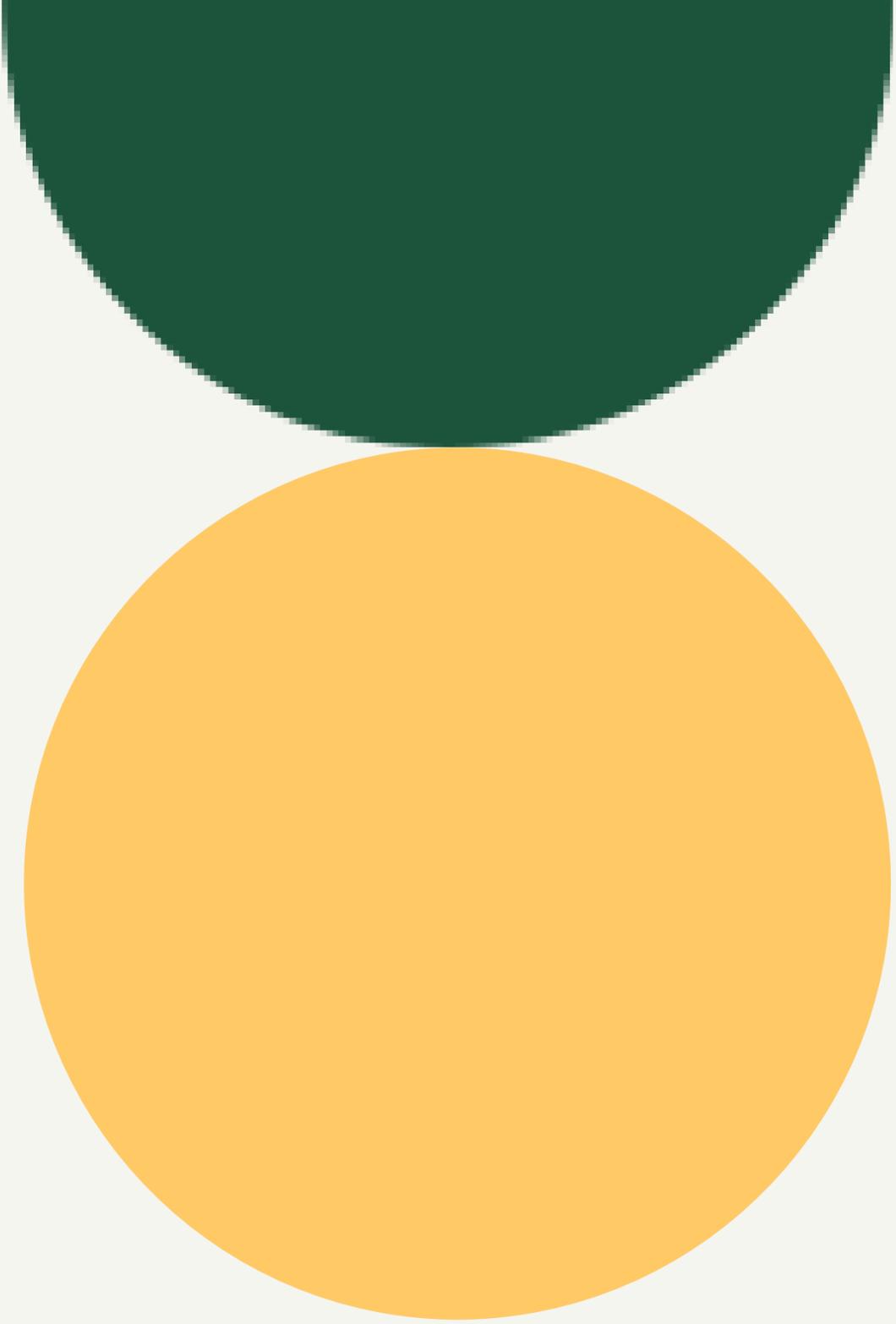


Torque

RETHINKING L&D

A GUIDE TO ASKING THE RIGHT QUESTIONS ABOUT LEARNING





LEARNING AND EX

Learning is impacted by so many moving parts, from the nature of the learner, to the culture of learning, the technology available, access to the learning solution and reporting the efficacy of learning programme.

With so much going on in the training and development space, we can sometimes forget to consider how the employee experiences the learning intervention within the organisation.

As an EX first company, we strive to ensure that the employee stays fixed at the centre of any intervention, strategy, or rollout that is developed with them in mind, and we would like to help you to do the same.

LEARNING AND 4EX

For more than a year now, we have been using the 4EX Methodology to guide our strategies and measure our successes.

The 4 Pillars of Employee Experience offer us a framework to stay conscious of the employee's experience as we roll out new design/content/tech initiatives.

The 4 Pillars are:

- Conversation
- Community
- Function
- Reward

LEARNING AND 4EX

Conversation: Having a conversation with the learner to establish their learning goals. Let them participate in the learning process, causing an uptick in intrinsic motivation.

Community: The effectiveness of any learning programme is related to the context that the learner finds themselves in. We need to ensure that proper support exists for learners to be able to apply their newly acquired skills and knowledge.

Function: Learning needs to work with, and not against, the employee's day-to-day job. By making learning small, or implementing "micro-learning" that is easily digestible we can embed learning within normal daily communications making for a seamless experience

Reward: Reward is a powerful motivator for establishing good learning behaviours. We need to consider how we can use rewards to positively encourage learners whilst staying mindful of the tipping point where rewards can act as a demotivator.

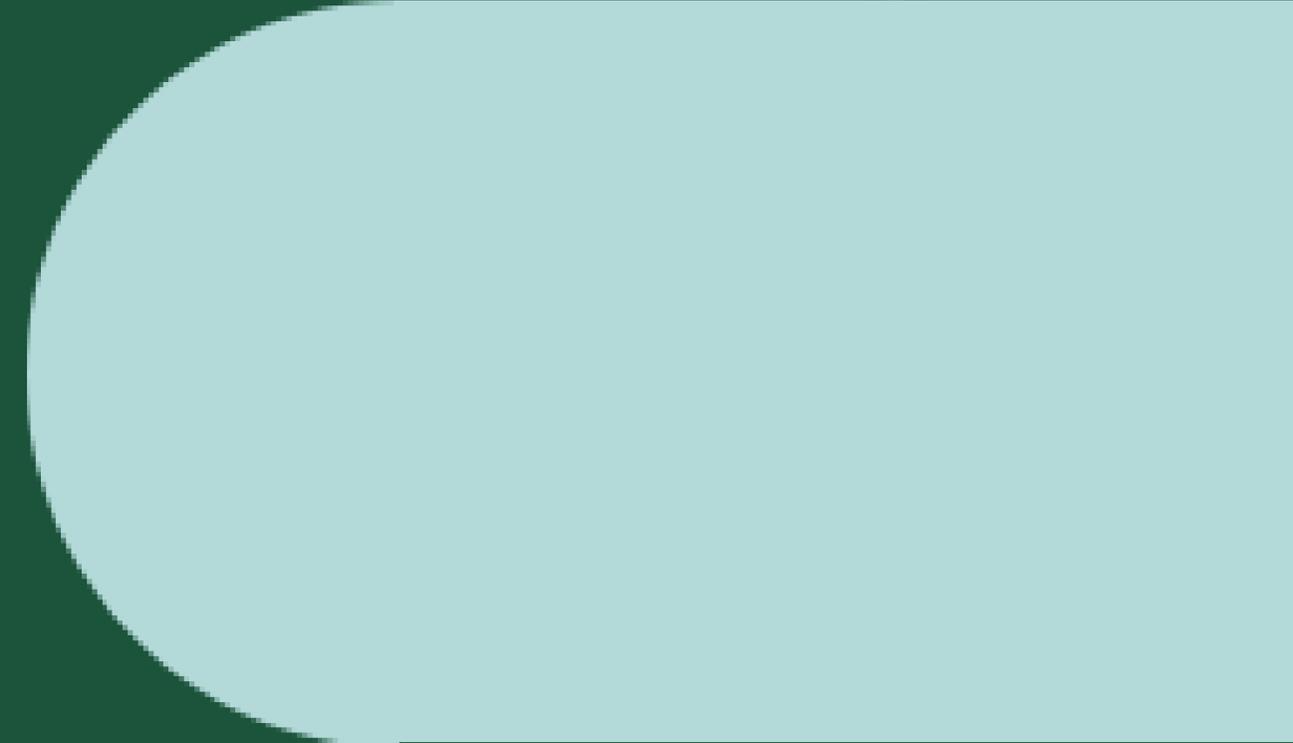
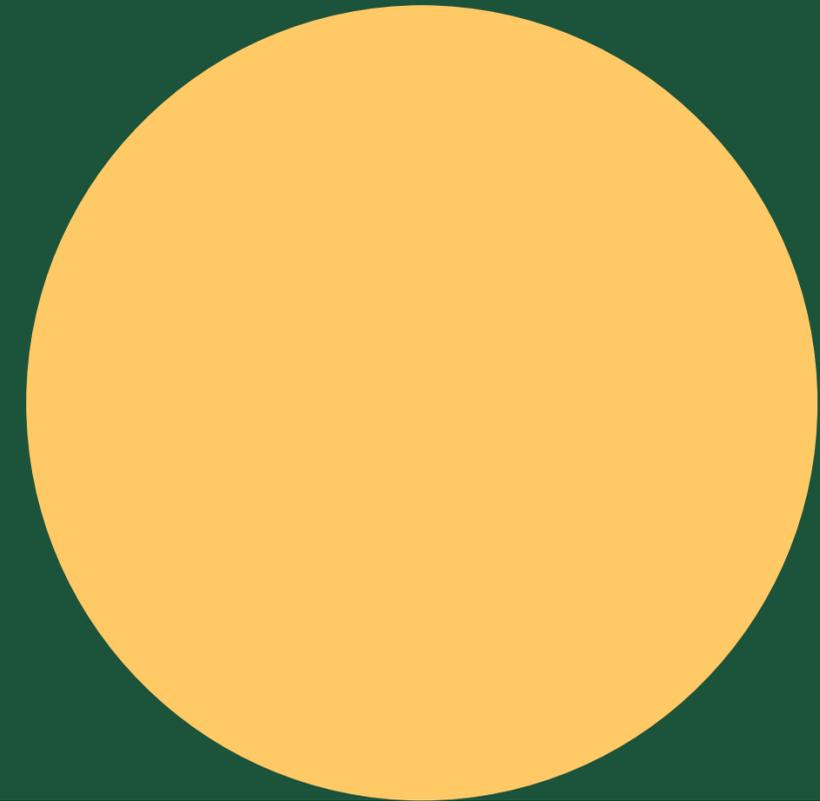
CHALLENGES FOR THE ORGANISATION

How do we create a scalable learning experience?

How do we measure success?

How do we support learners?

How do we define our digital learning approach?



CHALLENGES FOR THE LEARNER

- Seeing the learning as a valuable experience
- Worry that learning is a distraction from their work
- Concern that learning may be viewed as unproductive
- Resistance to new ideas and change
- Lack of experience with technology
- Limiting beliefs about learning / fixed mindset
- Lack of learner (psychological) safety
- Lack of feeling of belonging which negatively impacts effectiveness of learning

HOW DO I NAVIGATE THESE CHALLENGES?



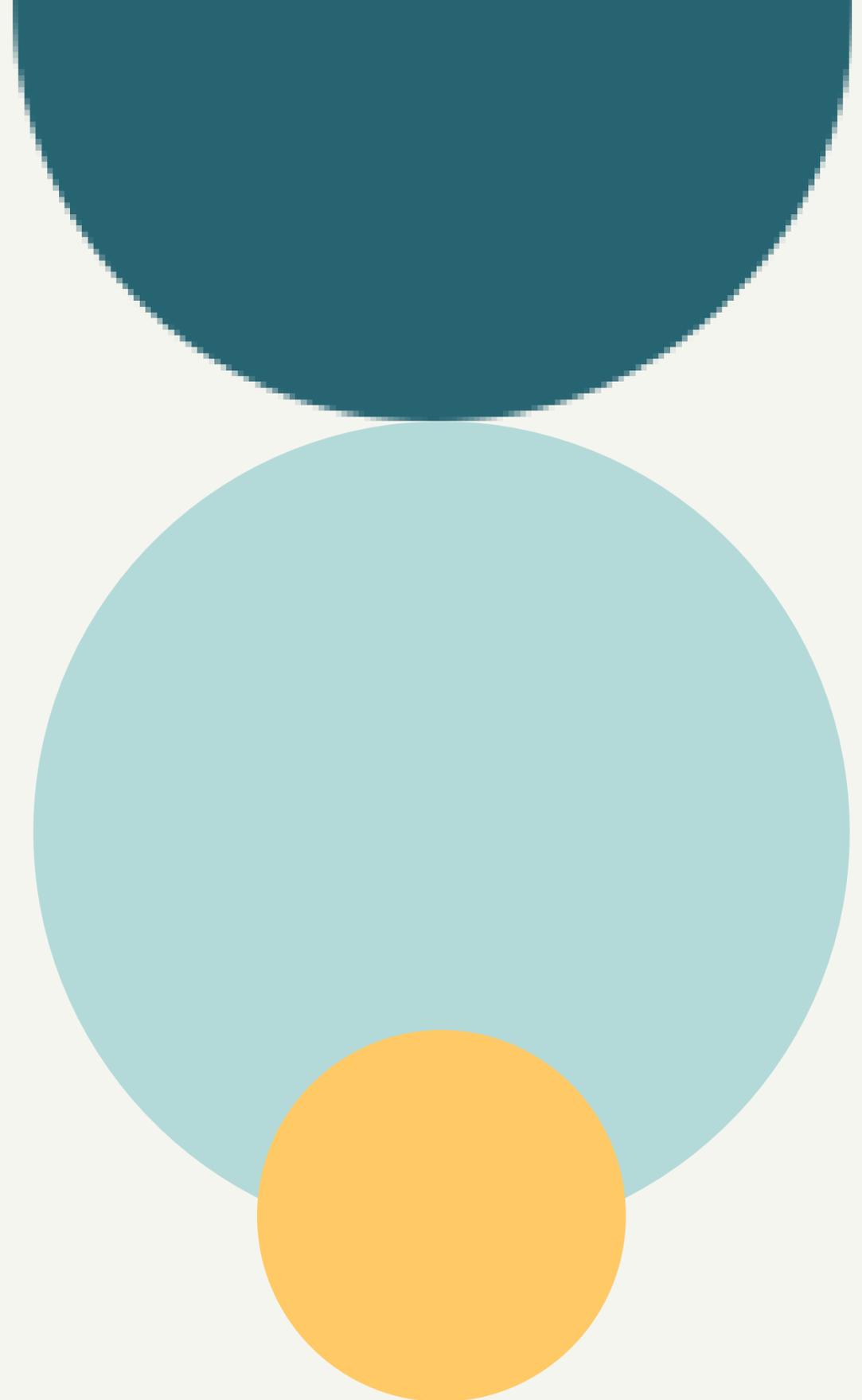
- Need to change mindset around learning
- Need to stimulate the enjoyment of learning
- Create engaging content with UX/UI in mind
- Encourage peer-to-peer learning
- Encourage autonomous goal setting
- Create a safe learning environment where learners feel they belong

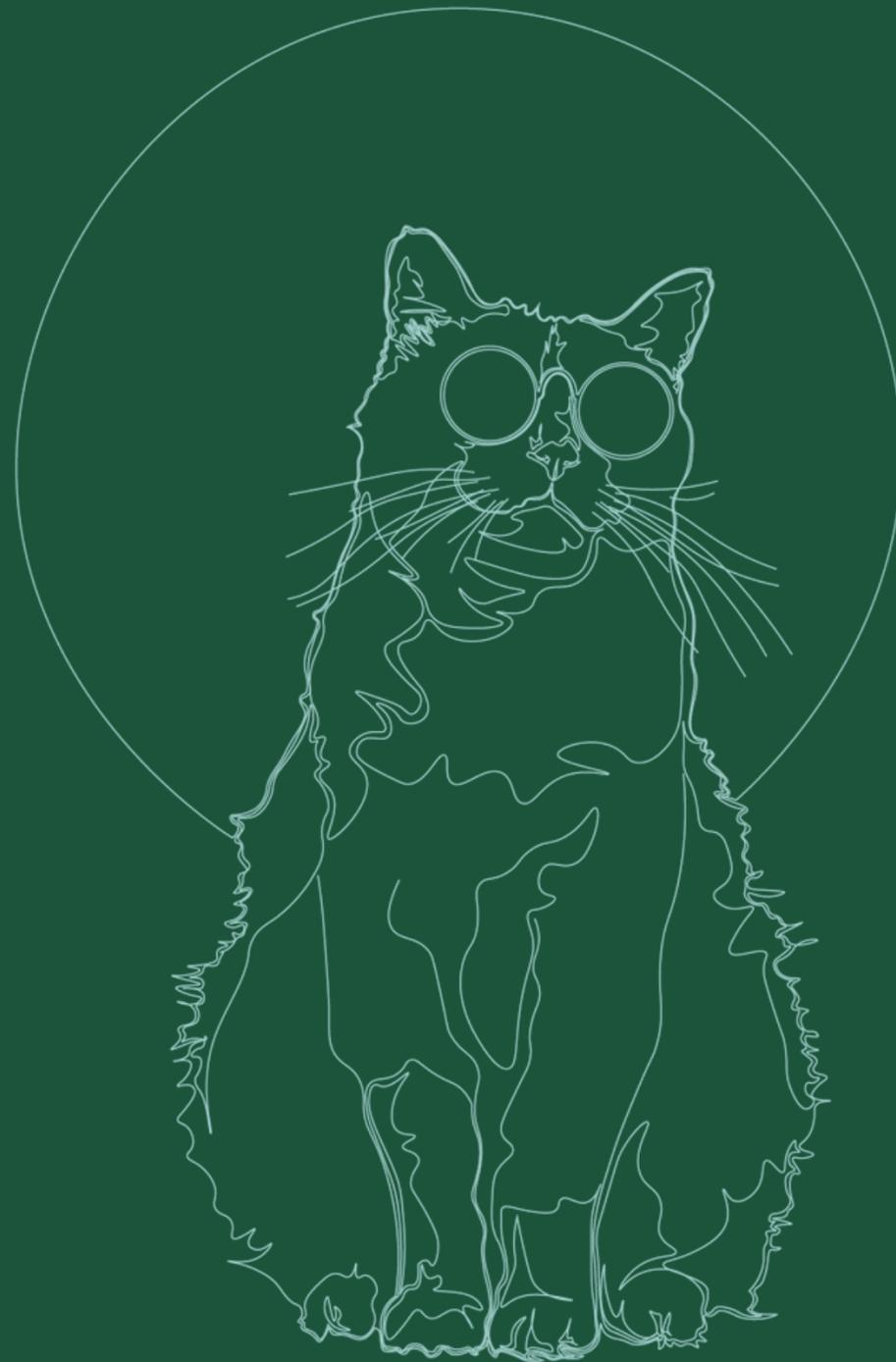
NEED SOME HELP?

Some of the services Torque offers include:

- Instructional design
- Content production
- Graphic design
- EX Strategy
- Tech enablement

If you would like to schedule a free 1-hour strategy call, email sally@torque.pro





Torque