



Architecting a
**MODERN
LEARNING
ECOSYSTEM**





JD Dillon

Founder | CLO | Technologist | Author | Speaker



To provide value within today's workplace, L&D must identify the **root challenges** that inhibit the timely development of knowledge and skill.



L&D's Biggest Challenges in Today's Workplace

1

legacy

“Learning looks like school.”

2

time

“We don't have time for learning.”

3

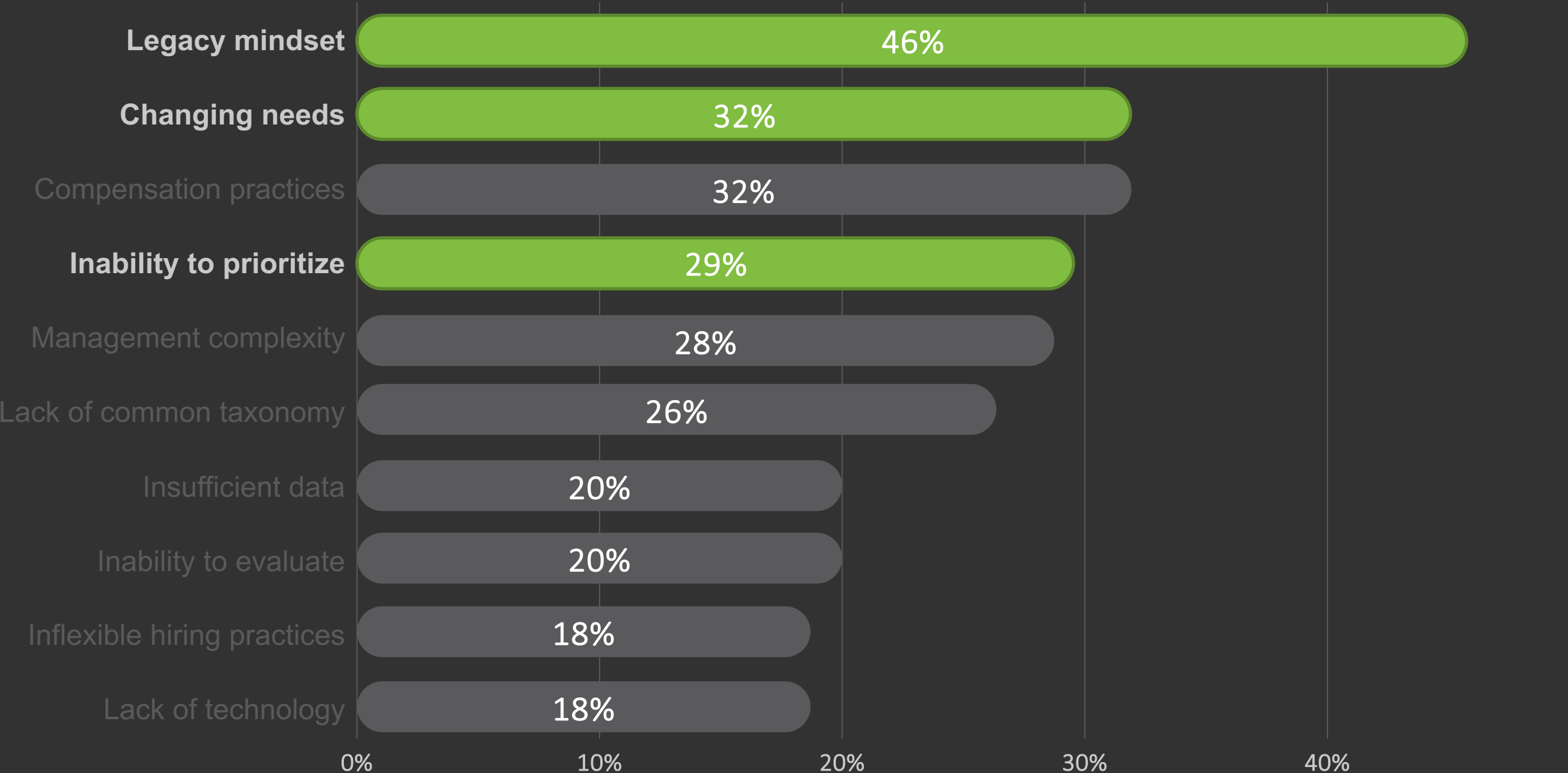
change

“We just can't keep up with the business.”



Obstacles to transforming into a skills-based organization

Building tomorrow's skill-based organization | Deloitte | 2022



Workplace learning is not a place-and-time activity.
It's a **continuous, personal process**.
L&D strategy must align with this reality to deliver value.



To close the
SKILLS GAP

we must first address the

**OPPORTUNITY
GAP**





To keep pace with change, L&D must step out of the **spotlight** and focus on the value we can provide **backstage**.

L&D must architect an **ecosystem** that enables meaningful **connections** between the people who know and the people who need across the organization.





5 steps to architecting a
**RIGHT-FIT MODERN
LEARNING ECOSYSTEM**

Step 1 | **Shift your mindset.**



How should we **think** about the role of learning in the modern workplace?



L&D must activate **channels** across the organization to help support **flow** to the places its needed when its needed.





modern
learning
mindset

Make learning a critical part of **work(flow)**.

Take advantage of the full **ecosystem**.

Apply **data** to accelerate decision-making.

Provide an **equitable** experience at scale.

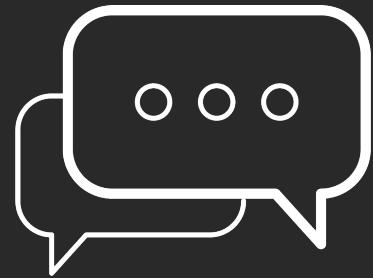
Drive clear business **impact**.

Foster persistent organizational **agility**.

Step 2 | **Map your ecosystem.**



Everyone needs + deserves six things.



Timely, consistent,
reliable communication



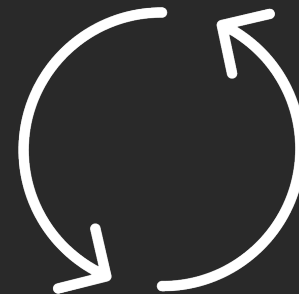
Training on core job
knowledge and skills



Access to on-demand
performance support



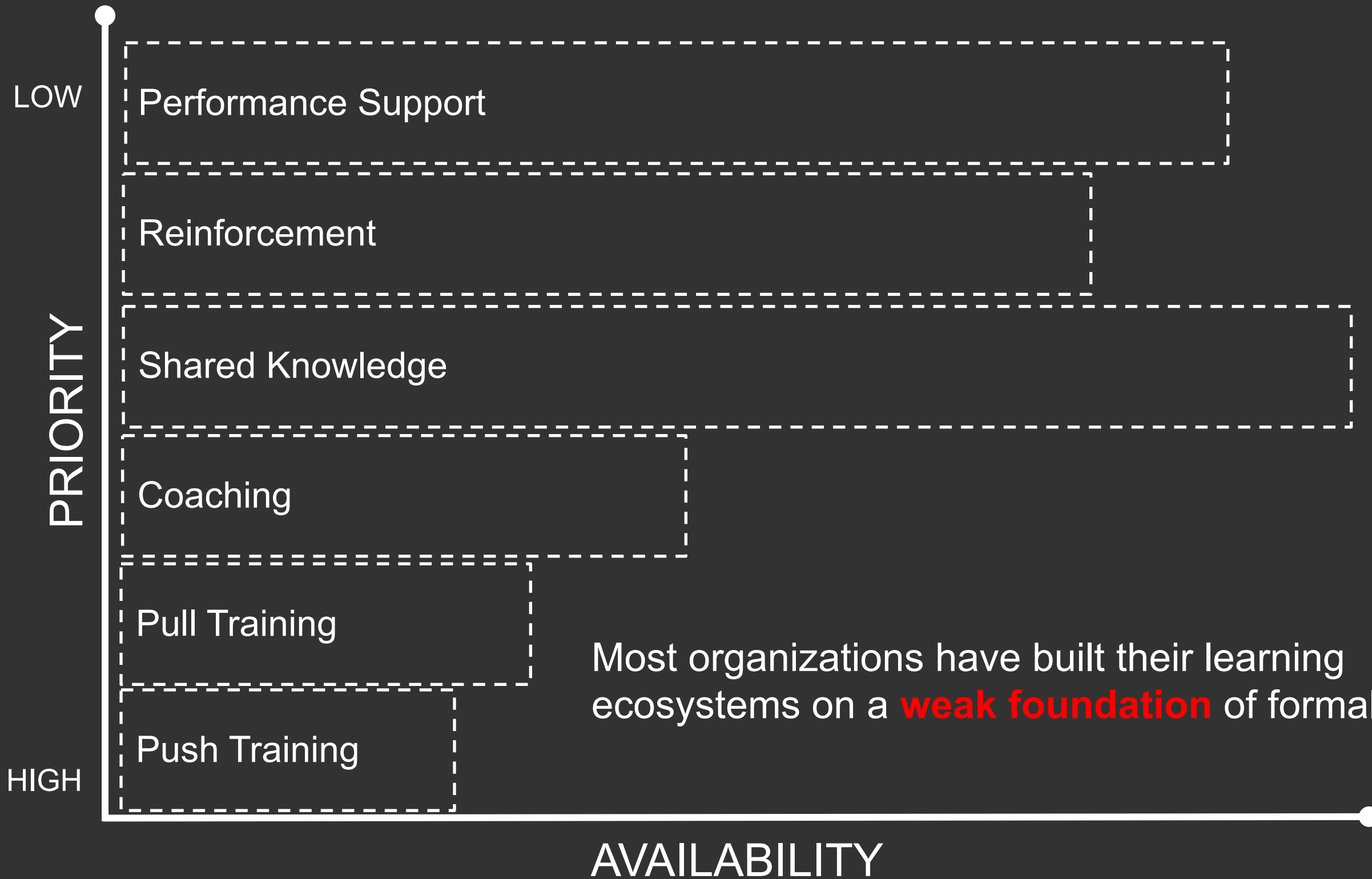
Persistent, actionable
coaching and feedback



Ongoing practice
and reinforcement



Opportunities to develop
and apply new skills



Most organizations have built their learning ecosystems on a **weak foundation** of formal tactics.

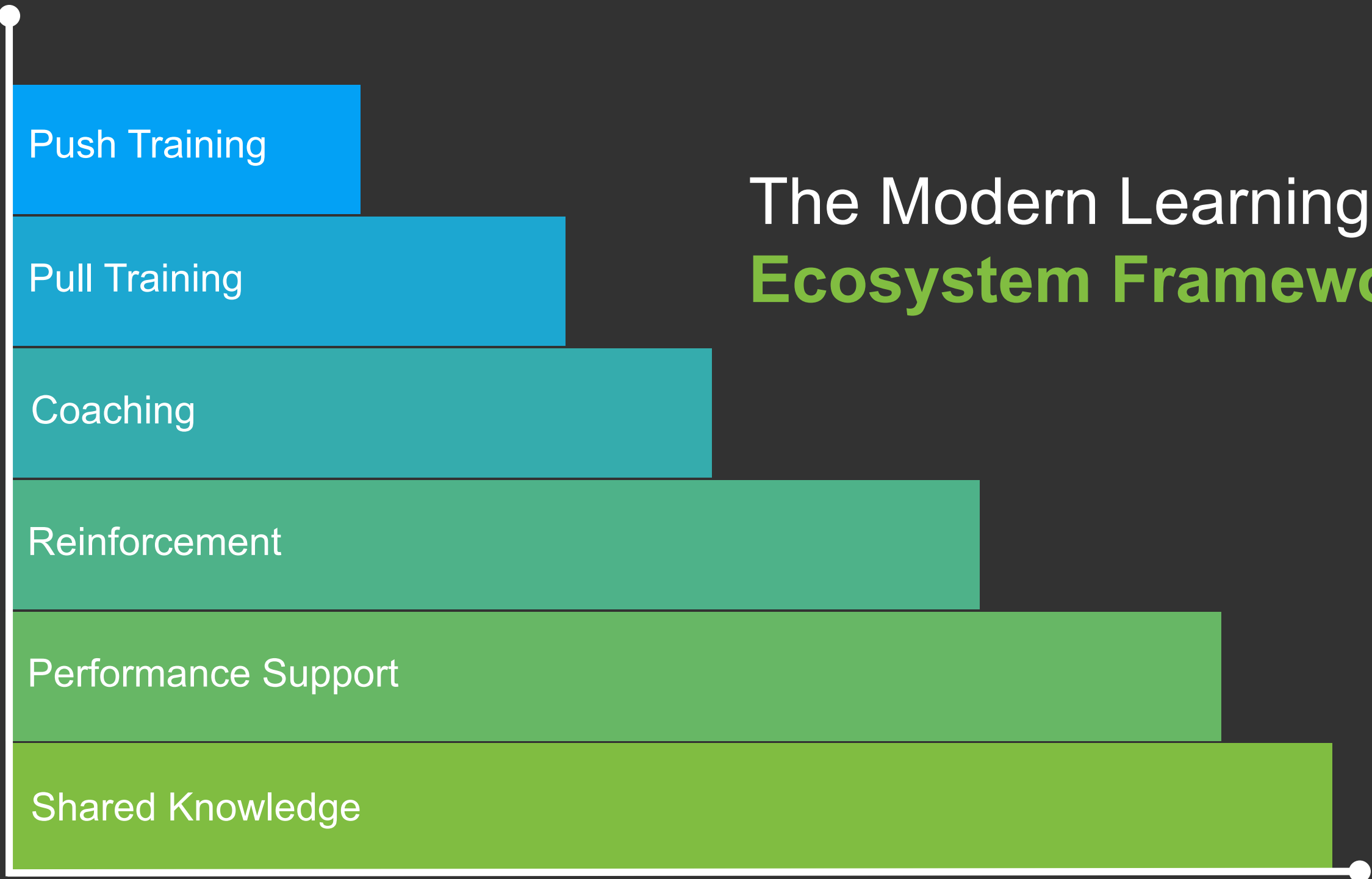




We must rearchitect the ecosystem to provide an **equitable** support experience for every employee that fits into their workplace **reality**.



STRUCTURE



The Modern Learning Ecosystem Framework™

AVAILABILITY



Step 3 | **Identify your tactics.**



STRUCTURE

Can people reliably **find the information** they need to solve problems in the flow of work?

Shared Knowledge

AVAILABILITY



STRUCTURE

Performance Support

Can people **get help** if they cannot find the information and do not know the answer?

AVAILABILITY



Do people have an ongoing opportunity to **practice** applying what they learn?

STRUCTURE

Reinforcement

NEED
NICE

AVAILABILITY



STRUCTURE

Coaching

Are managers provided with the **data and insights** needed to provide right-fit coaching?

AVAILABILITY



STRUCTURE

Pull Training

Do people have **on-demand access** to ongoing skill development resources?

AVAILABILITY



STRUCTURE

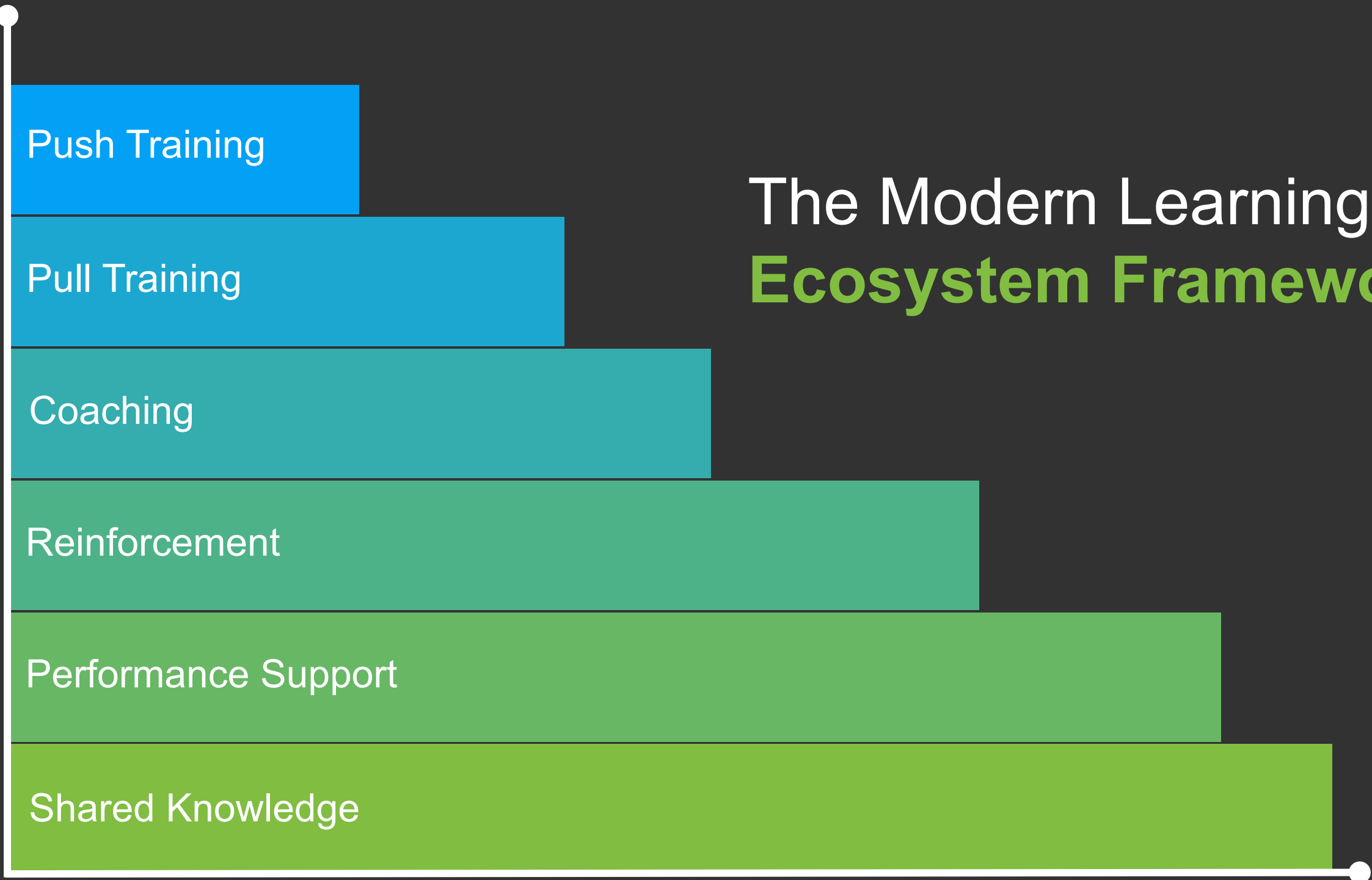
Push Training

Is structured training delivered only when it's the **right-fit** solution to a problem?

AVAILABILITY



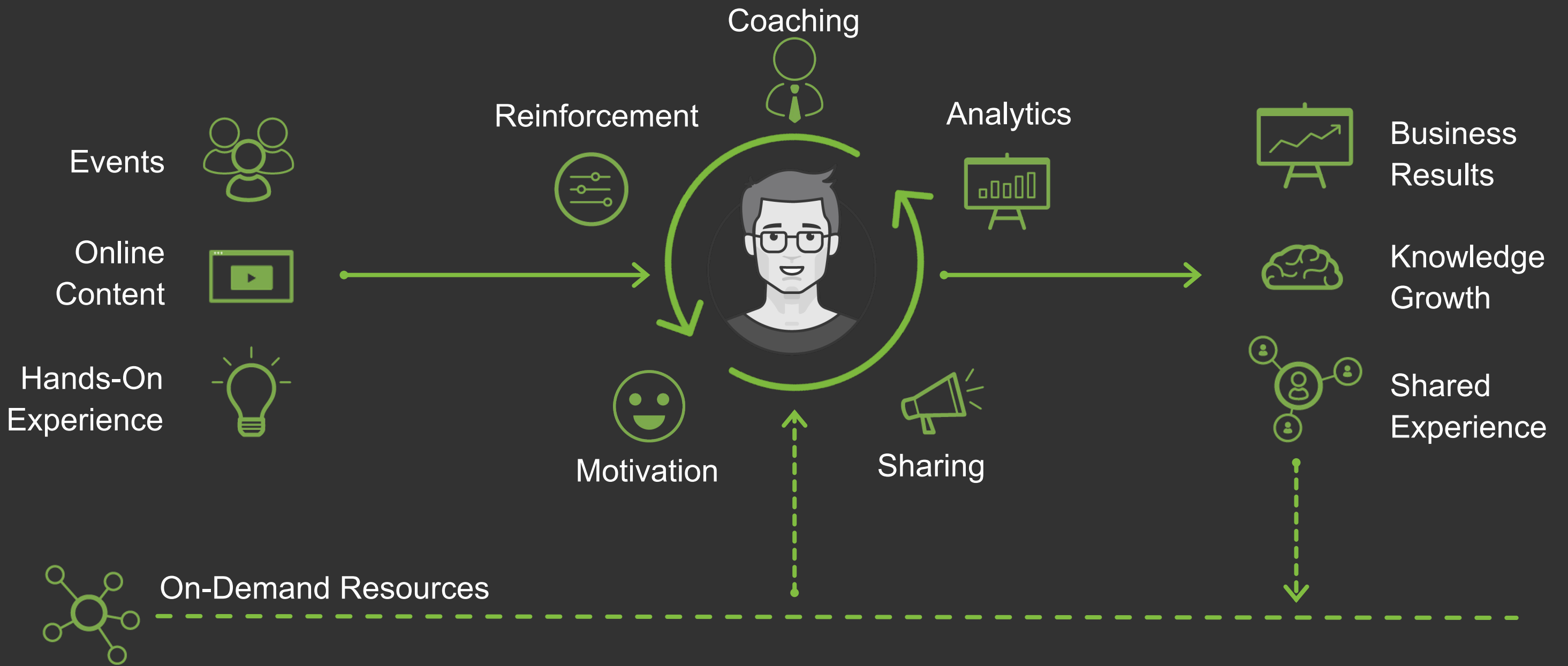
STRUCTURE



The Modern Learning Ecosystem Framework™

AVAILABILITY





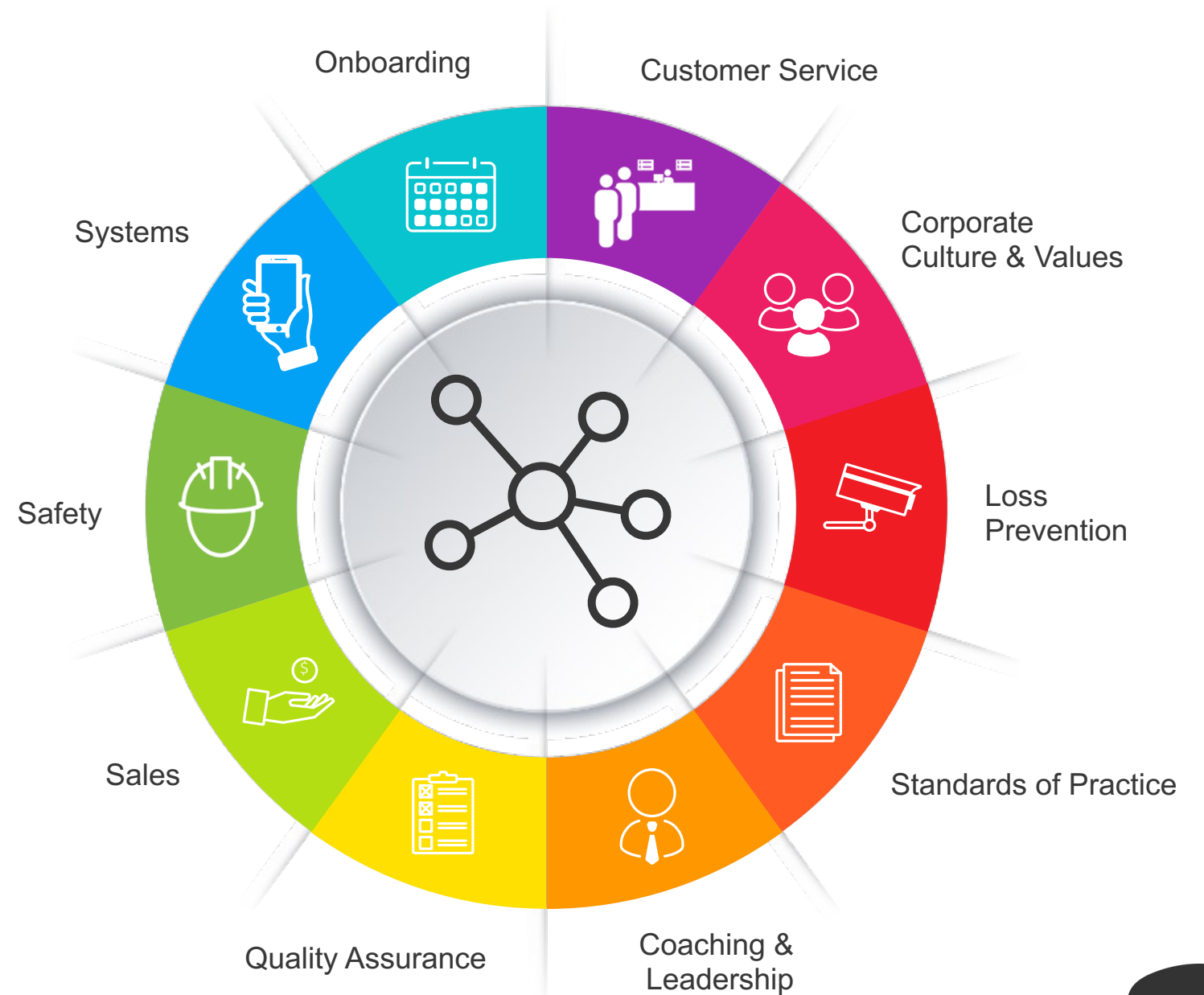
This is L&D as an **always-on system of work.**



Step 4 | **Design your solution.**

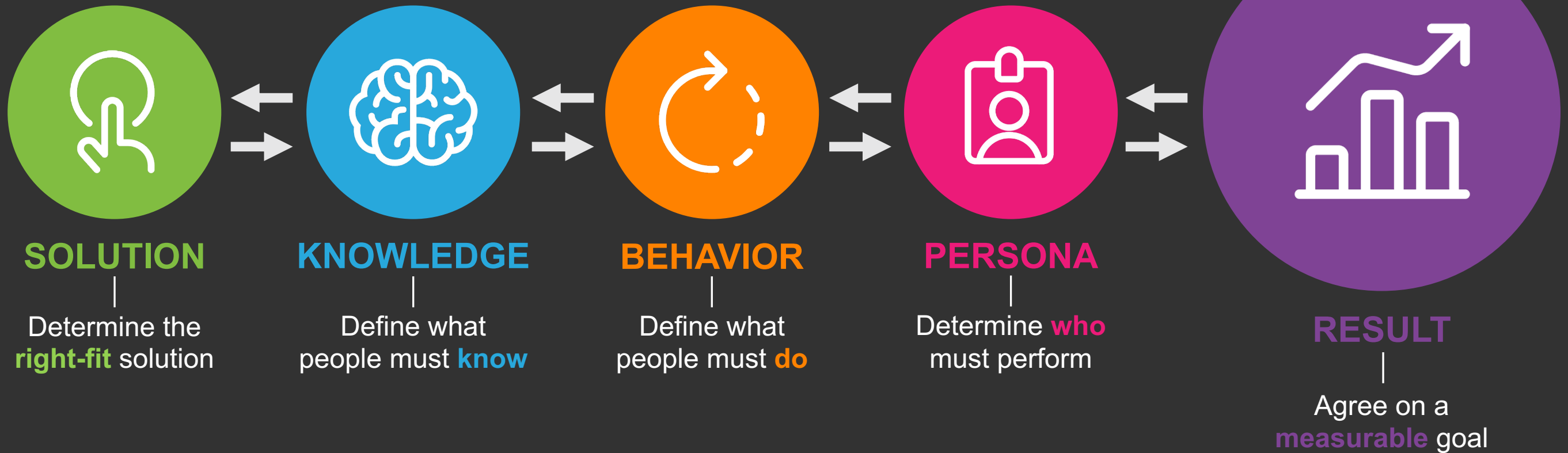


A **modern ecosystem** is built to support any/all workplace topics + use cases.



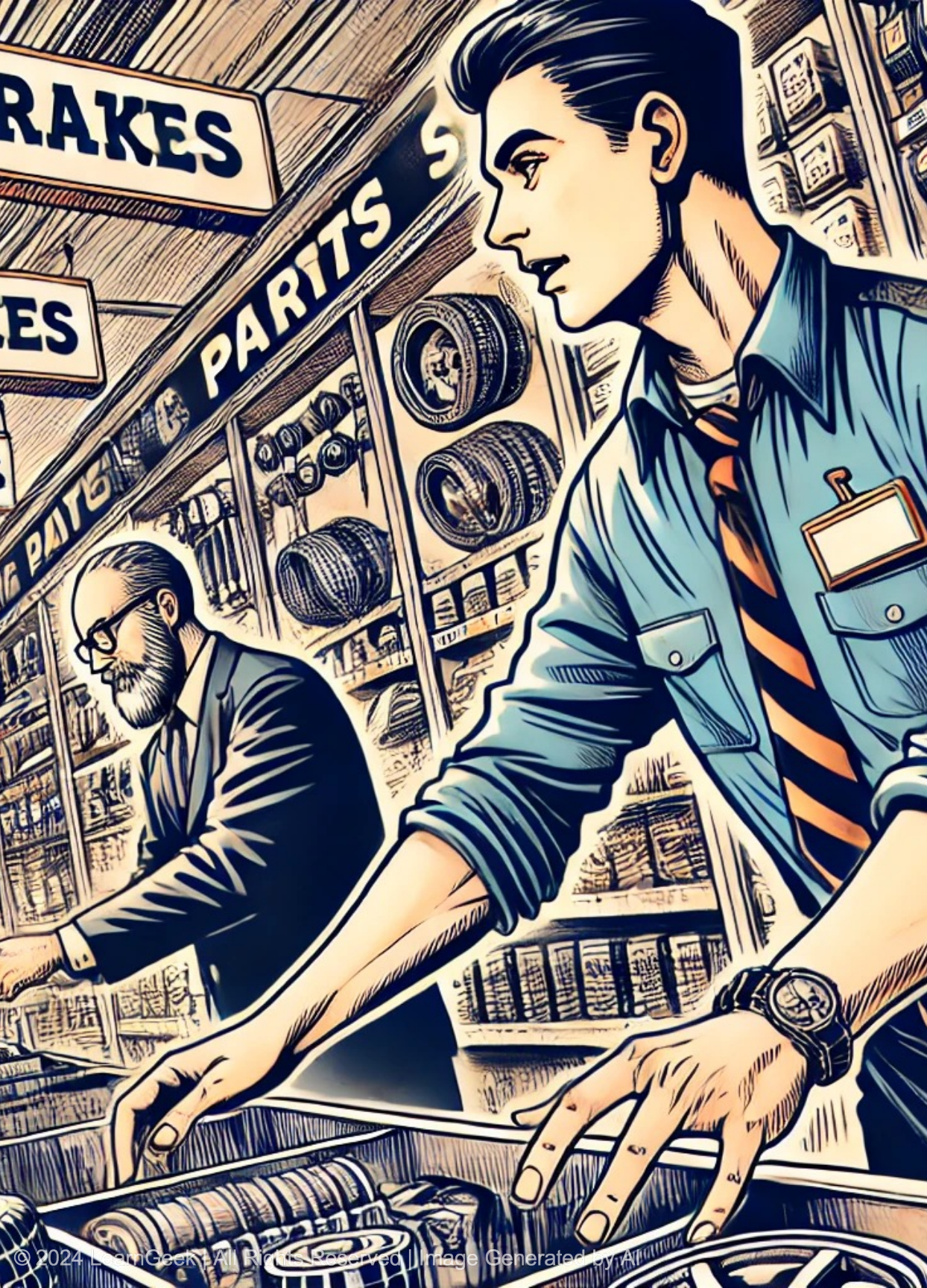
The MLE Framework works best for well-defined **performance challenges** with **measurable outcomes**.

START
HERE



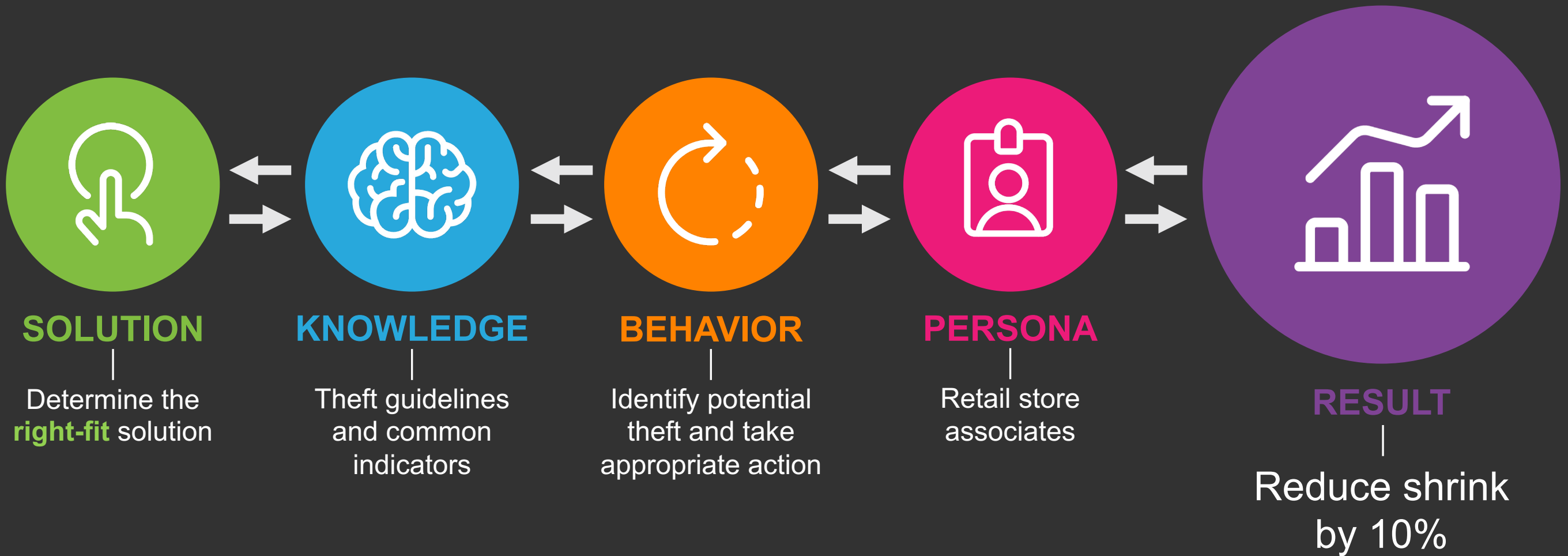
Step 5 | **Apply your framework.**





Retail operations is struggling with **shrink**. They've approached L&D to request retraining on theft awareness and prevention for the **entire frontline workforce**. This training must cover both internal and external theft.

Stakeholders want the training completed by all retail associates **within two months**.



CONTEXT

When and where does the person need help?

CRITICALITY

How problematic is failure for this topic?

COMPLEXITY

How challenging is this topic to learn?

TIMELINESS

How quickly is a solution required?





Push/Pull Training

- n/a

Coaching

- n/a

Reinforcement

- Scenario-based questions

Performance Support

- Support center hotline

Shared Knowledge

- Loss prevention policy



1. Shift your mindset.
2. Map your ecosystem.
3. Identify your tactics.
4. Design your solution.
5. Apply your framework.

**An organization can only transform
as fast as people can learn.**



legacy practice

build courses

deliver programs

partner with SMEs

manage projects

check boxes

modern mindset

curate resources

open channels

enable collaborators

maintain systems

foster agility

(and still check boxes)

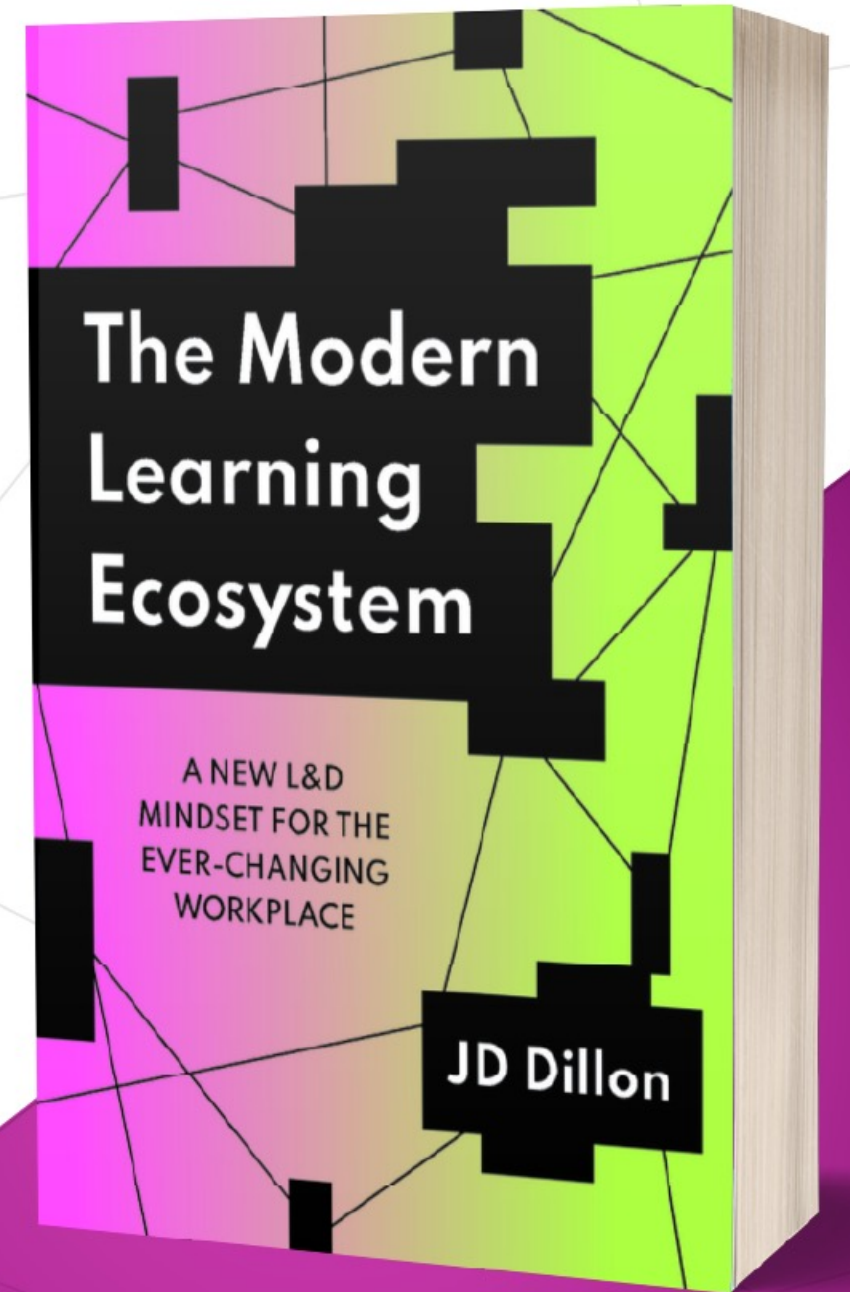


A modern learning ecosystem will ensure your organization has the tools, tactics and technologies in place to get people the support they need – **when and where they need it.**





available now
jdwroteabook.com





JD Dillon

Founder + Principal



LearnGeek.co



jd@learngeek.co



linkedin.com/in/jddillon



Let's connect!



Be well.