

## THE EVOLUTION OF LEARNING

### Authors:

Robert Clarfield  
Shamekka Birdsong  
Eliot Boucher-Rioux

### Version:

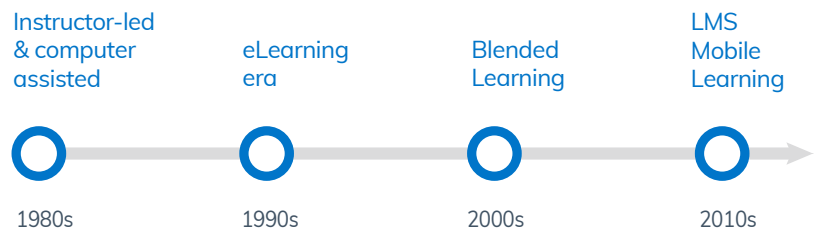
2019

### Executive Summary

You were sent to a week-long retreat to attend a training event. Not only are you being cost-intensive for your employer, you are also in a class where the instructor teaches at a speed you can't handle. While you search for some tips, there is no room allowed for learners to share and collaborate between each other. Welcome to the oldschool training methodology, better known as instructor-led teaching.

Training methods have greatly evolved over the past decades. Due to technology changes, traditional lectures and demonstrations quickly turned into computer assisted trainings in the 1980s. Later on, eLearning was introduced and eventually led to the most advanced training method: Learning Management Systems.

### LMS Evolution



Due to technology changes, traditional lectures and demonstrations quickly turned into computer assisted trainings in the 1980s.

SuccessFactors' LMS now revolutionizes how learners educate themselves with offerings such as recommendations between peers, quick guides, badges, gamification integration via SAP JAM and third party integration with external users. Clients implementing these features can expect a definite increase in their employee's performance and a high growth in innovation and collaboration.

# The Move To Informal Learning Channels

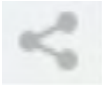
## Peer to Peer Recommendations

As Learning Management Systems (LMS) evolve, organizations are adapting to a growing trend of informal learning amongst peers within their organization. SuccessFactors has incorporated into their LMS such a functionality that will allow their trusted talent (employees) to recommend specific training to peers. The LMS new feature is called 'Peer to Peer Recommendations.'

Peer to Peer Recommendations has proven to be a reliable method of enhancing the learning curve of employees. Typically, peers within an organization may share similar interests and career pathing that requires additional learning to optimize their skillsets.

For example, a user Sue has just completed a Leadership training within her organization that focuses on training employees to become leaders. Sue has been within her current role for the past five years and has shared career progression aspirations with peer Joe. Sue found the leadership training to be very valuable and would like to recommend this training to Joe. The LMS easily allows Sue to recommend Joe for the Leadership training in a variety of ways.

Sue can simply click the Recommended Button within her Learning environment (SuccessFactors LMS) by one of the following methods:



**Recommended Button**

Going to her Home Page Tiles

Searching and selecting the course within a catalog

Within the Learning course details

Within an Employee's learning plan

Once Sue makes the Leadership course recommendation, Joe will receive the Leadership course within the LMS by way of his Recommendations Tile or within his Newsletters. Joe is very thankful that his peer, Sue, was thoughtful enough to share a course that will enhance his leadership skills. This form of learning allows the organization to grow its leaders through talent communication. Peer to Peer Recommendations is an example of Learning automation and evolution at its best.

## Quick Guides

Another enhancement within SuccessFactors Learning is the creation of Quick Guides. No more paper, SuccessFactors LMS offers a slick method for users to create Quick Guides and share information in a step by step layout. A Quick Guide is more beneficial in providing a quick instruction or 'how to' for employees to quickly access versus creating a detailed training course on the topic.

Keep in mind, most successful Quick Guides are a make-up of short tasks, concise writing, and have great imaging within its step process.

**Quick Guide Example:** [Step process for creating a Conference Call.](#)

Once the Quick Guide is created by and authorized user, SuccessFactors LMS allows the user to review and share the content with other organizational users via the Catalogs. This is a great method of creating new age Learning Content for organizational users to quickly access and follow a repeatable process within their company.

Gartner predicts that: 50% of businesses will use gamification by 2015 to encourage staff to be more dedicated and innovative when managing customer relationships. By 2014, more than 70% of Global 2000 organizations will have at least one gamified application.

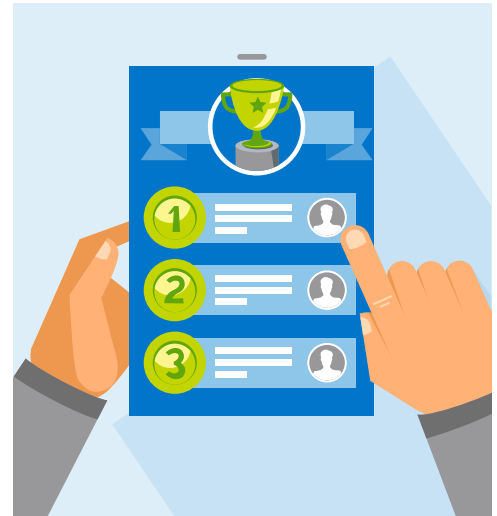
## Gamification

Gamification inspires and motivates people into performing results-oriented activities; for example, engaging with a brand, product, or service. The process involves introducing certain game-like constructs such as points and badges to non-game applications like websites and social applications to increase engagement and loyalty.



## Jam and Gamification

How can we make On-Boarding faster! This works only if the employee is actually completing the tasks at hand, and that is where Jam's Gamification features are going to make a mark. Each user can be assigned tasks that are part of a large mission, and his progress is shown right on the profile page. When completing tasks and missions, users can award each other badges. This can be for something as simple as a "job well done" or a "thank you." Accumulation of badges and missions can be grouped together with other team members, and those teams can then be pit against each other in competition.



Gamification will have great effect on employees who are very competitive, since it increases people engagement and raises motivation. Two types of gamification can be integrated in JAM: serious games and structural gamification. At first, serious games focuses on simulations such as trainings. As for structural gamification, it improves HR processes and activities by adding elements such as levels, badges and leaderboards.

By integrating gamification with SAP JAM, businesses can expect positive outcomes on the following aspects:

Talent & Recruitment Management

Administrative Management

Corporate & Culture Retention

Career Success

Learning & Training

Wellness

Benefits & Expense Management

Value Alignment

Performance Management