



Learning
Solutions

CONFERENCE & EXPO

March 26 – 28, 2019 • Orlando, FL

Concurrent Session #1004

Micro vs. Macro:

Which Learning Experience Works Best?

Robert Gadd
OnPoint Digital, Inc.

March 28, 2019



Learning
Solutions

CONFERENCE & EXPO

Contact Information & Download My Slides

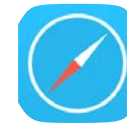
Robert Gadd
President & Cofounder
OnPoint Digital, Inc.



rgadd@mlearning.com



[@robgadd4](https://twitter.com/robgadd4)



www.mlearning.com



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Company Background

- Formed in 2002 by a team of software vets & media experts to develop a cost effective LMS platform for SMB customers
- Based in Savannah, Georgia with Company-owned development team in Nelson, New Zealand
- Sell direct to enterprises (without any formal sales team) + via resellers/partners in Americas, APAC & EMEA
- Current headcount: 50 with senior staff tenure averaging 10 years with the Company
- Control marque *mobilelearning.com* & *mlearning.com* Internet domains plus *CellCast* brand



"OnPoint Digital is a powerhouse LMS designed to address a wide range of corporate extended enterprise use cases including customers, channel partners, employees, or a combination of these audiences. This approach is different from competitors as they have created a library of core stackable code modules that can be combined to build semi-custom learning solutions for each client. This means you get a modern, mobile/social system that is built to your exact specifications, but it's also based on proven technology. Plus, OnPoint's visual elegance and usability appeal to the 'voluntary' mindset of extended enterprise audiences."



Platforms Supported



Awards & Recognition (50+)



January 2019



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Market Needs: *Support for Key Use Cases*



Higher
Revenues

Need #1: Sales/Channel Enablement

Sales professionals are dealing with an increasing array of information about the products and solutions they are selling to an evermore sophisticated audience in hyper-competitive markets. Having access to the right data at the right time to address customer needs is now **mission critical** and the ideal solution needs to be mobile, dynamic, engaging and connected.



Accelerated
Competency

Need #2: Onboarding/New Hires

Organizations of all sizes and situations are faced with getting the most out of their new hires and making as capable and productive as possible in the shortest amount of time. **Speed-to-competency** can be accelerated with intuitive, highly versatile solutions that adapt to the unique needs of every new hire while making it easier for managers to inform, educate and cultivate their teams to drive organizational growth.

Need #3: Team & Leader Development

Organizations with well prepared and actively engaged leaders & teams perform ahead of their peer groups. High performing individuals must be given access to the proper resources they require to meet their true potential so they can help drive **organizational effectiveness**. And the expectations of these leaders is higher than ever mandating innovative approaches and solutions that resonate with top caliber talent.



Better
Leaders &
Teams

Need #4: Product Launch/Ecosystems

Product launch use cases vary from traditional T&D or Sales scenarios based on their extended reach to broader, non-internal **ecosystems**. These programs are typically tied to product marketing and brand campaigns, and may be designed for either the sellers or the consumers of the new product/service mandating a new approach that's flexible in function for any size audience through whatever digital means these targeted recipients favor from online and in person training delivered via tablets, handsets & laptops.



Increased
ROI

Our Product/Market Fit

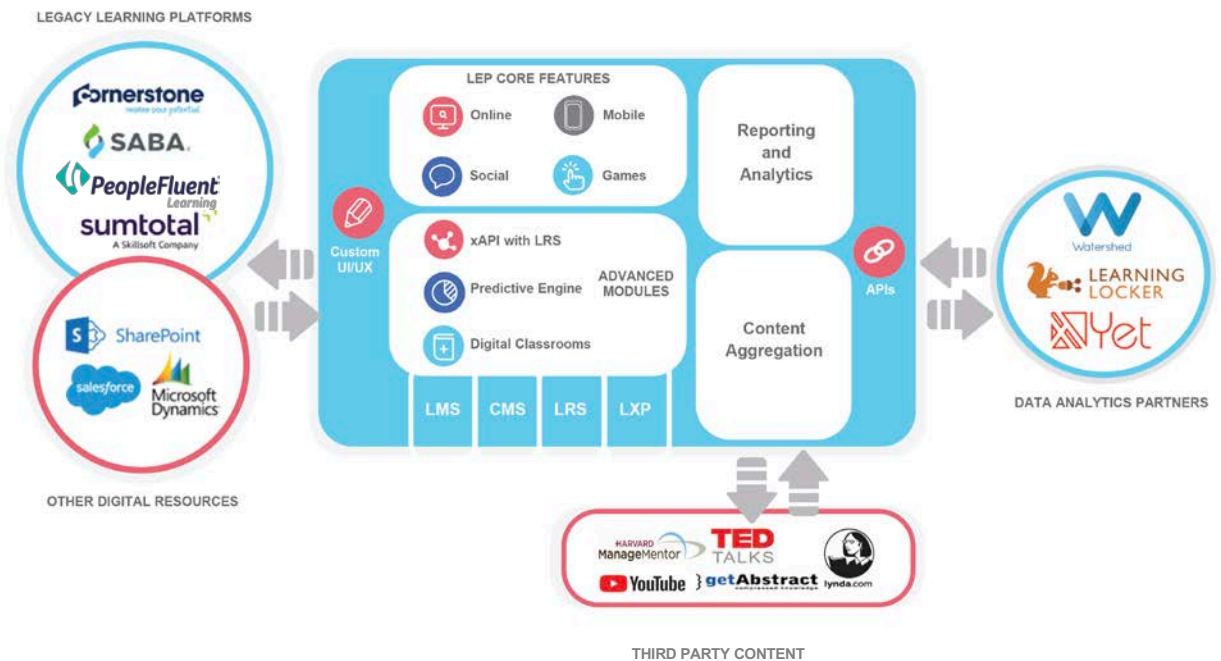


Our **Learning Engagement Platform (LEP)** is an innovative, *mobile first* solution that enables fit-to-purpose learning and knowledge delivery to workers anytime they need it and anywhere they wish helping address L&D's ever-changing business requirements like onboarding, leadership, sales enablement, microlearning, and more.

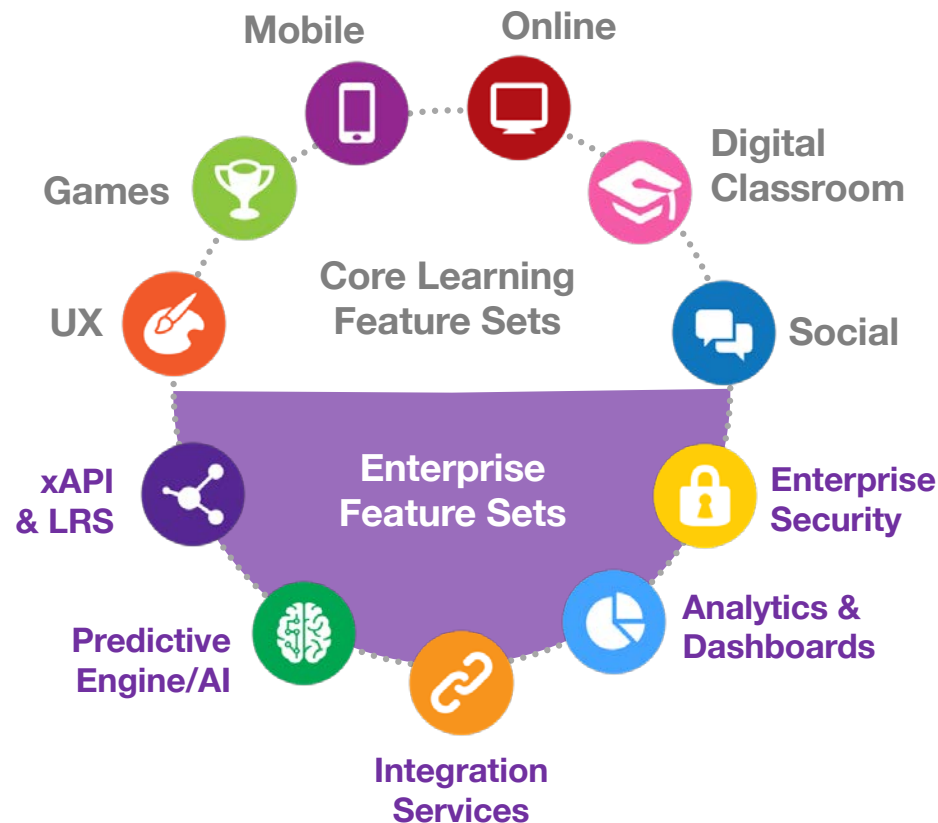
Equal parts **LMS, LRS & LXP** (*much* more), OnPoint LEPs are unique in their ability to deliver highly customized and trackable learning solutions to any learner on any device all from a common, secure and easy to configure *private cloud*-based platform.

OnPoint **LEPs** can be deployed either independently or deeply integrated with other existing line-of-business applications, content publishers & vendor/partners.

Learning Engagement Platform



Core Technologies & Differentiators



- Platform has vastly evolved over the past 17+ years
- Internally developed & controlled long-term team
- Heavy focus on component (feature) architecture allows "mix & match" approach
- Custom UX atop a common, easy to support codebase

Presentation Agenda

- Session Objectives & Group Experience
- Market Conditions for Macrolearning & Microlearning
- Micro & Macro: Let's Compare & Contrast
- What Happens in We Combine Macro + Micro?
- Demonstrations of Today's Blended+
- Summary + Q&A

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Session Qualifying Questions

What's the difference between microlearning & **MACRO**learning?

Who has an interesting use case for microlearning in their L&D programs today?

*Is anyone doing anything really exciting in **macro**learning in their L&D programs today?*

Expectation Questions

Is the LMS dead? Can a combination of today's mobile apps, social interactions, and game-enabled microlearning replace yesterday's "macrolearning" platforms?

Do our training programs need to be so structured and prescriptive when "modern, adaptive" solutions are a reality?

Which is Better?



VS



Which is Better?



Which is Better - Macro or Micro?



VS



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Bersin by Deloitte

changing landscape of learning

“The corporate training market, which exceeds \$130B, is about to be disrupted. Companies are starting to move away from their legacy Learning Management Systems (LMS), buying all sorts of new tools for digital learning, and rebuilding a whole new infrastructure to help employees learn.”

Josh Bersin
Bersin by Deloitte
Summer 2017



Bersin by Deloitte

changing landscape of learning

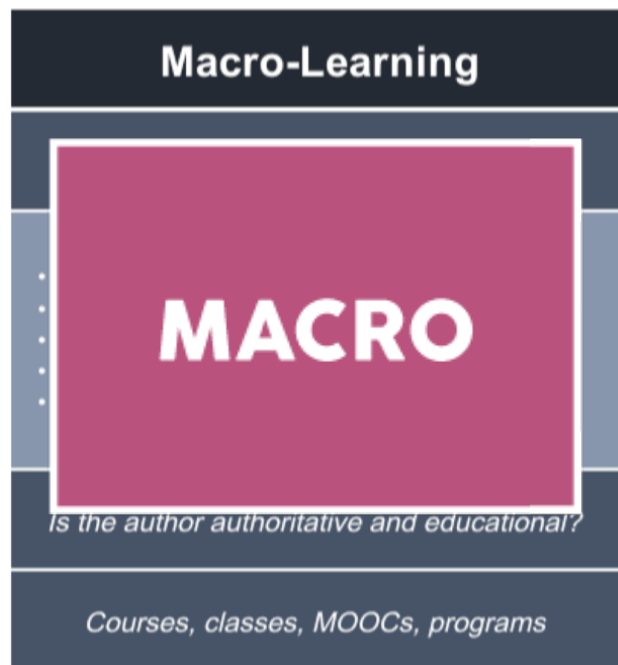
Macro-Learning
<i>I want to learn something new.</i>
<ul style="list-style-type: none">• Several hours or days• Definitions, concepts, principles, and practice• Exercises graded by others• People to talk with, learn from• Coaching and support needed
<i>Is the author authoritative and educational?</i>
<i>Courses, classes, MOOCs, programs</i>

Micro-Learning
<i>I need help now.</i>
<ul style="list-style-type: none">• 2 minutes or less• Topic or problem based• Search by asking a question• Video or text• Indexed and searchable• Content rated for quality and utility
<i>Is the content useful and accurate?</i>
<i>Videos, articles, code samples, tools</i>

© Bersin by Deloitte

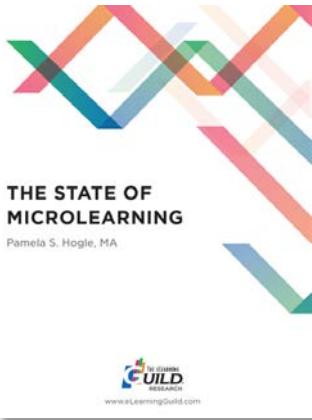
modern learning programs

macro & micro: *friends or foes?*



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Guild Elite Discuss Microlearning



"Rather than a stand-alone strategy or tactic, 'microlearning' is a trendy way to express the change in mindset that applies many familiar L&D tactics in ways that better align to the needs of the individual employee. The term itself is just a buzzword that, unfortunately, often distracts from the real message."

—JD Dillon



Microlearning "presents as an opportunity to look at how we help workers—not even learners; workers on the job."

—Ray Jimenez



"It's when you have a clearly defined moment of performance where people need help. ... [The employee] doesn't necessarily need education; he needs help at that moment."

—Diane Elkins

micro

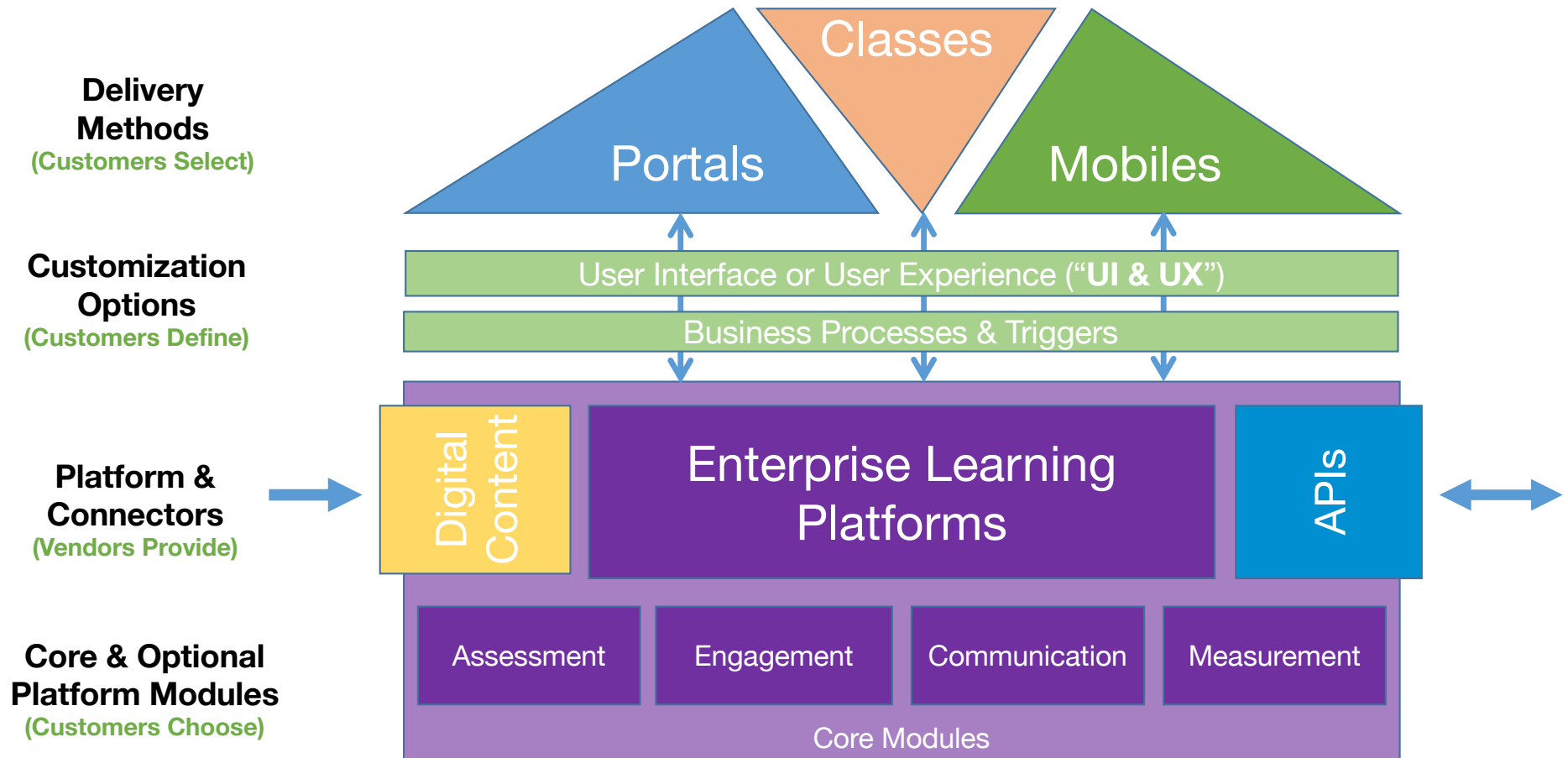
Microlearning: today's shiny object?



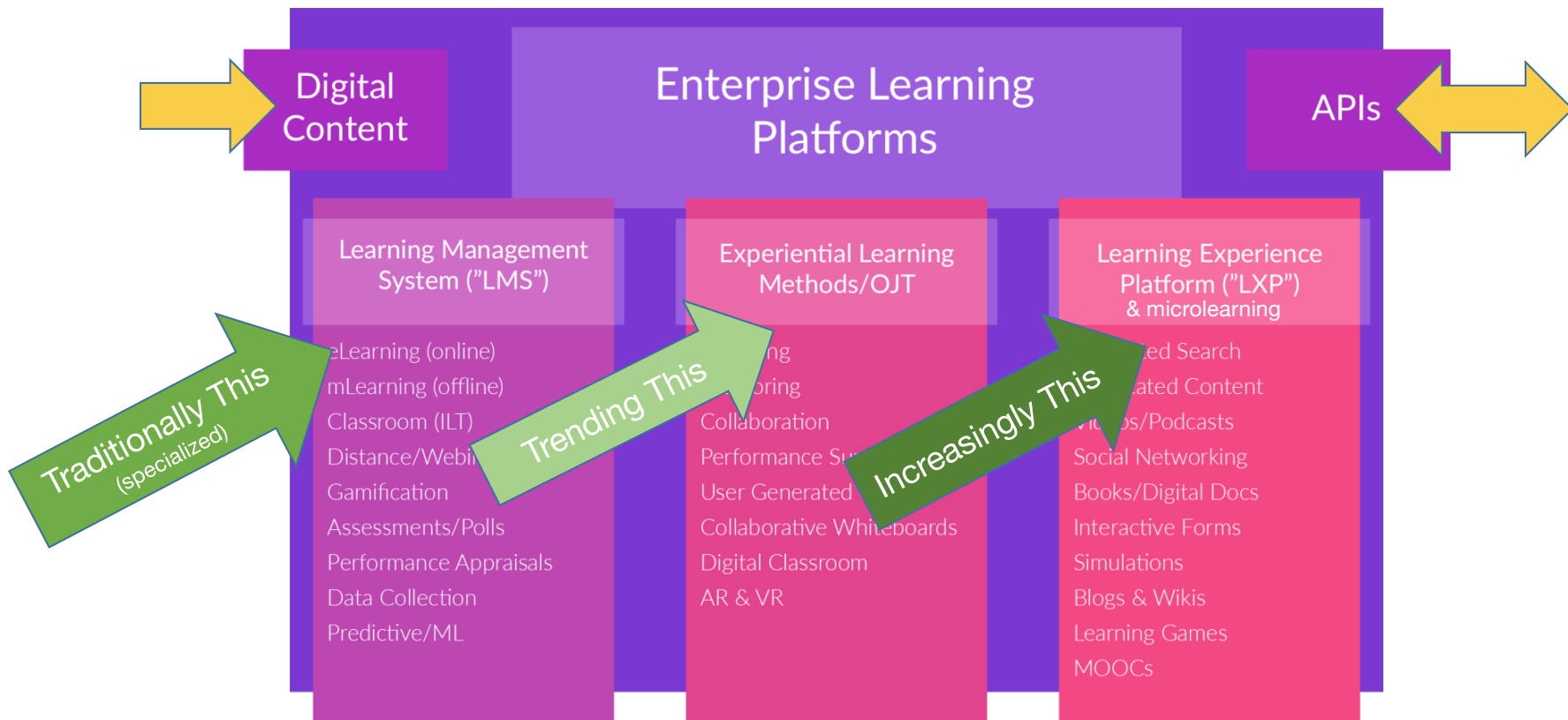
"I think good learning has always been good learning, but we get distracted by the next shiny thing. Microlearning is not the shiny thing. I want to co-opt it back from that buzzword discussion and say, 'It's a brilliant strategy that meets learners where they are now.'"

—Summer Salomonsen

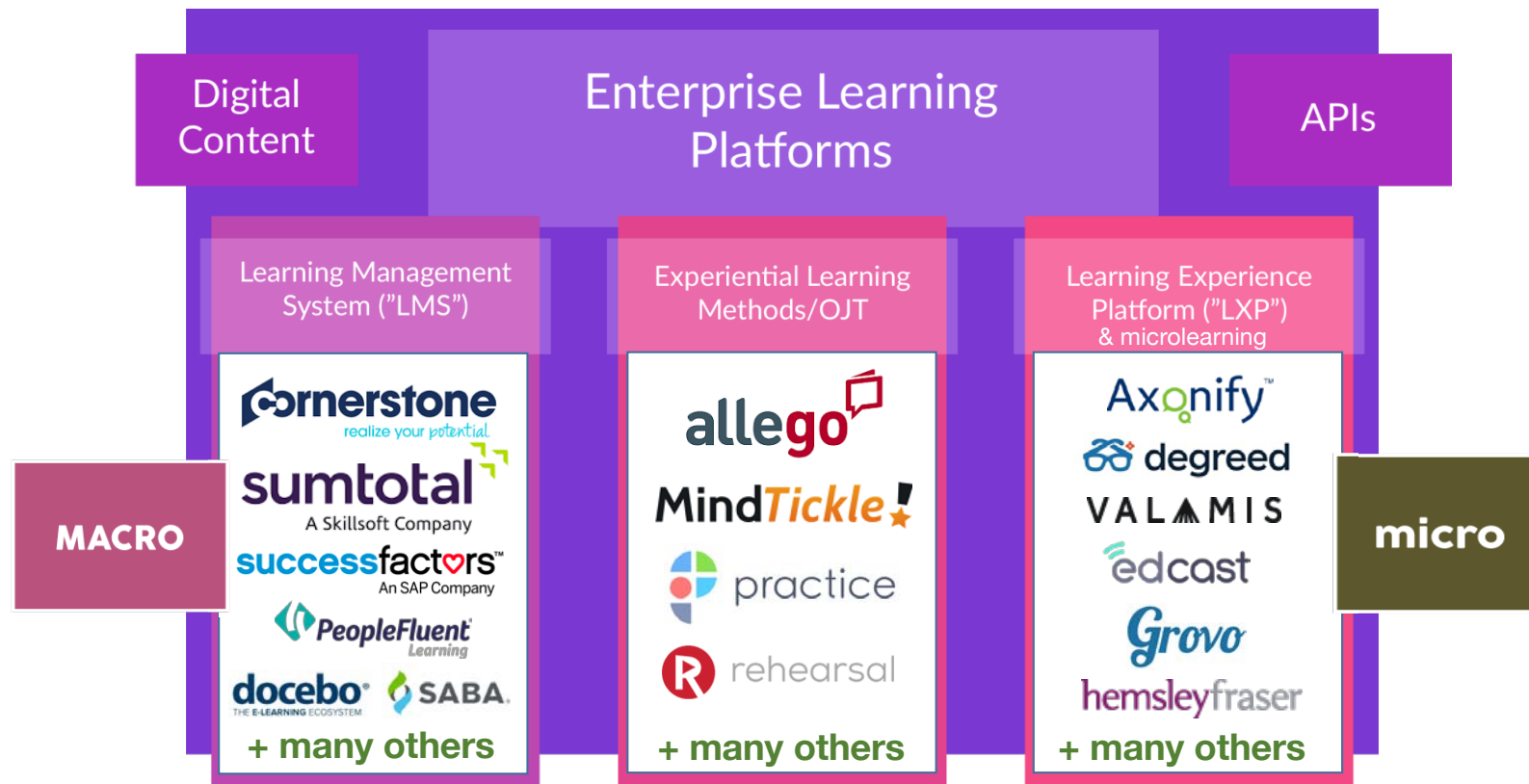
Learning Experience Architectures



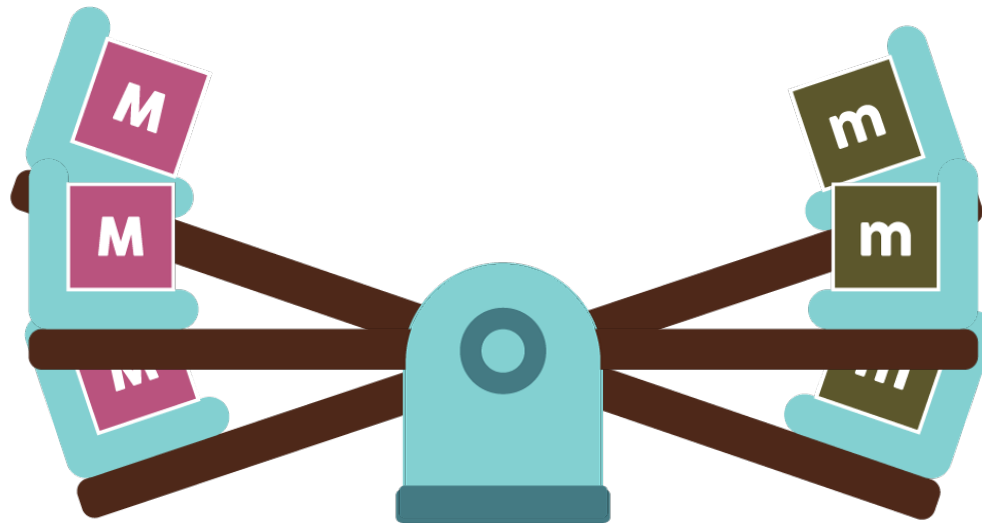
Advanced Learning Platforms: A Diverse Approach



Advanced Learning Platforms: A Diverse Approach



When to **Macro** or When to **Micro**?



Elements of **Macro** & **Micro** Learning



MACRO

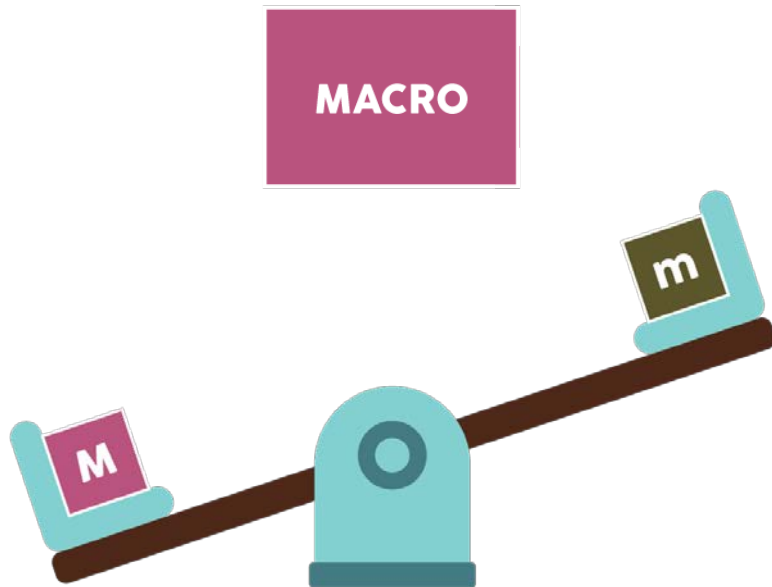
- Learning Paths, Curriculums
- e/m-Learnings, ILT/webinars, social
- Assessments, proctored exams
- Simulations, scenario-based learning
- Certificates, competencies & mastery



micro

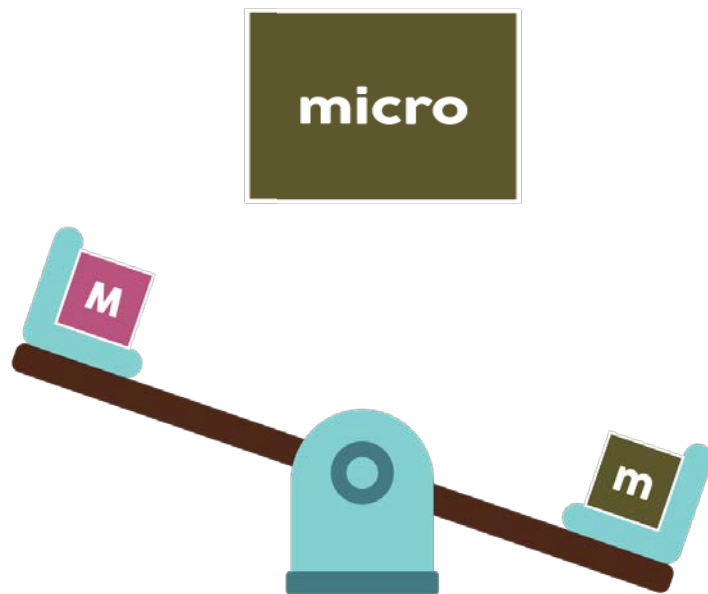
- “By the drink or open bar” needs
- Videos, podcasts, info graphics
- Messages, threaded discussions
- Quizzes, flashcards, opinions, polls
- “Attaboys” & social recognition

Today, **Macro** “Weights More” in Most Firms



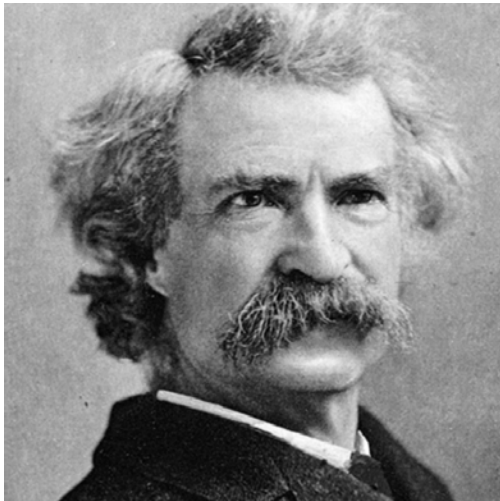
- More than 80% of enterprises have investments in traditional LMS platforms & tools in place
- Firms rely on these systems to organize & track learning programs
- Our teams are well-versed in how to use & optimize their current tools
- “*Our training is serious business!*”

But **Micro** has measurable *Market Traction*



- Next gen platform & tool vendors are investing heavily in this space thus driving interest & early adoption
- Suggests faster cycle time, less hassles, more deliverables while...
- Promising to be easier & compelling with (r)evolutionary results
- You might be thinking: “*Might this be more fun than our current LMS?!* ”

Is Shorter Easier?



“If I’d had more time, I would have written a shorter letter.”

Mark Twain



micro

- Must be: **Of Sound Design!**
- Must be: **Well Planned!**
- Must be: **Delivered When Useful!**

Intelligentcia Explores Microlearning



Micro Idea 1

Microlearning is a piece of learning content that can be consumed very, very quickly. Some people define microlearning as being as short as 90 seconds. Others go as high as 10 minutes.

Expedient

Micro Idea 3

Let's say you want to learn something new in Microsoft Word. You could watch a two minute video on YouTube, a ten minute video on your LMS, or go to a one hour in-person class. **Which would you choose?**

More Efficient

Micro Idea 34

Use the **Three C's** to help you collect or create your content.

- Curate
- Create
- Crowdsourcing

The order of this list is purposeful. If at all possible, curating your content should be your first choice as it the most efficient. If that isn't possible, then create. And crowdsourcing is a great strategy, but often difficult to achieve in a corporate environment, which is why I've put it last.

Multi-sourced

Micro Idea 53

If you decide to use video, remember that a story will always be more memorable than bullets of text onscreen. It's not just that the story is engaging—it's that our brain remembers stories more easily than discrete facts.

And even if your content seems very text-heavy, you can add pictures and scenarios to make it more story-like.

Story-centric

Intelligentsia helps measure microlearning



By Patti Shank, PhD
February 19, 2018

Should be



62,123
Comments

MICROLEARNING

Microlearning, Macrolearning. What Does Research Tell Us?

In this article, I'll compare what people say are the benefits of microlearning against what we know from research. Also, I'll discuss how workplace learning might benefit from micro and macro approaches.

<https://elearningindustry.com/microlearning-macrolearning-research-tell-us>

Intelligentsia helps measure microlearning



By Patti Shank, PhD
February 19, 2018

Microlearning, Macrolearning. What Does Research Tell Us?

What Is Microlearning?

What is microlearning? Here are two definitions from knowledgeable L&D professionals. The definitions offer critical insights about how to use microlearning.

Small but complete learning experiences.

– Clark Quinn, author and learning technology strategy leader

Relatively short engagements in learning-related activities—that may provide any combination of content presentation, review, practice, reflection, behavioral prompting, performance support, goal reminding, persuasive messaging, task assignments, social interaction, diagnosis, coaching, management interaction, or other learning-related methodologies.

– Will Thalheimer, author, learning-and-performance consultant and researcher

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When to **Macro** vs. **Micro** (for Orgs)?

MACRO

Versus

micro

- Training Campaigns
- More planned
- Investment in time (learning)
- *Organizational-centric*

- Learning Opportunities
- More ad hoc
- Short & engaging
- *Learner-centric*

When to **Macro** vs. **Micro** (for Learners)?

MACRO

Versus

micro

- Planned, scheduled
 - Completion-oriented
 - Tracked & reported on => analyzed
 - Happens in “Re-created World”
- On-the-go, just-in-time
 - Participatory
 - Trackable, reportable
 - Happens in “Real World”

Challenges in **Macro** & **Micro** (for Admins)?

A pink square box with the word "MACRO" in white, bold, uppercase letters.

MACRO

- Legacy platforms harder to update, modernize – ***perceived to lack*** sex appeal
- Macro has more teams/meetings/approvals
- Macro programs can be more expensive to deliver as they are to create
- Macro programs are harder to update

A dark olive green square box with the word "micro" in white, lowercase letters.

micro

- Chunking long-form content is not micro-creation
- Ideal when referring to or building upon ***existing knowledge***
- Visuals are engaging but don't resort to kitsch/bling – ***go simple***
- Measuring success is complex



Intelligentsia measure microlearning



By Patti Shank, PhD
February 19, 2018

Microlearning, Macrolearning. What Does Research Tell Us?

Table 1: The relationship of micro to macro in various learning and performance contexts

Level	<i>Learn conversational Spanish</i>	<i>Fix common household plumbing problems</i>	<i>Learning elements</i>	<i>Performance elements</i>
<div>Micro</div> <div></div>	words	gravity, pressure, backflow, fittings, joints, tools	learning objects, chunks, job aids, support, and help	competencies
	phrases, sentences, grammar	how supply and drainage systems work	topic	work tasks
	<div>Macro</div> <div></div>	situations, conversations	Fixing: leaks and clogs Replacing: faucets, drains, and toilets	courses



By Patti Shank, PhD
February 19, 2018

**Microlearning, Macrolearning.
What Does Research Tell Us?**

Select Myths & Misconceptions (7 of 11)

People say Microlearning...

1. Helps with “modern learning” because technologies have changed how we learn!
2. Is needed because people now have lowered attention spans.
3. Works because it’s similar to how people find answers to their questions: Online searches.
4. Is needed to make better use of new technologies.
5. Makes transfer of learning more efficient.
7. Is preferred by users.
8. Is easier and faster to produce.
11. Helps people fit small bits of learning into their hectic work and lives. “

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Which is Better - **Macro** or **Micro**?



When to Micro/When to Macro?



Mixing **Macro** & **Micro**: A “Top Shelf” Effect?



- A bigger, better blend is now needed....
- ...Enter
“Blended+”

Essentials of “*Blended+*”

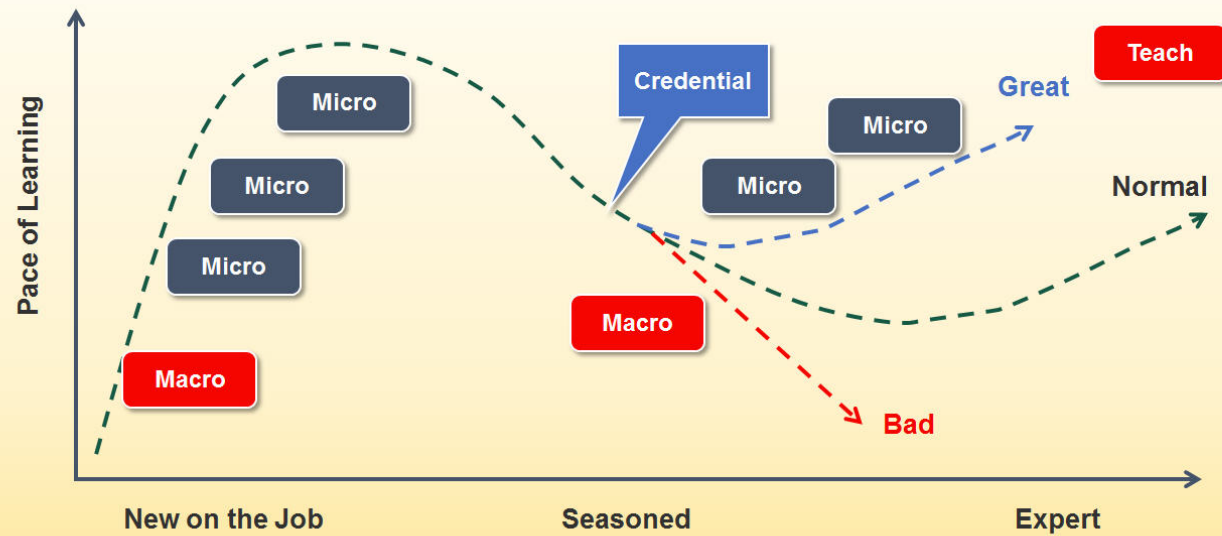
- Continuous (**Pre** + **Event/Course** + **Post**)
- Anytime, anywhere but with consistency online & in-class as well
- **Must support** Mobile
- **Can be** social, game-enabled
- **Should be** predictive, personalized
- All trackable & measurable
- Planned, budgeted & executed well!

Enterprise Mandates for Blended+

- Professional & practical
- Seamless but connected experiences
- Consistent, on-brand approach
- Scalable, easily updated
- Enterprise-grade Security
- Drives value, delivers outcomes

Combining Macro with Micro

Where Does Macro and Micro Learning Apply?



Blended Learning in Series Form

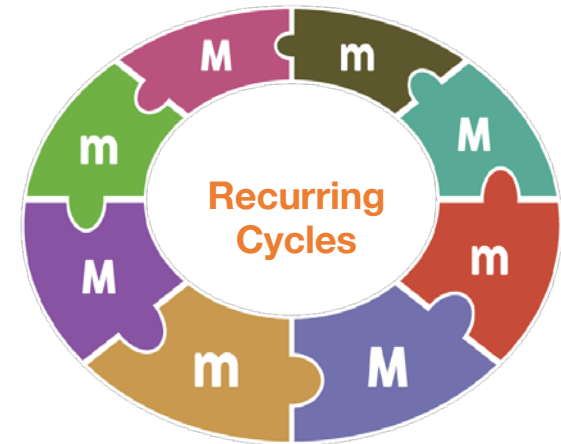
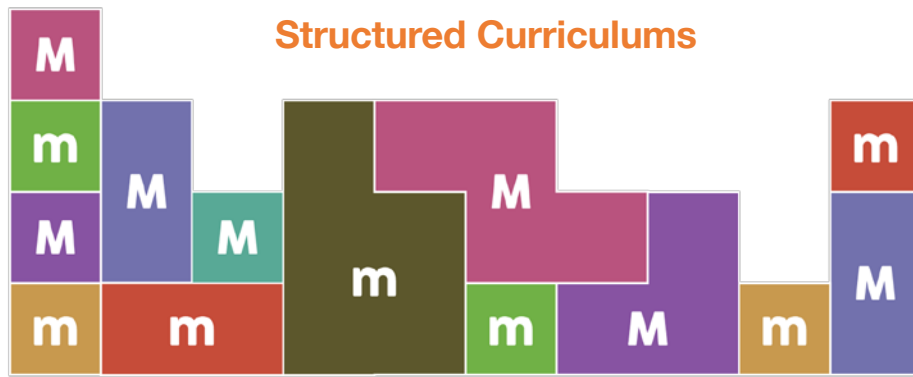
Short Series



Long Series



Dynamics of Blend+



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CASE STUDY – SAMSUNG APAC



Organization: Samsung APAC

Use Case: Product Launch – New Devices

Audience: Sales Pros, Directors/Managers @ 24 Carriers/Retailers = 20K

Overview: OnPoint teamed with Sidney, Australia-based Learning Plan to create a blended learning program that mixed on-demand content, ILT/webinar and scheduled, iterative learning to sales professionals on their own personal devices (Android, iOS, Windows, online, whatever). Customized UX fronted an online portal as well as native apps & mobile web for seamless experience. Also provided social constructs and access-to-experts whenever needed.

Challenges: Any time, any device (not just Samsung/Android) and multi-language support for what was considered “elective learning”; **timeframe from contract to launch was six weeks**

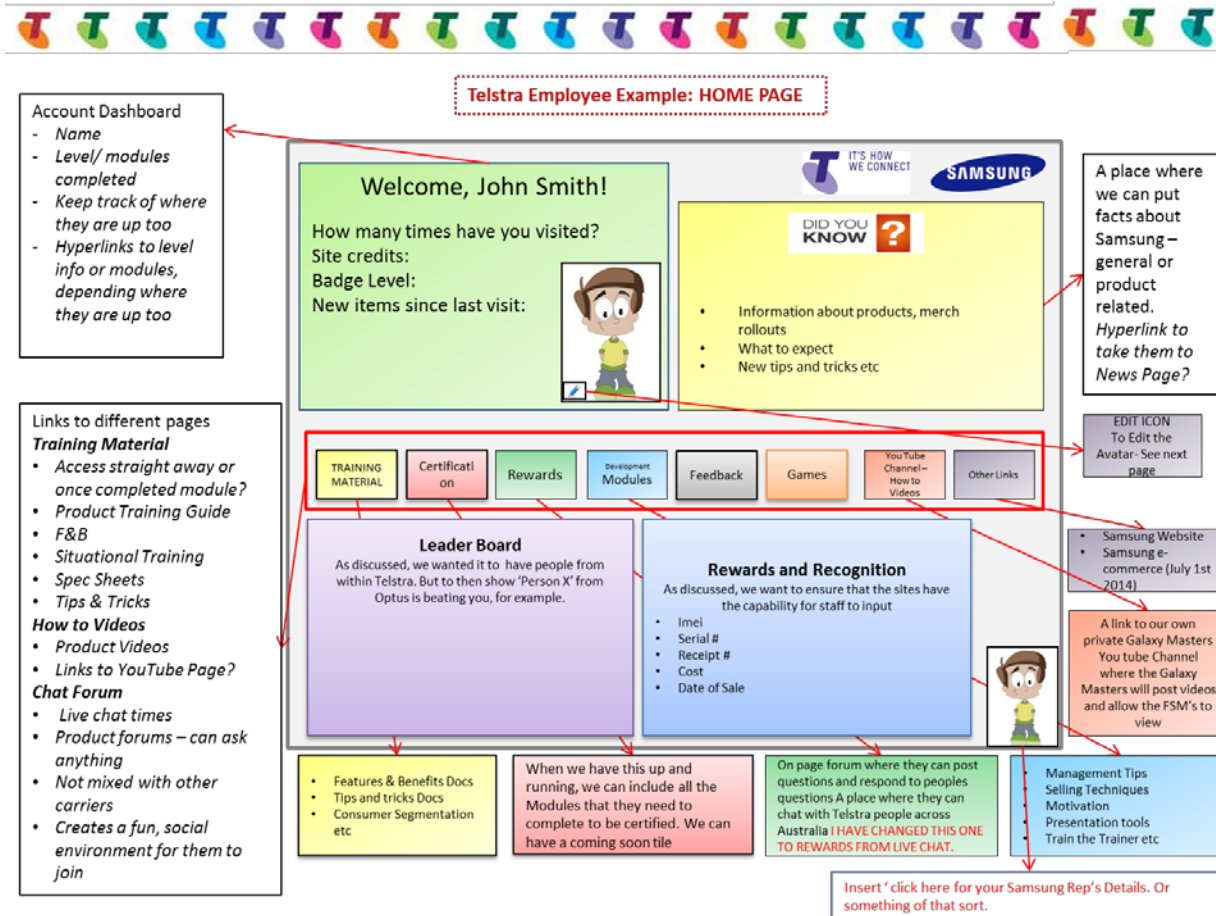
Technology: Learning Portal & CellCast apps from OnPoint Digital

Outcomes: Launched on-time (over budget) to all participating retailers & carriers; training was central to launch success in APAC and participation improved “an order of magnitude over previous learning approaches.”



CASE STUDY – SAMSUNG APAC

SAMSUNG



CASE STUDY – SAMSUNG APAC

SAMSUNG

SAMSUNG + Telstra

Please enter your search term. **Search**

Welcome, John Pesada. Last Login: Jan-20-2015 1:30 PM

[My Profile](#) [Help](#) [Logout](#)

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John Pesada
Sales Associate

1010 Points

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[Galaxy Gear Overview](#)

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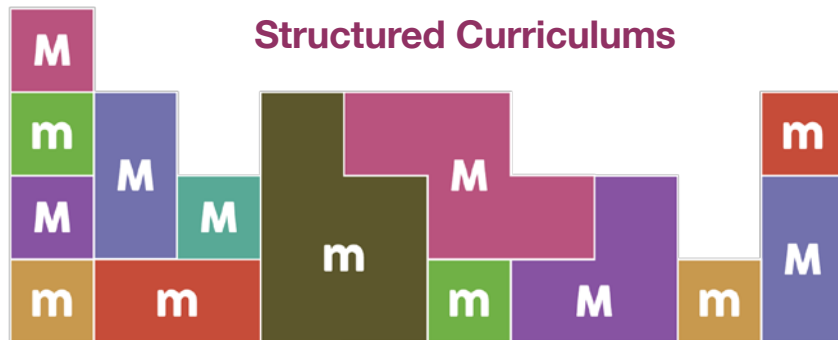
[The Samsung Experience](#)

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CASE STUDY – SAMSUNG APAC

SAMSUNG

Measured Outcomes & Results



- Blend of online, ILT & micro
- Structured courseware & classes helped convey value of new products & featured while anytime, anywhere mobile allowed for learning bursts & reinforcements
- Access-to-Experts proved very powerful/helpful

CASE STUDY – JP MORGAN CHASE

Organization: JP Morgan Chase & Company (USA's Largest FSI)

Use Case: Global Leadership Training (Leadership Edge)

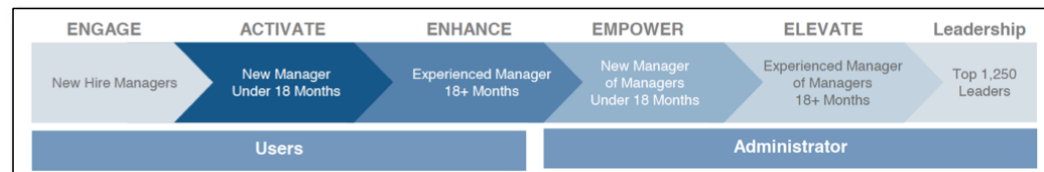
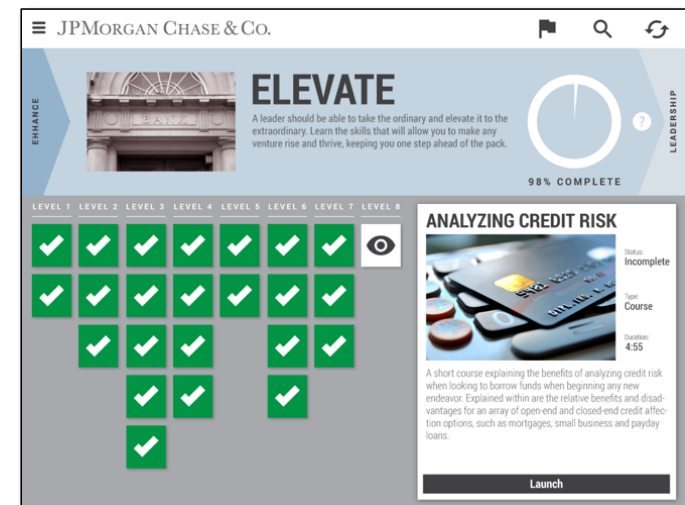
Audience: All Firm Leaders (CXOs, EDs, VPs/Directors/Managers, Sups)

Challenges: JPMC selected OnPoint's LMS & CellCast Solution platforms to serve as the foundation for their **Leadership Edge** program as a mobile and social-enabled platform to manage the career development of all 43K leaders across the globe. Extremely high expectations for following a professional process from SDLC to Risk/IT to hosting/DR.

Technology: Learning Experience Portal & Digital Classroom from OnPoint

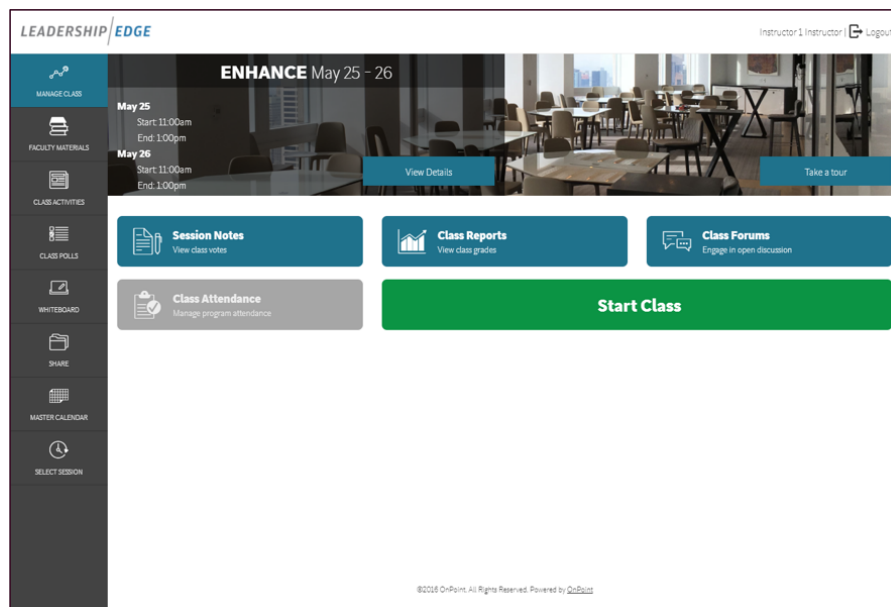
Outcomes: Launched Q1'16 including full integration with core HRIT services, SSO and TM platform connectors. Custom iOS apps support broad array of new features including document annotations as well as personalization & recommendation engines. Loosely integrated with current SUMT LMS platform.

JPMORGAN CHASE & Co.

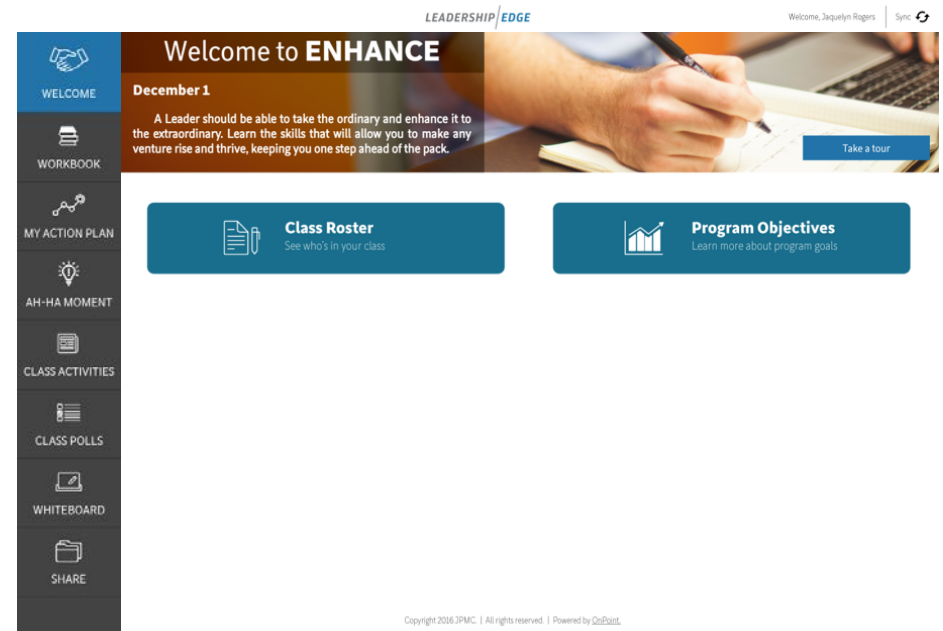


CASE STUDY – JP MORGAN CHASE

JPMORGAN CHASE & CO.

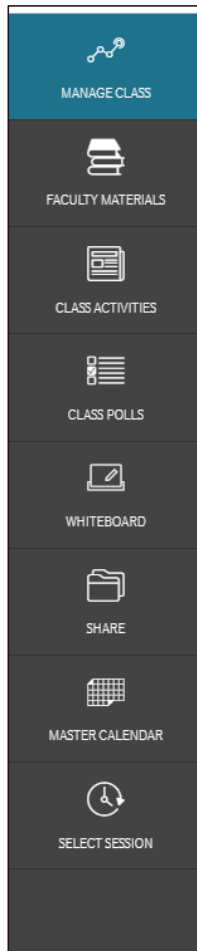


My Leadership Edge: Facilitator Interface (Web)



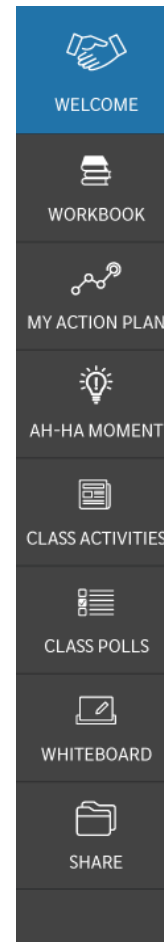
My Leadership Edge: Student Interface (iPad)

Facilitator Interface (via Web)



- **Manage Class Logistics**
- **Access All Class Materials**
- **Launch Materials & Assignments**
- **Conduct Interactive Polls**
- **Launch Team Whiteboards**
- **Monitor Social Interactions**
- **Manage My Schedule**
- **Switch Scheduled Sessions**

Student Interface (via iPads)

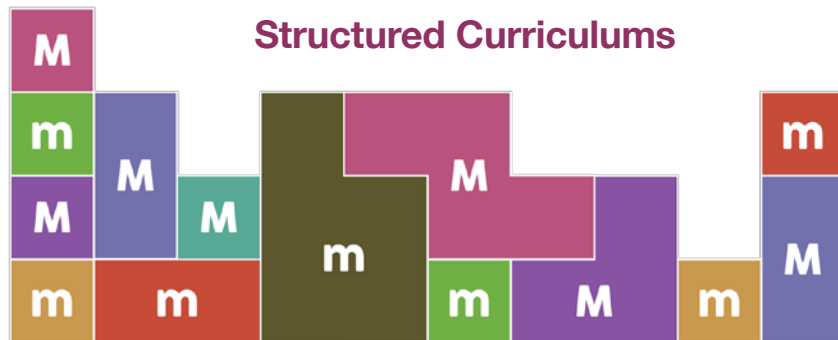


- **App Access & Orientation**
- **Access Class Workbook**
- **Build Up My Action Plan**
- **Capture Important Insights**
- **Review Materials, Tests & Bio Books**
- **Participate in Polls**
- **Access Whiteboards**
- **Participate in Social Interactions**

CASE STUDY – JPMC

JPMORGAN CHASE & CO.

Measured Outcomes & Results



- Ultimate Blend for structured learning programs - ILT, mobile, Pre/Post interactions,
- End-to-end experience for scheduled leadership “tracks” (high impact/short or multi-day ILTs) through custom, engaging UX
- Optimized experiences for leaders, their managers, facilitators, admins

Customer Profile: *Blended+*

Company: Metro by T-Mobile

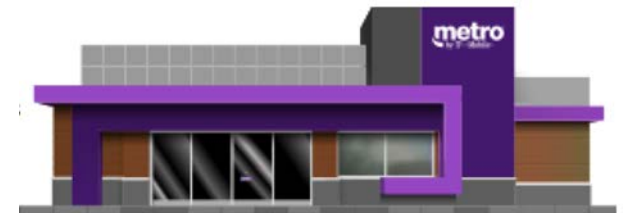
Use Case: Channel Sales Training (National program)

Audience: 37,000 Sales Professionals in 11,000 Dealer Locations

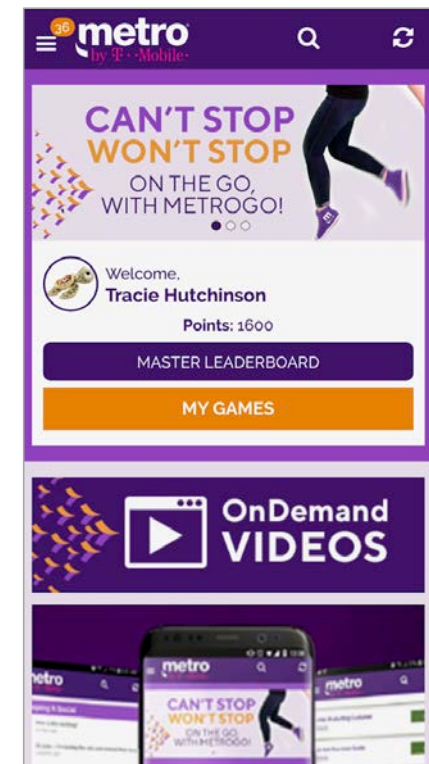
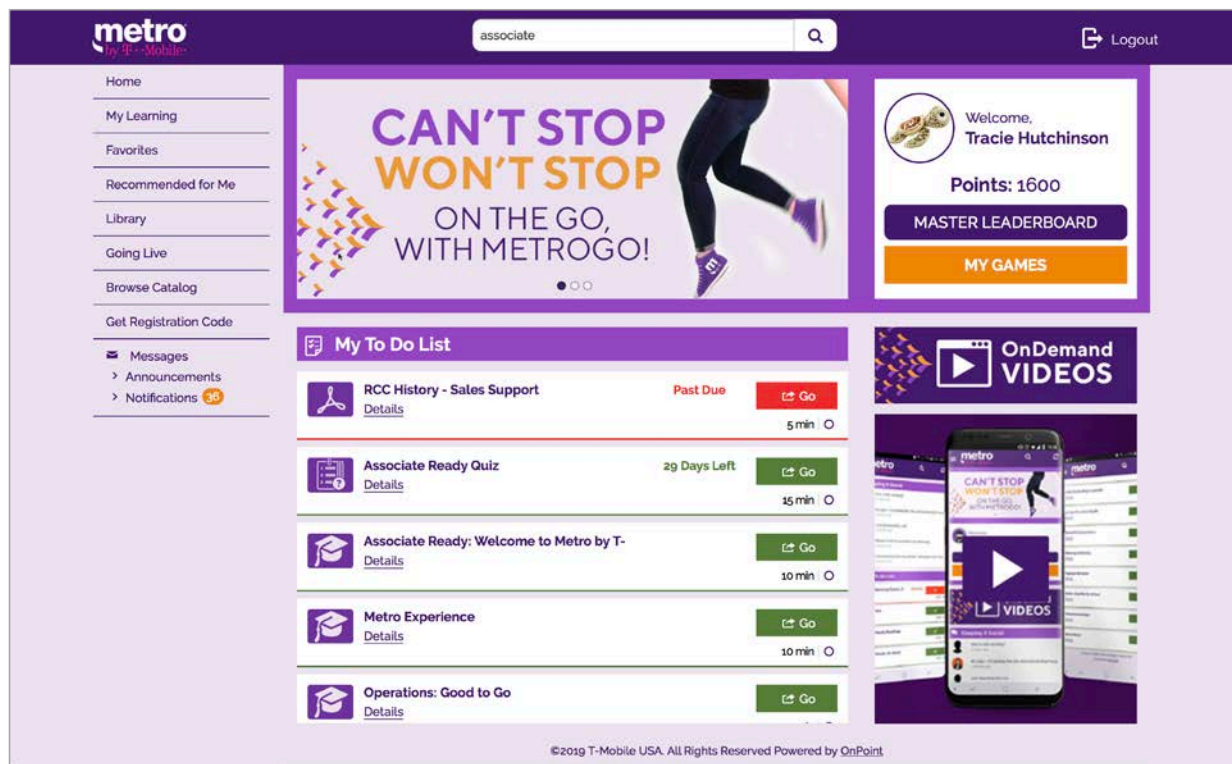
Challenges: T-Mobile's L&D team selected OnPoint's CellCast & online learning platforms to replace a legacy LMS platform for external channel sales training that needed to be more mobile friendly, social, game-enabled and engaging for a young, millennial workforce. A highly customized UX layer is deployed via the web and branded native apps to on-the-go learners needing access to various onboarding, product and sales training programs. Custom APIs connect the sales training platform to other internal services including Salesforce, a provisioning portal and other services. Requested enhancements have spanned adding support for validated self-registrations, extended ILT/webinar functions, new social features and "experiential points" in games.

Technologies: OnPoint Portal/CellCast Apps + Gamification Engine, Social & Analytics

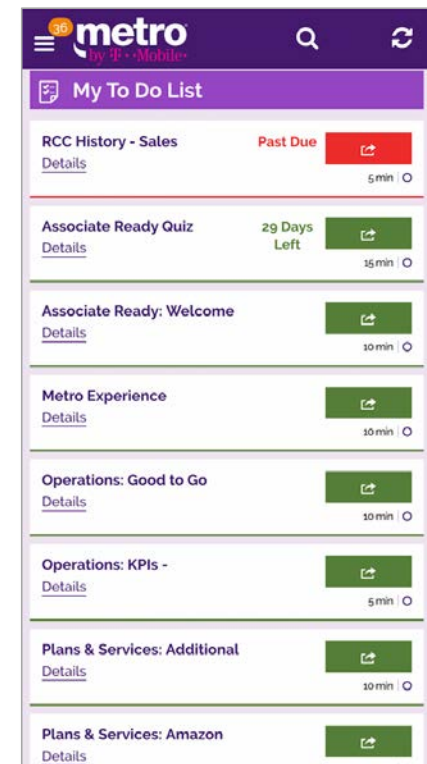
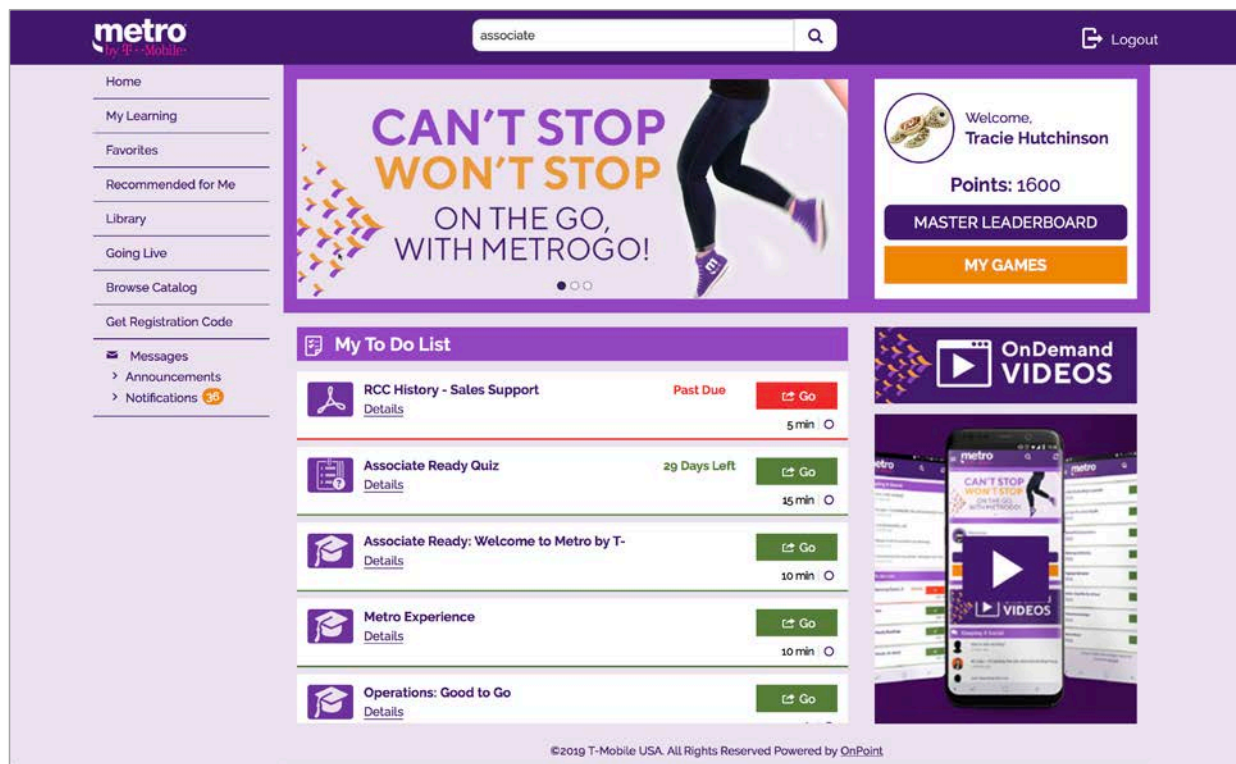
Outcomes: Launched Q1'19 to 37,000+ learners accessing the site via online browsers, BYOD mobile devices and shared in-store tablets. Custom integrations and migration of historical information were the focus of initial phases.



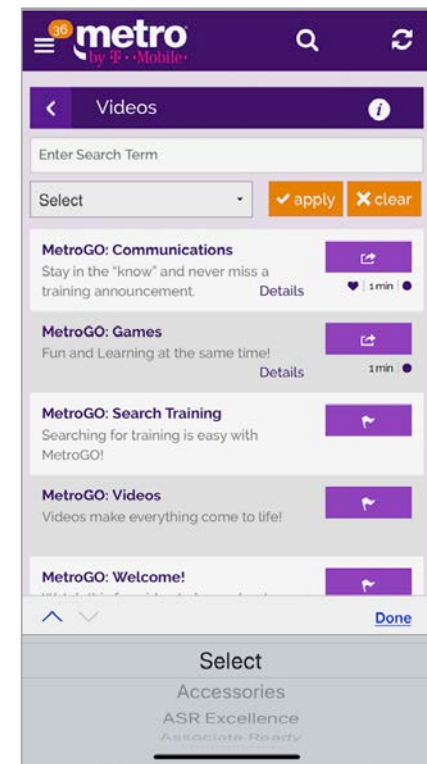
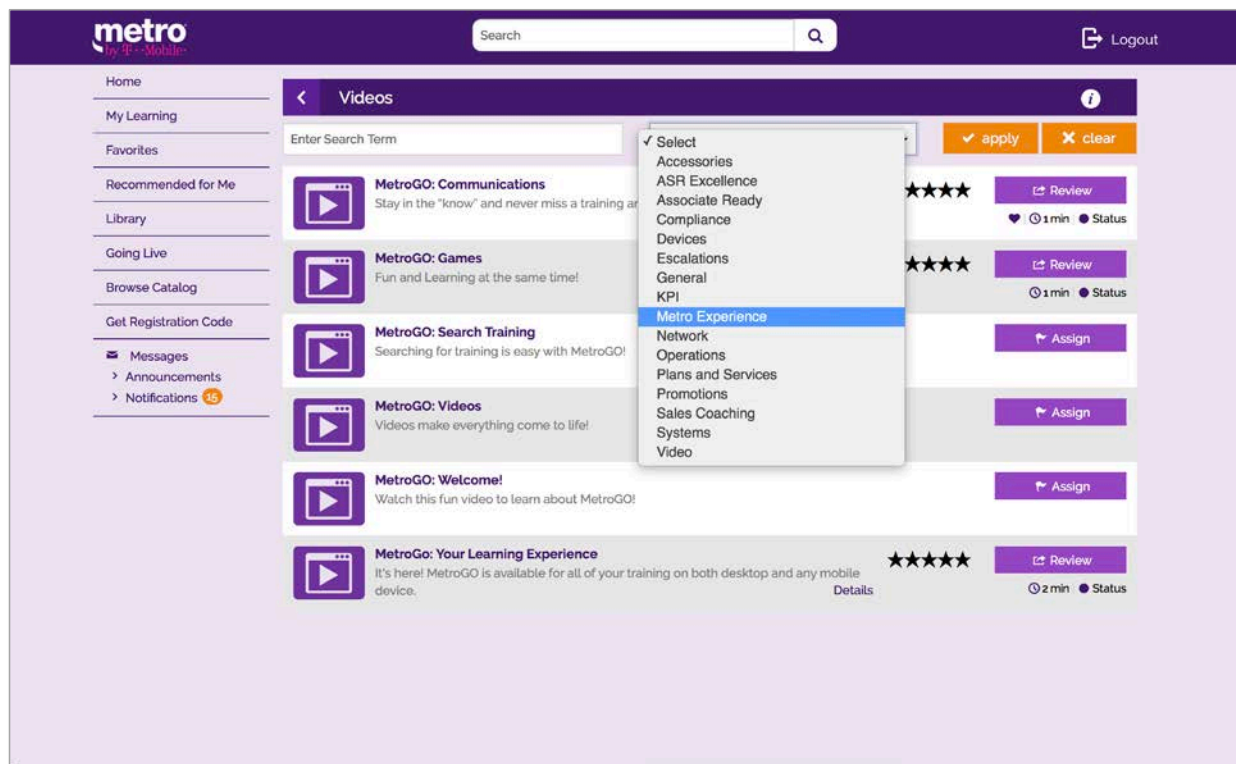
Customer Profile: *Blended+*



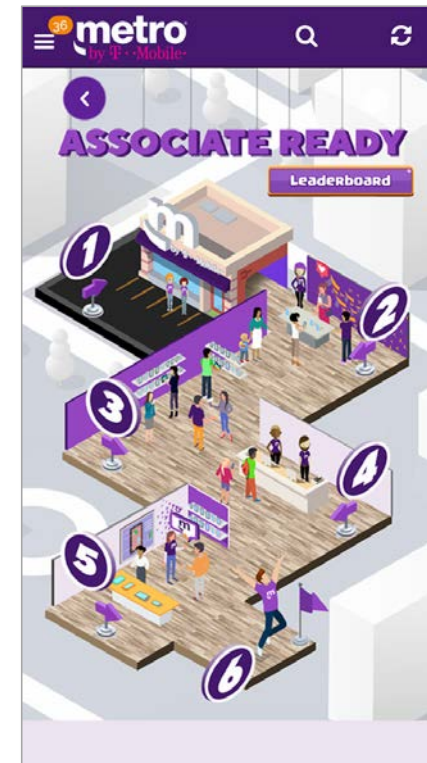
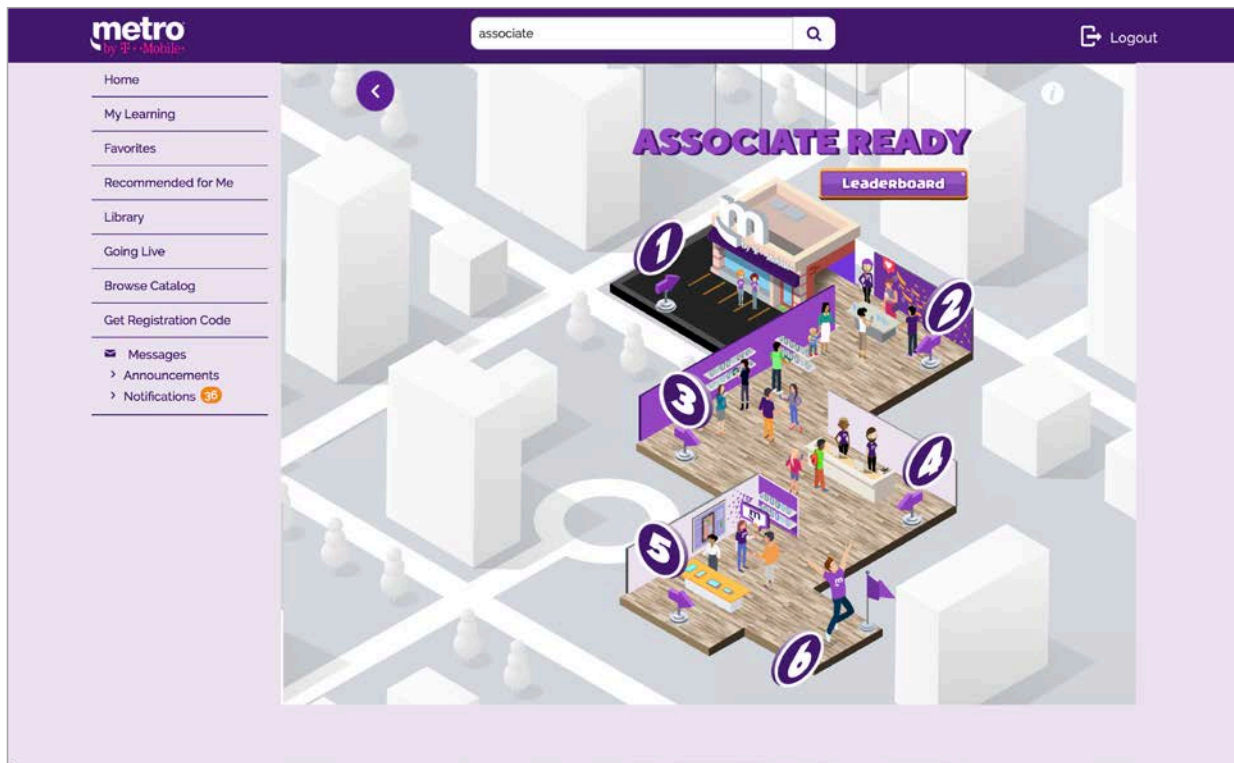
Customer Profile: *Blended+*



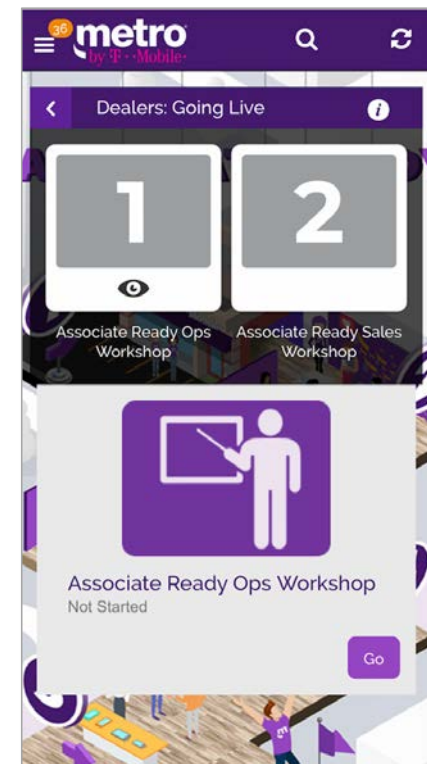
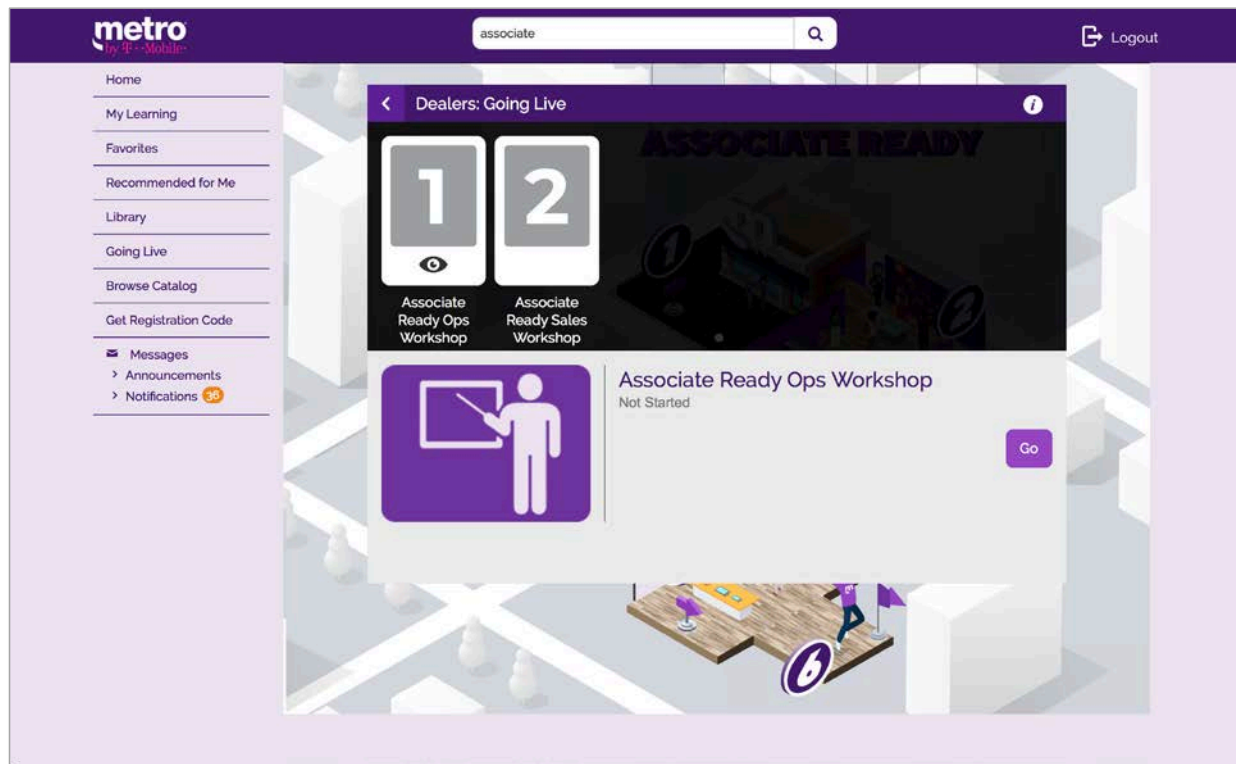
Customer Profile: *Blended+*



Customer Profile: *Blended+*



Customer Profile: *Blended+*



Customer Profile: *Blended+*



Advanced Search/Discovery

metro by T-Mobile

Search

Logout

7-Mar-2019 3:20 PM - US/Eastern

metro-dealer.mlearning.com

Instructor: All

Enter Search Term

My Events

Browse Events

Show: Calendar View Events by Date Show past sessions

Browse Events - March 2019

Change Location Selected Location: South Florida (Dealer)

Sunday	Monday	Tuesday	Wednesday	Thursday
24	25	26	27	28
3	4	5	6	7
10	11	12	13	14
17	18	19	20	21
24	25	26	27	28
31	1	2	3	4

Events may have multiple classes. Please click on the event listing to see available classes and sessions.

Approval Pending - You have selected a session date and are waiting for approval.
Registration Approved - Your registration for this Event is confirmed.
Available Events - An Event in the Event Catalog that is available for registration. You may or may not need to be approved. Click on the Event for more details.

ILT/Webinar Management

metro by T-Mobile

Search

Logout

Home

My Learning

Favorites

Recommended for Me

Library

Going Live

Browse Catalog

Get Registration Code

Messages

Announcements

Notifications (2)

Browse Catalog

Enter a search term and

Results (21):

- Devices: Alcatel 7
This course will show you the details of the newest Alcatel device.
- Devices: Apple iPhone XR
Learn the latest features iPhone has to offer with the newest iPhone XR.
- Devices: LG Aristo 3
The new LG Aristo 3 delivers what you need, anywhere you go. It features a 13MP PDAF camera capture all of life's important moments, and a vibrant 5" display to see your content vividly. Pac
- Devices: LG K30
Learn the latest features on the new LG K30.
- Devices: LG Q7+
Learn about the LG Q7+ device.
- Devices: LG Stylo 4 - Grab & Go
Learn the latest features for the LG Stylo 4.
- Devices: LG Stylo 4 Quiz
Test your knowledge on the LG Stylo 4!
- Devices: MetroSMART Hotspot
Here's a handy mobile way to learn all about the latest mobile hotspot device, the MetroSMART Hotspot!

Devices

Learning

- All
- Courses
- Audio
- Videos
- PDFs
- ePubs
- Text/HTML
- HTML5
- URL
- Image
- Link

Assessments

Activities

Bundled Learning

Events

Categories

- All
- Accessories
- ASR Excellence
- Associate Ready
- Compliance
- Devices
- Escalations
- General
- KPI
- Metro Experience

Customer Profile: *Blended+*



Content Management

Home

Welcome to MetroGO Learning Resources

Looking for a learning resource like a grab-n-go, video, or other item that you can use to help you with some part of your job? Can't remember which course you spotted it in originally? Check here.

All of the content is sorted by subject, so just tap or click a tab and then look for your learning there. Not sure where to look? Check the "Search" box in the upper right hand corner of the Library and go directly there.

We hope you find this resource library to be helpful. Happy learning, and good selling!

metro by T-Mobile

Home Help Close

Promotions Products Devices Sales Operations

Home » Operations » Store Operations (#21)

Store Operations

Instructions: To open/launch any of the following documents please click on the icon located in the "Launch" column below. To get more information on any of the displayed documents, click the document name in the "Resource Name" column.

Show: All

ID	Resource Name (click for more detail)	Launch	Viewed	Date
00047	Cash Management		323	Feb 27, 2019 01:56 PM
00051	Device Change Fee COR		223	Feb 28, 2019 09:33 AM
00052	Future Date Downgrade		244	Feb 28, 2019 09:33 AM
00048	System And Contacts		217	Feb 27, 2019 01:56 PM

1/1 100

ID Legend: Standard | Master Document | Referencing Document

Integrated Document Mgmt.

Customer Profile: *Blended+*

Measured Outcomes & Results



- Time-sensitive *microlearning, in-person sessions & webinars* on the latest products & offerings
- Mobile access makes it easy consume; push makes it *stand out*
- Social & game-based interactions make learning “*stickier*” driving both participation & revisit rates

Customer Profile: *Blended+*

Organization: Loblaw Companies, Ltd. (Canada's Largest Retailer)

Use Case: Training & Development Portal & Full Mobile Solution

Overview: Launched in 2009, Loblaw is OnPoint's largest customer in the retail sector and has used our full online and mobile solutions to manage and track all L&D efforts for this fast growing grocer/retailer. The self-service portal organizes all facets of professional development programs delivered in person, online and through third parties in multiple languages.

Audience: 165K workers across Canada + USA, Middle East

Challenges: (1) Needed a way to define/map/track 800+ unique job ladders enabling Loblaw associates to craft their own personalized learning journeys while following structured guidelines and compliance expectations, (2) provide deep, secure integration with other Loblaw IT and HRIS internal systems spanning Workday, Peoplesoft and several others plus SSO support, and (3) enable access anytime/anywhere/any device – the ultimate BYOD.

Technology: Learning Portal & CellCast from OnPoint Digital

Outcomes: Loblaw continues to operate and expand the scope of their LVLC portal using only a modest team and a variety of qualified contractors and 3rd party development teams.



Customer Profile: *Blended+*

Learning Centre Search ? Help Logout

Home
My Certificates
My Assignments
Learning by Role
Event Registration
Resource Centre
Discussion Forums
Messages
 > Announcements
 > Notifications **1**

*OP Produce test 5 m Due: 03/09/19 Details Launch
OnPoint Course test 1 5 m Details Launch
ONPOINT TEST Details Open
Produce Department Details Open
Sample Interactive PDF - Test 5 m Details Launch
Test Grocery Curriculum (Mtn) Details Open

My Recent Picks 1 Item(s) View All

GK Learning Assessment - PI 10 m Details Launch

My Favorites 2 Item(s) View All

Shopping Assistant Overview 1 m Details Launch
Video: Making Loblaw an Accessible 12 m Details Launch



Learning Centre Search

*OP Produce test 5 m Due: 03/09/19 Details Launch
OnPoint Course test 1 5 m Details Launch

My Recent Picks 1 Item(s) View All

GK Learning Assessment - PI Manager 10 m Details Launch

My Favorites 2 Item(s) View All

Shopping Assistant Overview 1 m Details Launch
Video: Making Loblaw an Accessible Place to Shop and 12 m Details Launch

Customer Profile: *Blended+*

Learning Centre

Search

Help

Logout

Home

My Certificates

My Assignments

Learning by Role

Event Registration

Resource Centre

Discussion Forums

Messages

Announcements


Notifications 1

My Compliance

Incomplete

Completed

All



Information Security Challenge and Policy Attestation


Intended Audience(s): All colleagues

Prerequisite(s): None

Details

Launch

10 m | Status




OnPoint - November 2018 Test Course

Welcome to Produce Description

Details

Launch

5 m | Status




Respect in Our Workplace

We are committed to ensuring that our workplace is free of all forms of harassment, discrimination and any form of violence. This course will raise awareness of our Violence, Harassment and Discrimination Policy.

Details

Launch

15 m | Status



Learning Centre


Search

My Compliance

Incomplete

Completed

All



Information Security Challenge and Policy


Intended Audience(s): All colleagues

Prerequisite(s): None

Details

Launch

10 m | Status




OnPoint - November 2018 Test Course

Welcome to Produce Description

Details

Launch

5 m | Status



Respect in Our Workplace

We are committed to ensuring that our workplace is free of all forms of harassment, discrimination and any form of violence. This course will raise awareness of our Violence, Harassment and Discrimination Policy.

Details

Launch

15 m | Status

© OnPoint Digital, Inc. All rights reserved.

Customer Profile: *Blended+*

Learning Centre

Search

Help

Logout

Home

My Certificates

My Assignments

Learning by Role

Event Registration

Resource Centre


Discussion Forums

Messages

Announcements

Notifications 1

Produce Department




Produce Department

DESCRIPTION

Produce Department

0%


FAVORITE



Product Knowledge
In this module, you will learn about the core fruits and vegetables offered in our stores and how to handle and display them to maintain top quality products in the Produce Department. This module [Details](#)

Launch


4 m | Status



Produce Tour
In this activity you will tour the Produce Department and practice your produce recognition skills. This learning burst is intended to be used in conjunction with Colleague Department Training - Mobile [Details](#)

Launch


10 m | Status



Display Maintenance
Display maintenance is about keeping the store clean and safe for everyone. In this module you will examine how to organize, clean and maintain your department according to store standards. This [Details](#)

Launch

5 m | Status



Product Wrapping
In this module, you will learn the correct procedure for wrapping fruits and vegetables and how to lockout the wrapping machine for safe cleaning. This module is intended to be used in conjunction [Details](#)

Launch


3 m | Status

Loblaws

Learning Centre

Search

Produce Department



Produce Department

DESCRIPTION

Produce Department

0%

FAVORITE

Product Knowledge
In this module, you will learn about the core fruits and vegetables offered in our stores and how to handle [Details](#)

Launch

4 m | Status

Produce Tour
In this activity you will tour the Produce Department and practice your produce recognition skills. This learning [Details](#)

Launch

10 m | Status

Display Maintenance
Display maintenance is about keeping the store clean and safe for everyone. In this module you will examine [Details](#)

Launch

5 m | Status

Product Wrapping
In this module, you will learn the correct procedure for wrapping fruits and vegetables and how to lockout [Details](#)

Launch

3 m | Status

© OnPoint Digital, Inc. All rights reserved.

Customer Profile: *Blended+*

Learning Centre

Produce

Help

Logout

< Search

Enter a search term and click or click to refine your search.

Results (94):

30 Day Check-In (Produce)
Intended Audience(s): Department Managers, Assistant Store Managers, Store Managers
Prerequisite(s): [Details](#)

Produce Department
Produce Department

0%

[Details](#)

Produce New Hire Training (Discount)
Welcome to Produce! We're glad to have you on board!
[Details](#)

Produce New Hire Training (Market)
Welcome to Produce! We're glad to have you on board!
[Details](#)

Produce Tour
In this activity you will tour the Produce Department and practice your produce recognition skills. This learning burst is intended to be used in conjunction with Colleague Department Training - Mobile [Details](#)

Launch 10 m Status

Department Tour Item List
Intended Audience(s): Retail Colleagues
Prerequisite(s): N/A
[Details](#)

Floral Self-Serve
Intended Audience(s): Retail Colleagues
Prerequisite(s): N/A
[Details](#)

Product Knowledge
In this module, you will learn about the core fruits and vegetables offered in our stores and how to handle and display them to maintain top quality products in the Produce Department. This module [Details](#)

Launch 4 m Status

Warehouse Operations: Introduction

Learning Centre

< Search

Enter a search term and click or click to refine your search.

Produce

Results (94):

30 Day Check-In (Produce)
Intended Audience(s): Department Managers, Assistant Store Managers, Store Managers
[Details](#)

Produce Department
Produce Department

0%

[Details](#)

Produce New Hire Training (Discount)
Welcome to Produce! We're glad to have you on board!
[Details](#)

Produce New Hire Training (Market)
Welcome to Produce! We're glad to have you on board!
[Details](#)

Produce Tour
In this activity you will tour the Produce Department and practice your produce recognition skills. This learning burst is intended to be used in conjunction with Colleague Department Training - Mobile [Details](#)

Launch 10 m Status

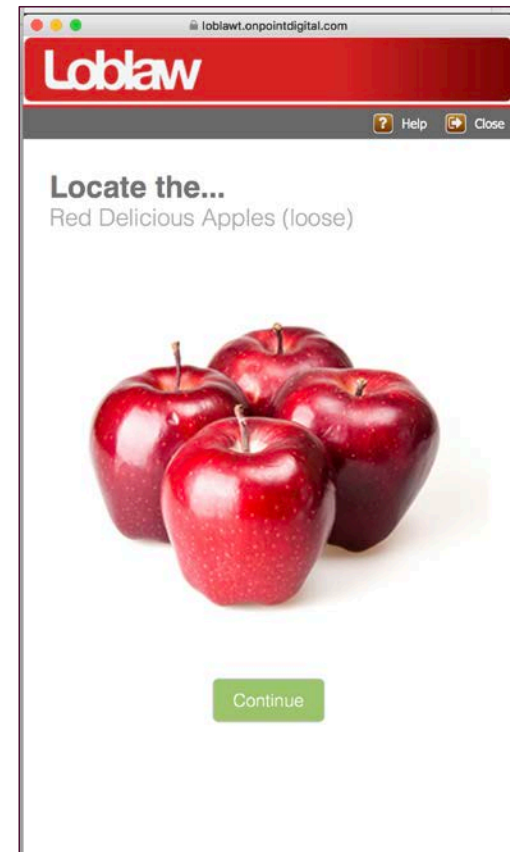
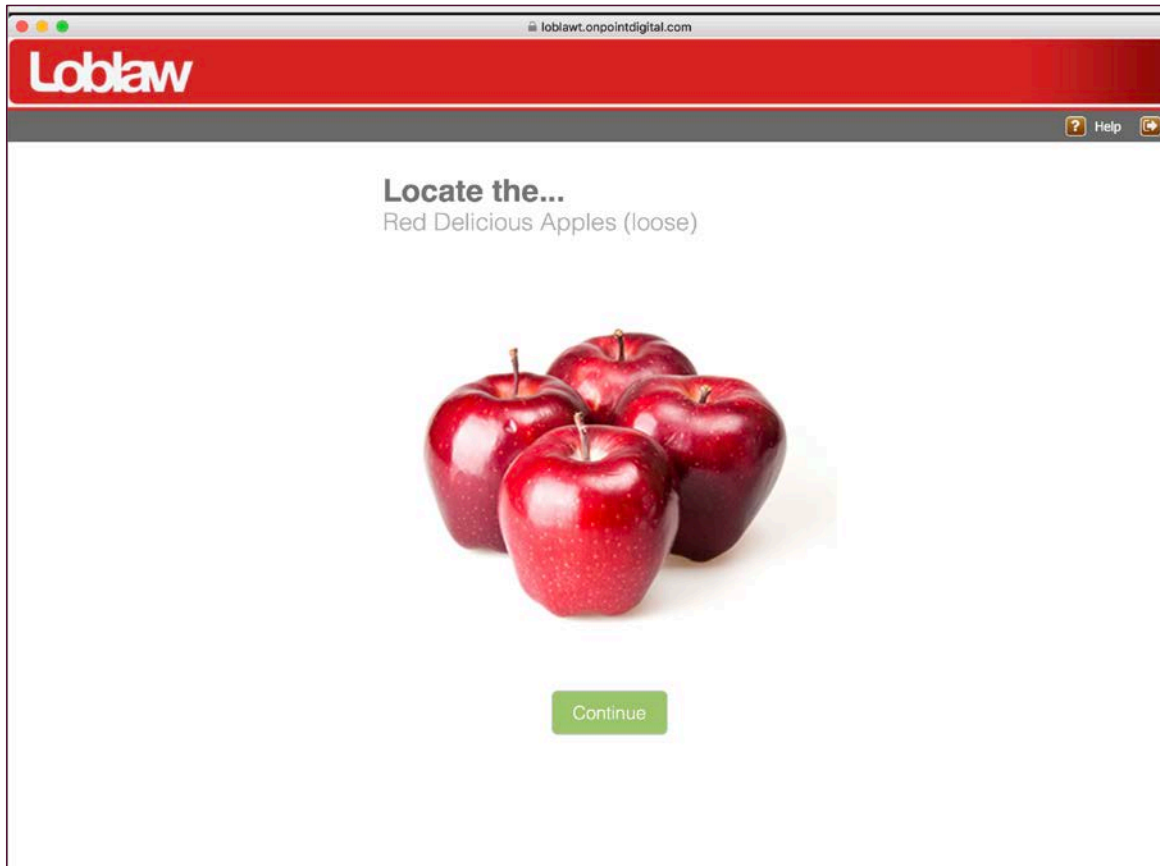
Department Tour Item List
Intended Audience(s): Retail Colleagues
Prerequisite(s): N/A
[Details](#)

Floral Self-Serve
Intended Audience(s): Retail Colleagues
Prerequisite(s): N/A
[Details](#)

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In this module, you will learn about the core fruits and vegetables offered in our stores and how to handle and display them to maintain top quality products in the Produce Department. This module [Details](#)

Launch

Customer Profile: *Blended+*



Customer Profile: *Blended+*

The screenshot shows the oblaw Learning Centre forum interface. The top navigation bar includes links for Training Registration, Activities, My Development Report, Forums, Games, and My Ratings. The main content area displays a list of forum posts:

- Post 1:** By Armstrong, Paige. Title: "Hi Jane, you should be able to locate the new content using the search bar. The training for bakery is called 'Bakery New Hire Training'. Please try searching this title from your LVLIC home page, and let us know if you have any further difficulties locating the material. Thank you." Includes a screenshot of the Learning Centre search bar. Published: 02/21/2019, 2:59 MD.
- Post 2:** By BELL, JASON. Title: "How is the Front End doing the training when they hire 5 new hires at once and we don't know if they have mobile devices until their first day? How do you make the schedule for that week and how can the trainer be in two different places at once, on a computer and with another on their phone?" Published: 02/16/2019, 8:16 PD.
- Post 3:** By Stephens, Dawn. Title: "Hi Jason - in the event that you have new hires needing to use various devices to complete their digital learning it would be great if they could be set up in the same room (or nearby) so that you can easily check-in on progress - once they have completed their online pieces they can complete their practice activities as a group. Let us know if you have additional questions." Published: 02/19/2019, 2:01 MD.

The screenshot shows the Loblaw Learning Centre forum interface. The top navigation bar includes a search bar and a "Recherche" button. The main content area displays a specific forum post:

- Post 1:** Title: "*Learning Centre Feedback Forum / Forum de commentaires du Centre d'apprentissage". Content: "Please use this forum to share any feedback or questions you may have regarding the new Learning Portal. We'd love to hear what you think! Nous aimerions savoir ce que vous en pensez!" Published: 01/21/2019, 12:02 MD.
- Post 2:** By TURNER-COOKE, JANE. Title: "I am a digital trainer for my department but can't access the training materials under my own credentials. Is there a reason for that?" Published: 02/21/2019, 2:59 MD.
- Post 3:** By Armstrong, Paige. Title: "Hi Jane, you should be able to locate the new content using the search bar. The training for bakery is called 'Bakery New Hire Training'. Please try searching this title from your LVLIC home page, and let us know if you have any further difficulties locating the material. Thank you." Includes a screenshot of the Learning Centre search bar. Published: 02/25/2019, 9:32 PD.
- Post 4:** By BELL, JASON. Title: "How is the Front End doing the training when they hire 5 new..." Published: 02/19/2019, 2:01 MD.

Customer Profile: *Blended+*

Learning Centre

Search

help

Logout

Home

My Certificates

My Assignments

Learning by Role

Event Registration

Resource Centre


Discussion Forums

Messages

> Announcements

> Notifications 1

< My Game Profile




7%

250 points earned out of 3520

Gameboards & Games


Earned Badges



Learning Centre

Search

< My Game Profile



7%

250 points earned out of 3520

Gameboards & Games

Earned Badges

Customer Profile: *Blended+*


Learning Centre[? Help](#)[Logout](#)


[Home](#)[My Certificates](#)[My Assignments](#)[Learning by Role](#)[Event Registration](#)[Resource Centre](#)[Discussion Forums](#)[Messages](#)


- > Announcements
- > Notifications **1**


< Gameboards & Games


Gameboards


**Test Grocery Curriculum (Mtn game)**


**List**


**Path**


**Store Foundations**
Store Foundations


**List**


**Path**


**Test NH Orientation Treasure Map**


**List**


**Path**


**Produce Department**
Produce Department

**List**


**Path**


**Cashier Expert**
Cashier Expert


**List**

**Path**

Games

**LVLC Pilot Demo**
Game for demo of content in Pilot.


**List**





Learning Centre


< Gameboards & Games


Gameboards


**Test Grocery Curriculum (Mtn game)**


**List**


**Path**


**Store Foundations**
Store Foundations


**List**


**Path**


**Test NH Orientation Treasure Map**


**List**


**Path**


**Produce Department**
Produce Department

**List**


**Path**


**Cashier Expert**
Cashier Expert

**List**

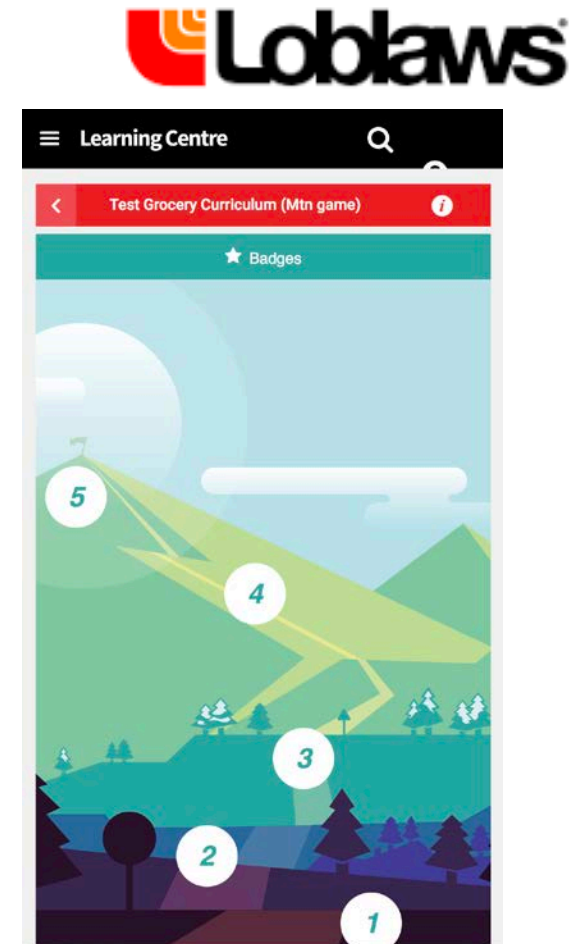
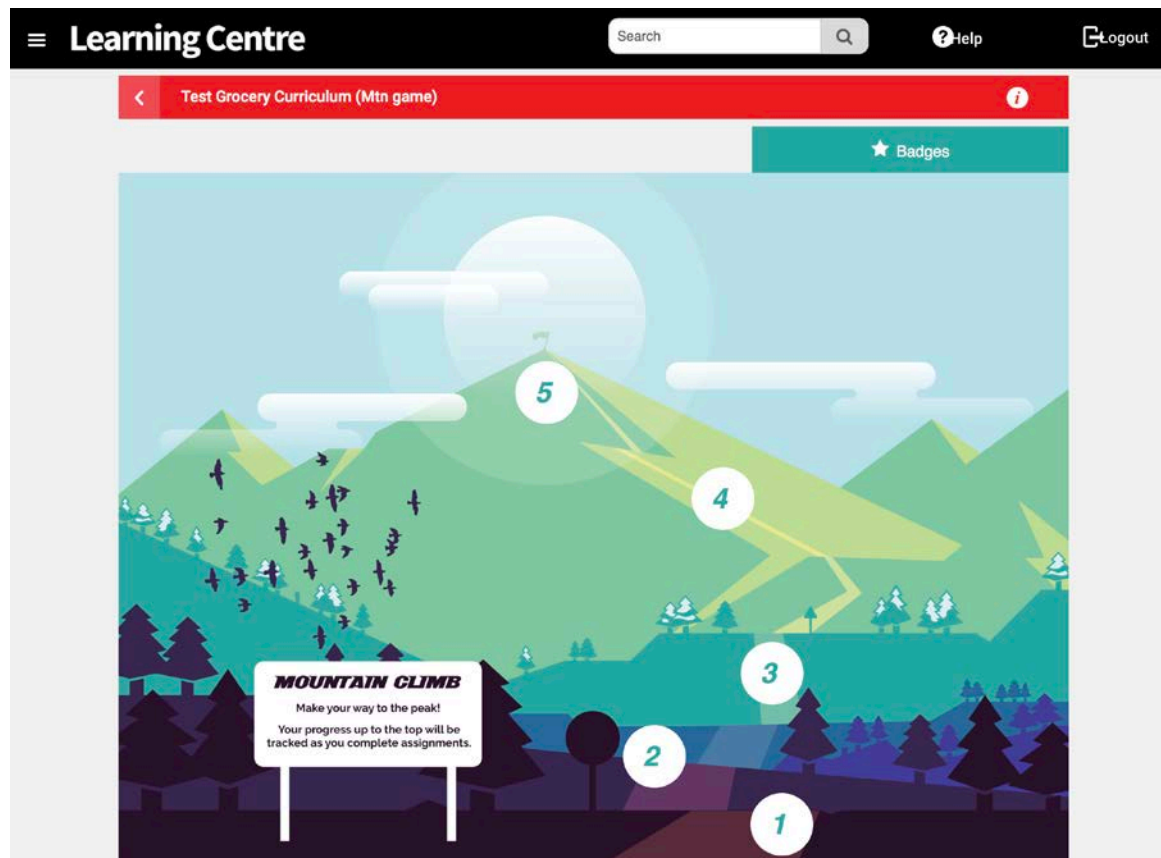
**Path**

Games

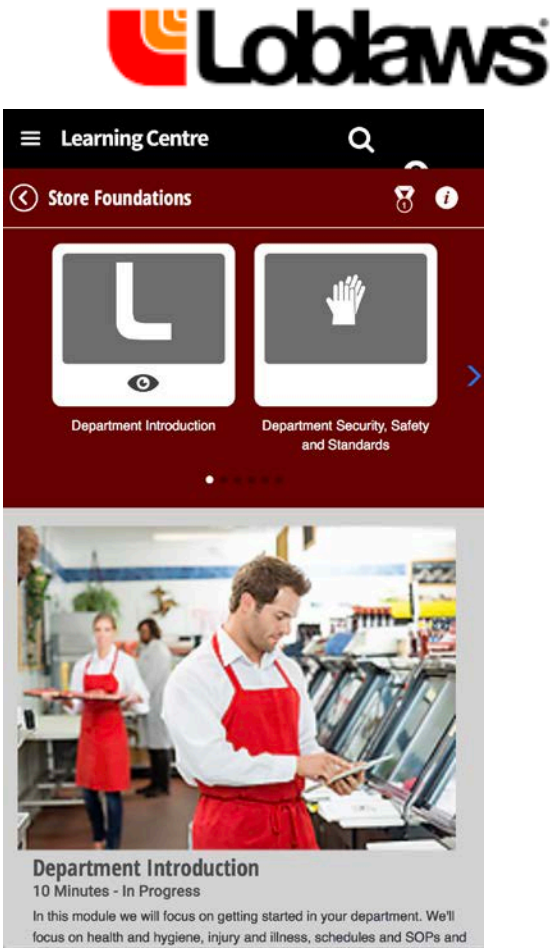
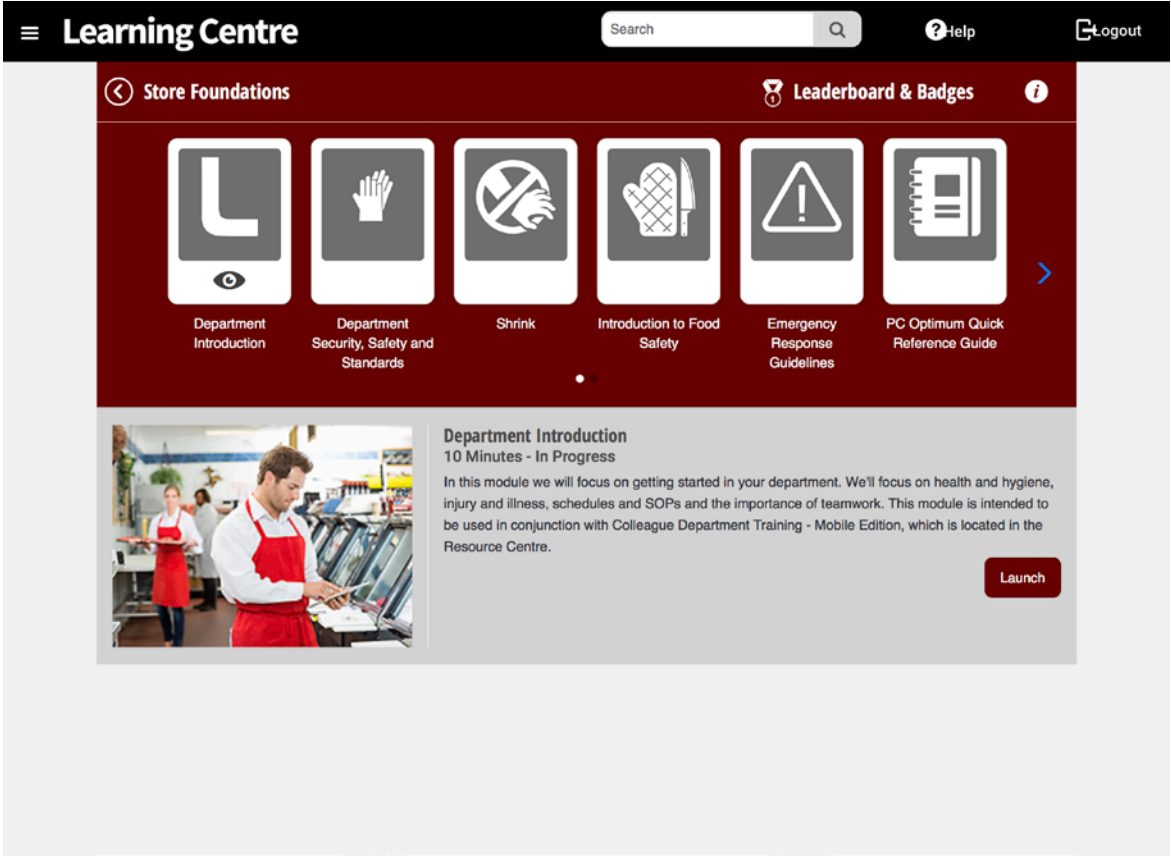
**LVLC Pilot Demo**
Game for demo of content in

**List**

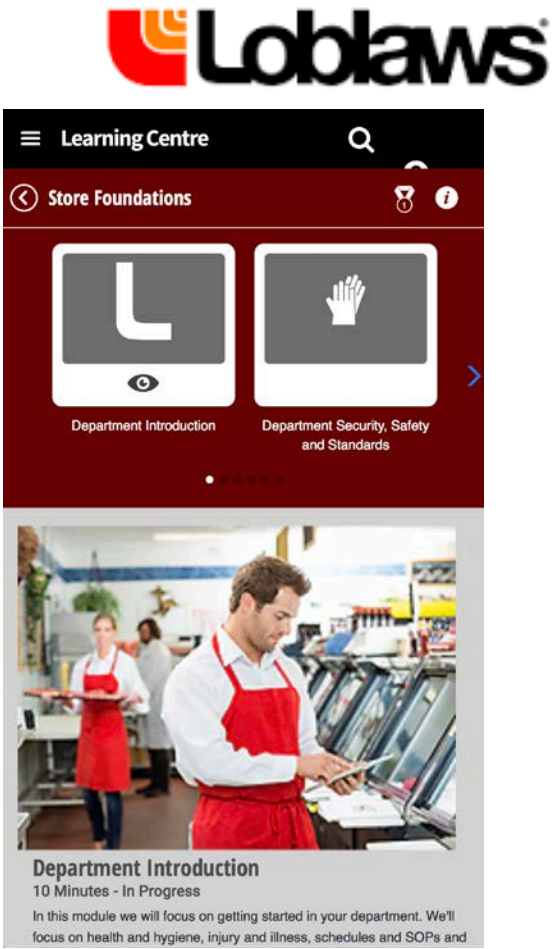
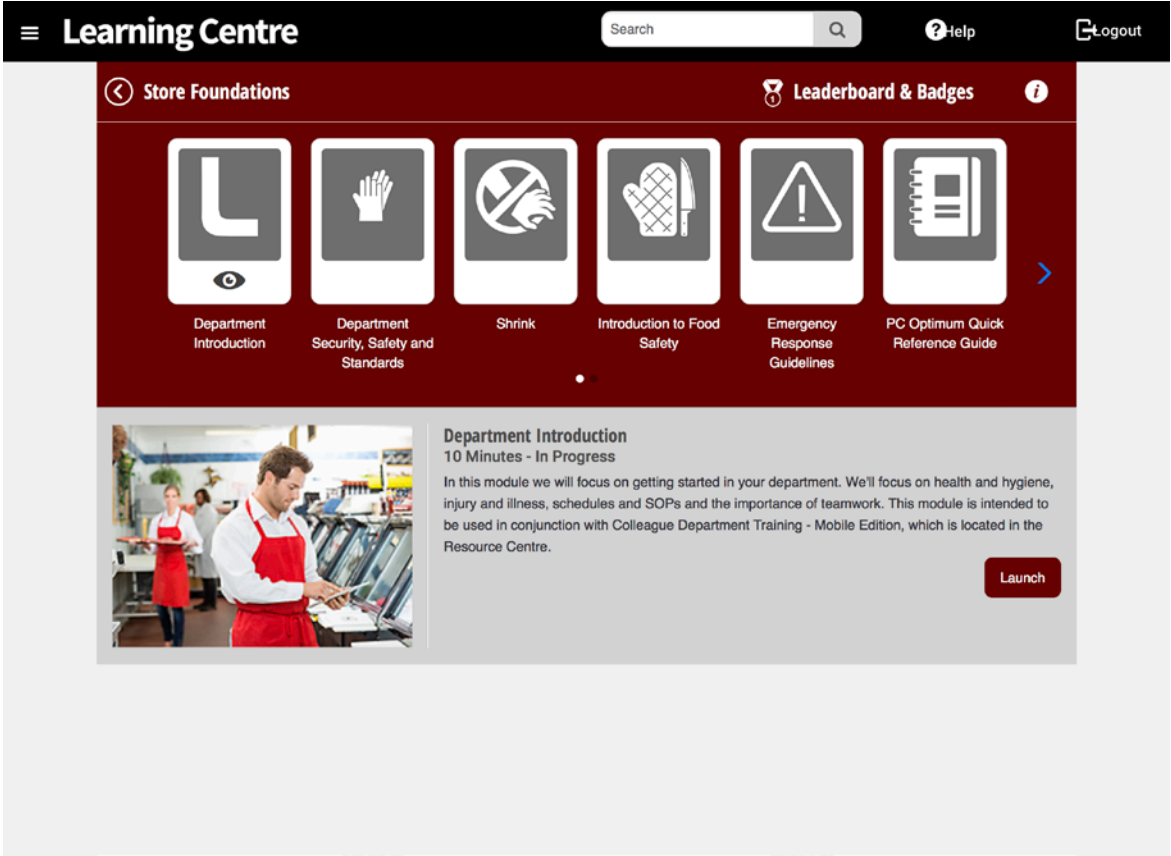
Customer Profile: *Blended+*



Customer Profile: *Blended+*

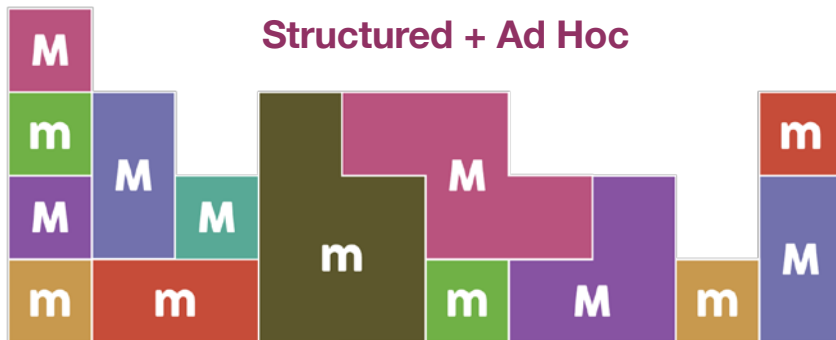


Customer Profile: *Blended+*



Customer Profile: *Blended+*

Measured Outcomes & Results



- Adaptive UX that's *prescriptive & personalized* for every colleague
- Blend of distance/ILT, courses & micro updates with *recent BYOD*
- Creating new/refactoring legacy content items to make them *macro & micro-friendly*
- Tools to track & manage progress, gauge organizational performance

Presentation Agenda

- Session Objectives & Group Experience
- Market Conditions for Macro & Microlearning
- Micro & Macro: Compare & Contrast
- What Happens in We Combine Macro + Micro?
- Demonstrations of Today's Better Blends
- **Summary + Q&A**

Conclusions



- Macrolearning is still king
- Investments in platforms, processes & people won't give way to microlearning alone
- Contemporary Macro (LMS) options can do Micro too!
- ILT, assessments, intensive training, compliance, sims & immersive, more remain fundamental to development

Conclusions



- Microlearning is here to stay
- Focus on the needs of your audience
- Sound instructional design AND graphic design is crucial to microlearning success
- Quality still matters in a professional setting
- Accessibility and discoverability are key goals
- While it's here to stay, it must be PART of a well-designed learning strategy

Conclusions



FOCUS not duration

RESULTS not content

CONTEXT not devices

SUPPORT not courses

VALUE not volume

PERFORMANCE not learning



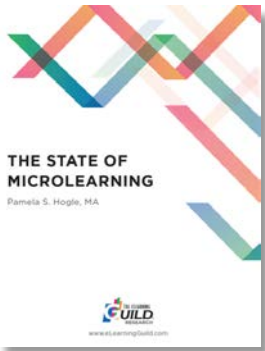
micro



—JD Dillon



Conclusions



“Ideal blended training programs will incorporate both styles in different ways. **Microlearning** helps your team sharpen a specific skill or skillset, whereas **Macrolearning** can help your employees understand broader concepts. It's easy to see how both of these constructs can come in handy when implementing a successful learning system.”

Pamela Hogle



Any other questions?

Contact Information & Download My Slides

Robert Gadd
President & Cofounder
OnPoint Digital, Inc.



rgadd@mlearning.com



[@robgadd4](https://twitter.com/robgadd4)



www.mlearning.com



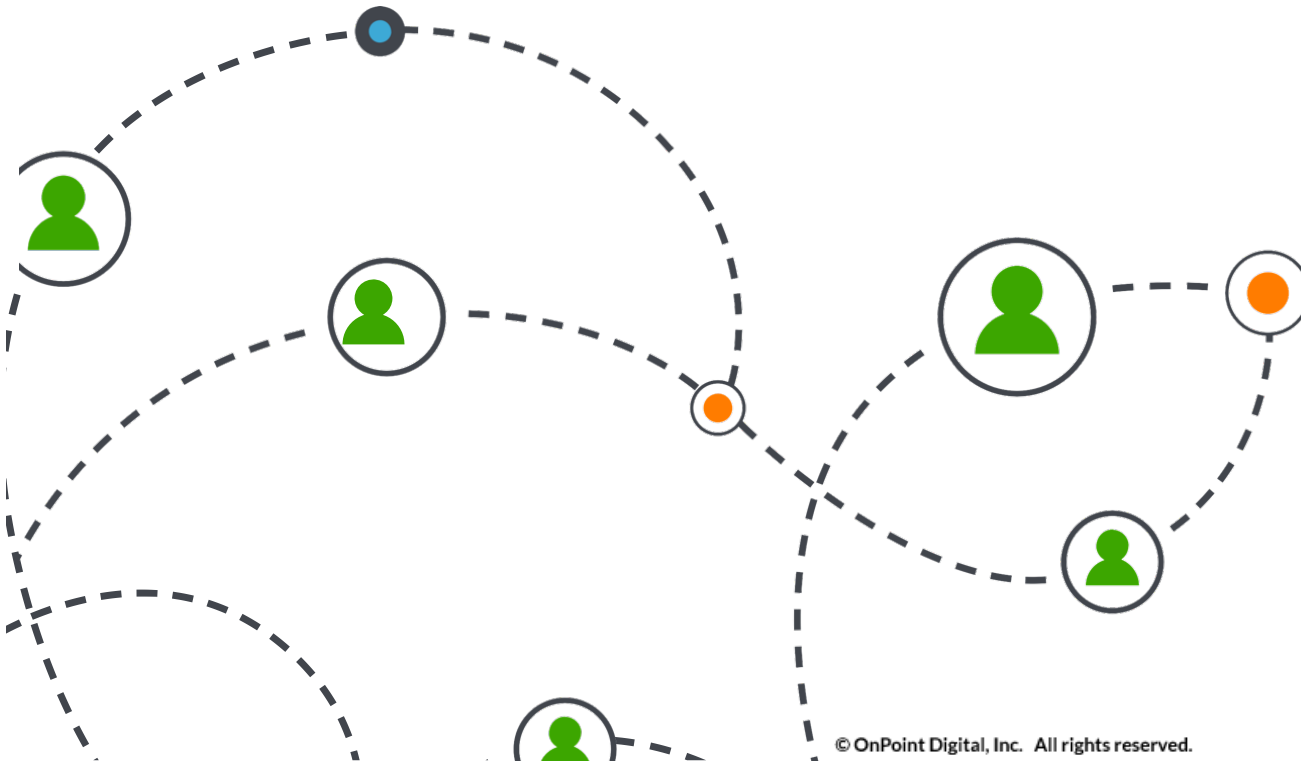
Download Slides & Materials via:
www.mlearning.com/shows/dev2018

Presentation Agenda

- Session Objectives & Group Experience
- Market Conditions for Macro & Microlearning
- Micro & Macro: Compare & Contrast
- What Happens in We Combine Macro + Micro?
- **Demonstrations of Modern Blended+ Program**
- Summary + Q&A

Solution Demonstrations

So much to see, so little time.



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Thanks for Attending
& Safe Travels Home