#eLBXLive

Becoming a Learning Experience Designer

elearning brothers®

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@mbr1online

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“What’s in a name?

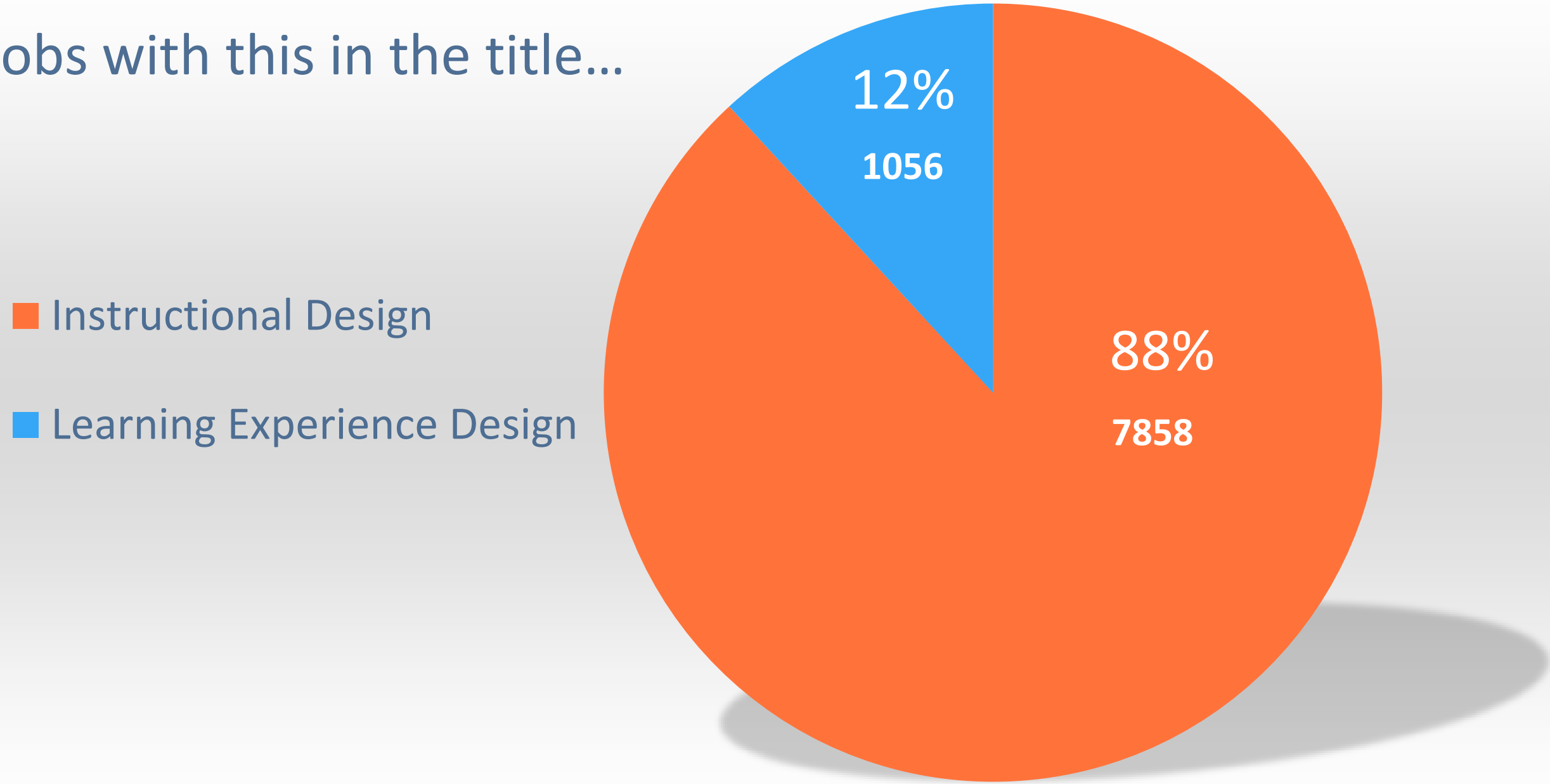
Will Thalheimer
@WillWorkLearn

Following

Marty Rosenheck: he's no longer an instructional designer. He's a learning experience designer. #olc14 @mbr1online

10:01 AM - 23 Sep 2014

Jobs with this in the title…



Informal search on LinkedIn (only my 1st,2nd, & 3rd level connections)

"Learning is something people do. Training {instruction} is something you do to people.

- Jay Cross

Your learning challenge?

Takeaway:

Instruction is only a small part of learning.

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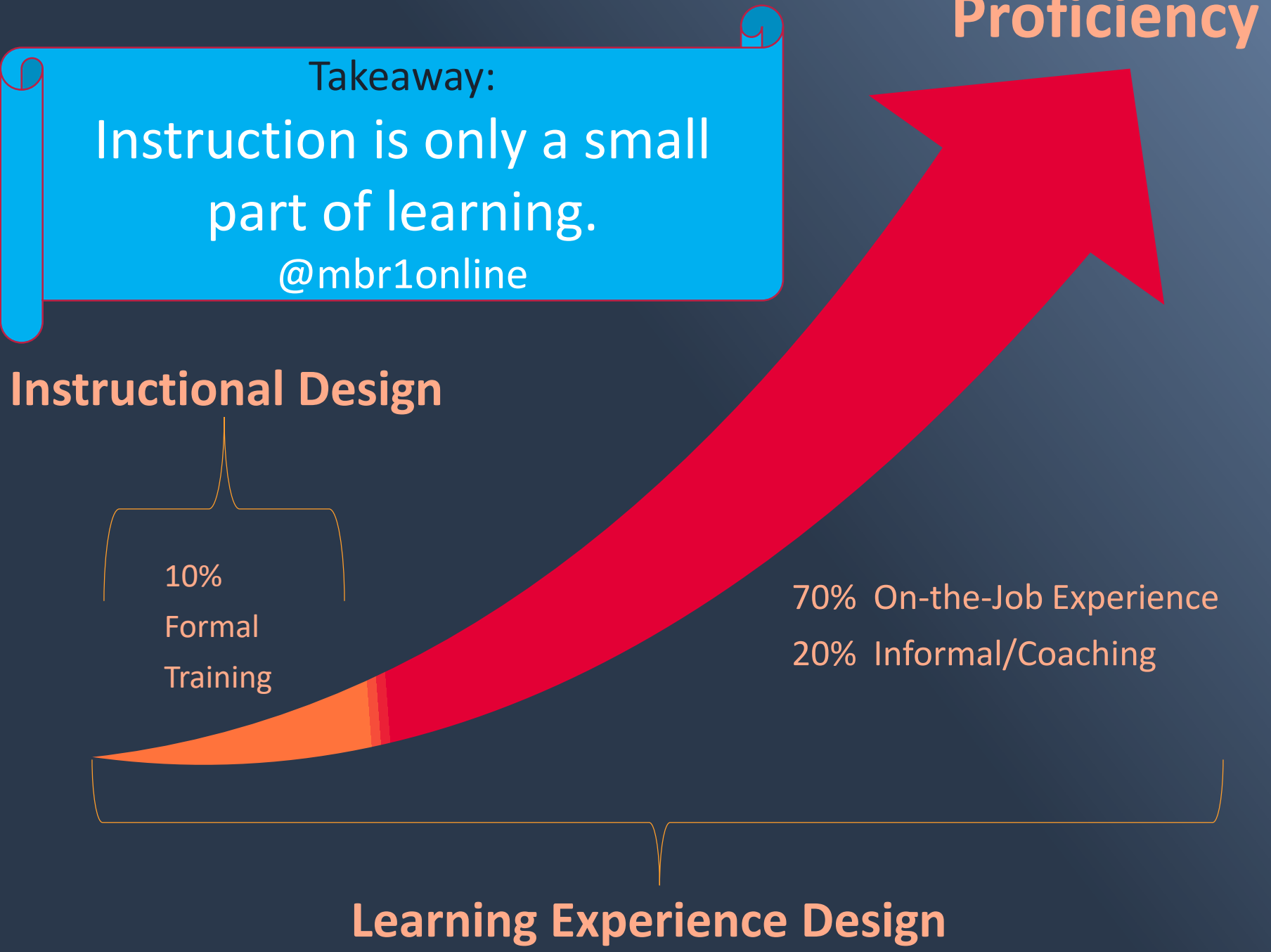

Learning Experience Design

The **learner centered** process of facilitating the learning and application of knowledge and skills (expertise, proficiency) by providing a set of learning activities(formal, informal, and **experiential**) supported by content, feedback, and technology.

LX Design Parent Disciplines

Email me for additional resources on Learning Experience Design
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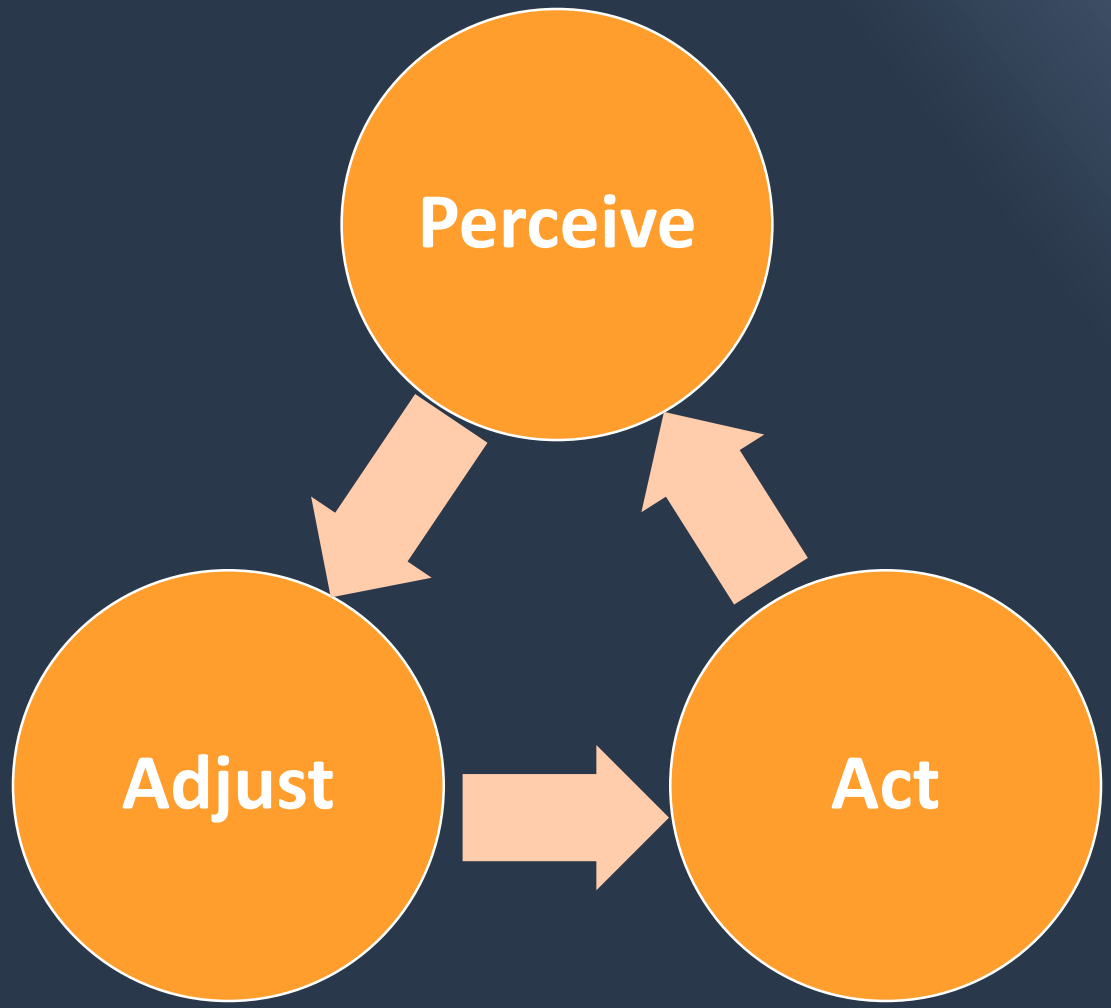
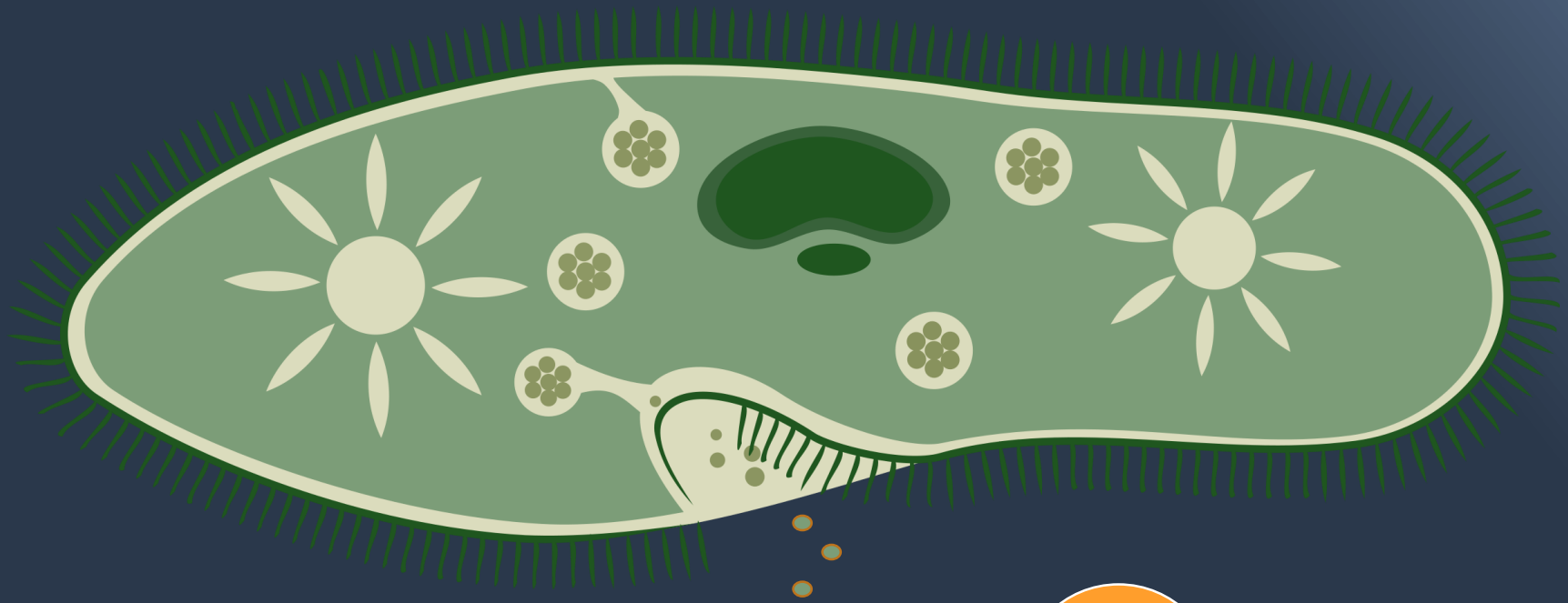
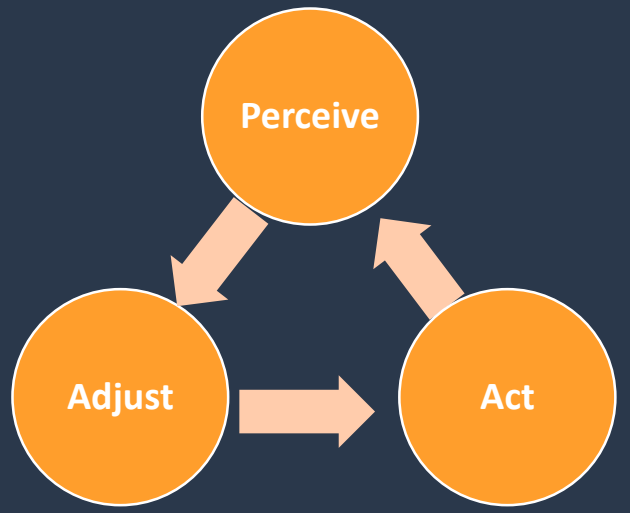
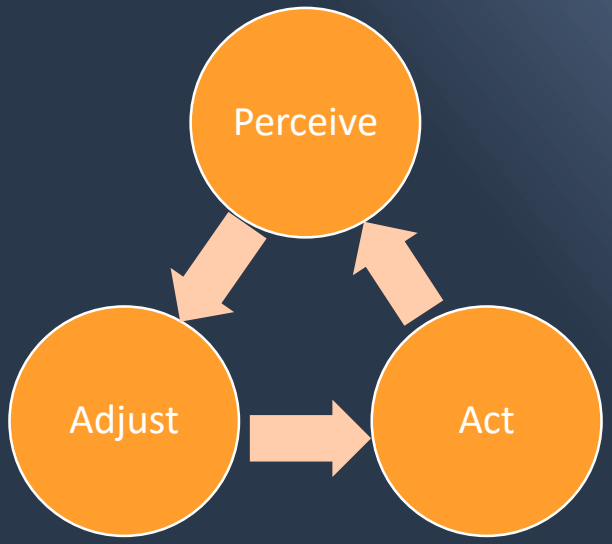

Perceive
Act
Adjust




Perceive
Adjust
Act

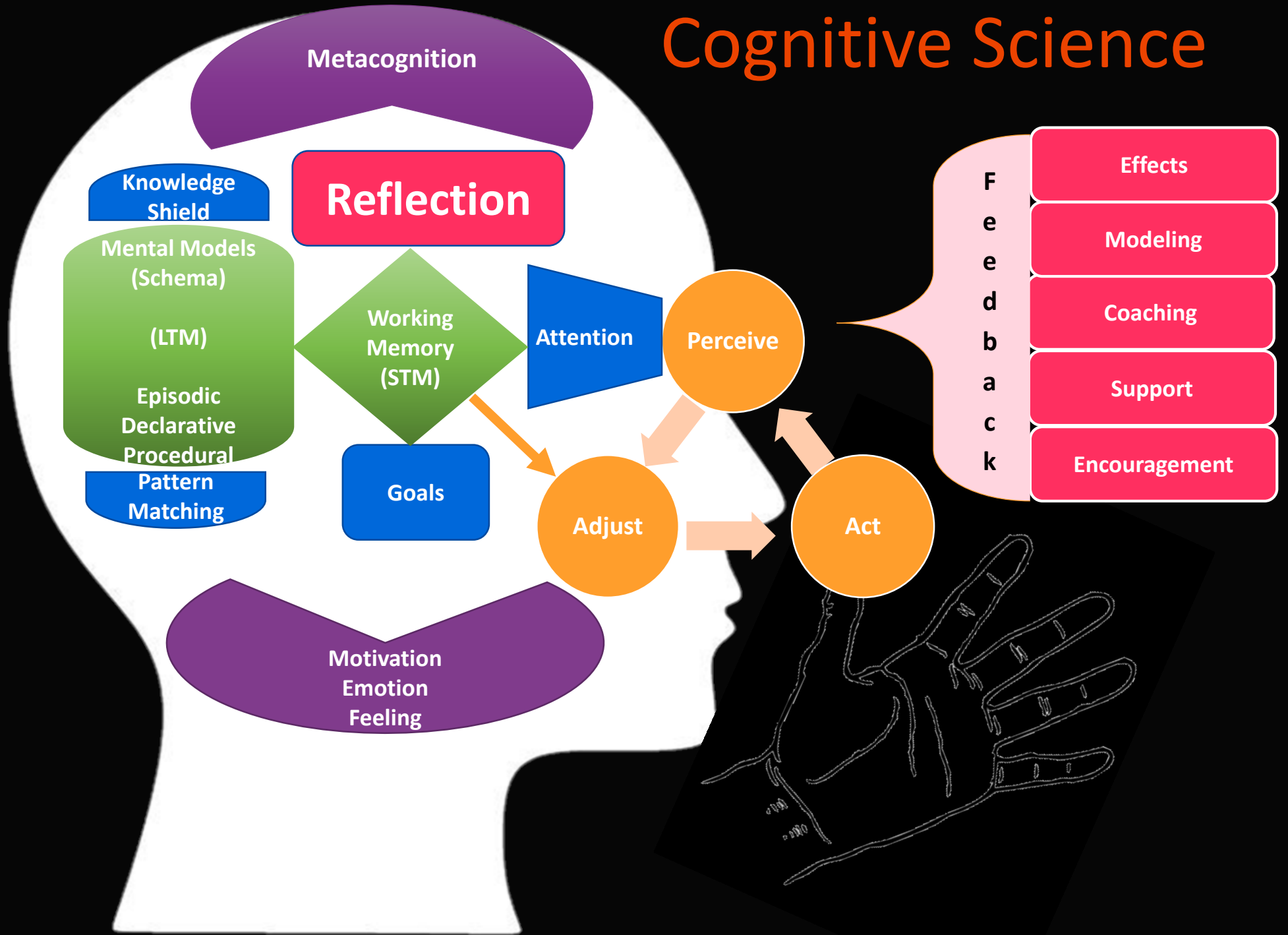


Feedback

- **Effects**
- **Modeling**
- **Coaching**
- **Support**
- **Encouragement**

Cognitive Science

Cognitive Science



Perceive

Act

Adjust

Takeaway:

We actively construct our knowledge and skills through experience.

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Learning Experience Designers
support and accelerate
people's construction of knowledge and skills.

Cognitive Science

Apprenticeship

Cognitive Apprenticeship

- Allan Collins
- John Seely Brown

How might this apply to your learning challenge?

Nano Feedback Cycle™

TREK™
Learning Experience Manager
Powered by eLearning Brothers®

Nano Feedback Cycle™

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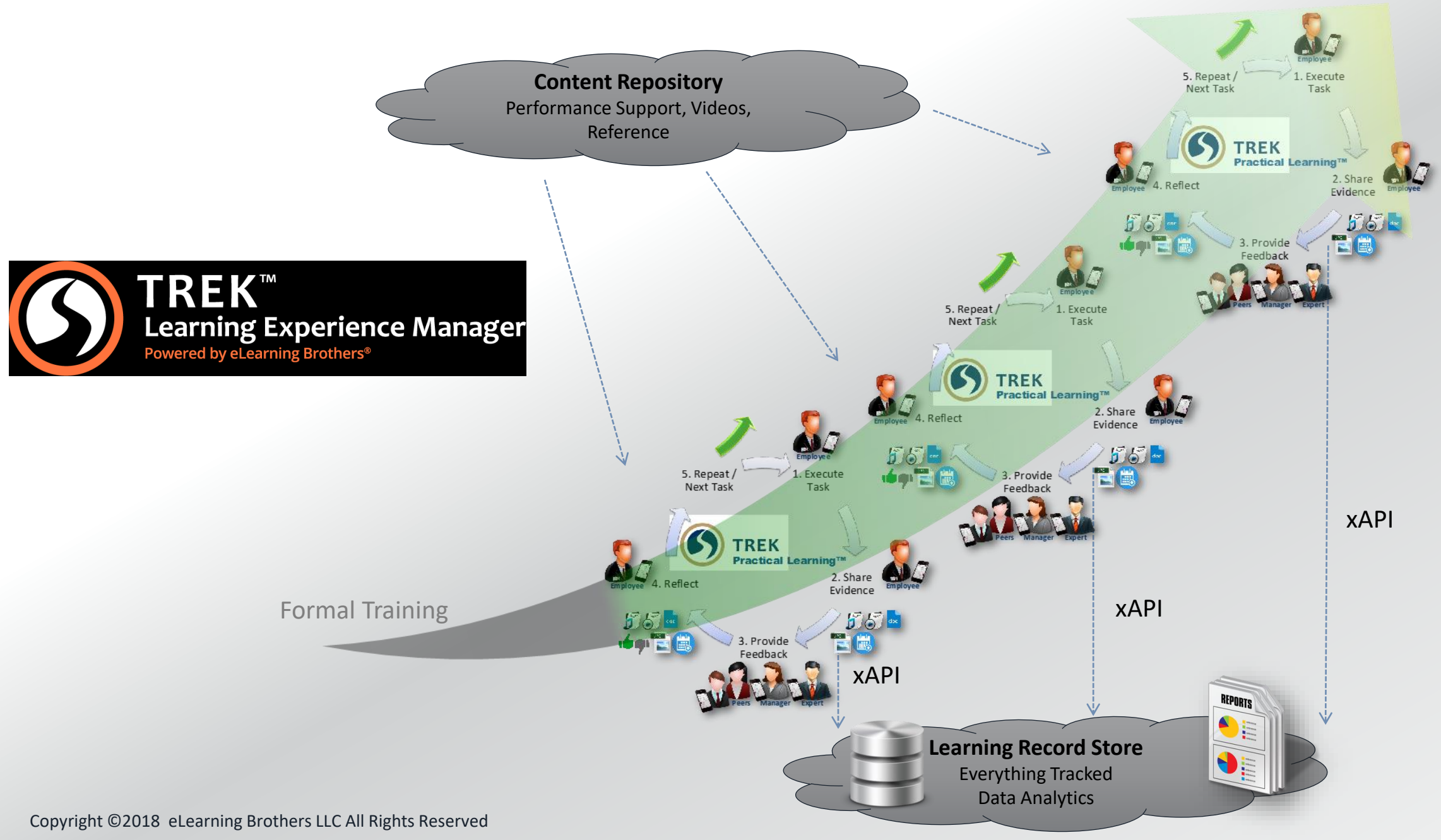
Creating a Guided Path to Proficiency



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Design Thinking

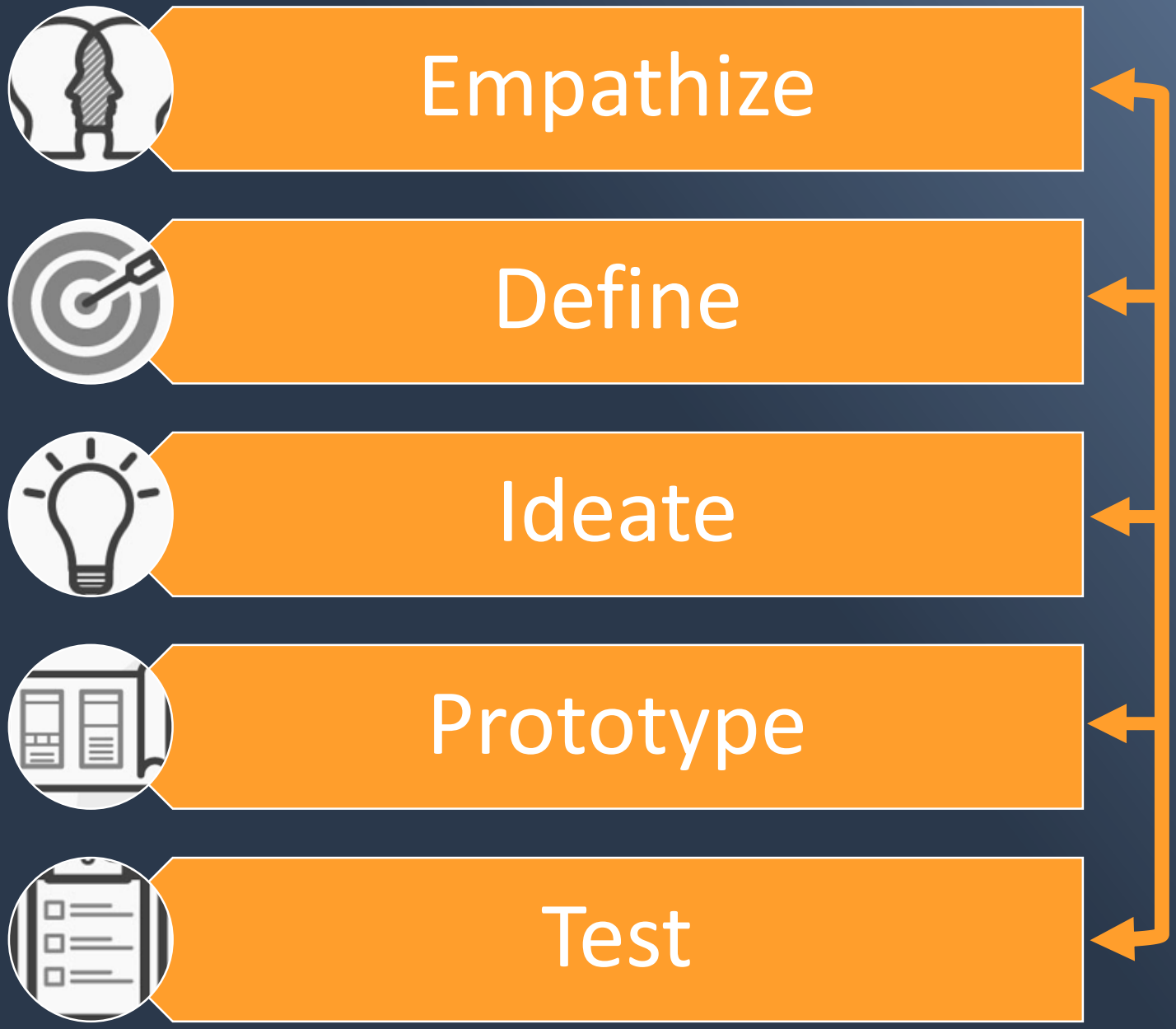
A formal method for practical, creative resolution of problems and creation of solutions

Design Thinking is meant to be a

1. **Divergent** exploration process that leads to
2. **Convergence** around a solution.

- Mike Hruska

Design Thinking



User Experience Design
UX

"The process of enhancing user satisfaction by improving the usability, accessibility, and pleasure provided in the interaction between the user and the product."

- Wikipedia

Goal:
Make products and software
Useful, Usable and Delightful

Process:
- User Research
- Design
- Testing
- Implementation

careerfoundry.org

Take the perspective of an employee.

Substitute:
Work for Home
Time for Money
Handshake for Kisses

TCB = Taking Care of Business

Define:
Learner Persona

Empathize!

Goals

- *Desires*
- *Aspirations*
- *Challenges*
- *Frustrations*
- *Fears*

What might he/she be:

- Thinking
- Feeling
- Saying

Prototypical Learner

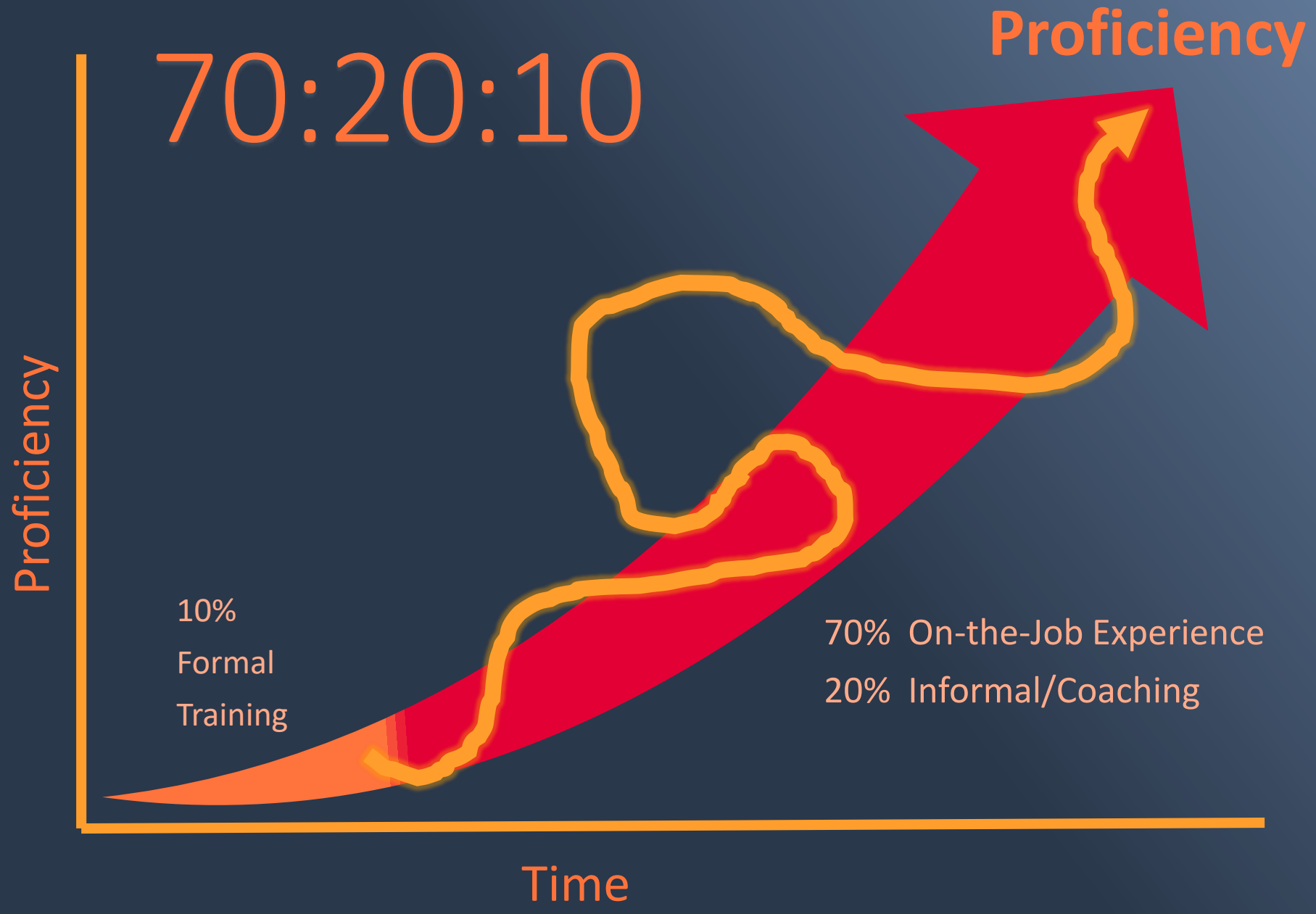
Previous Experience

Level of Expertise

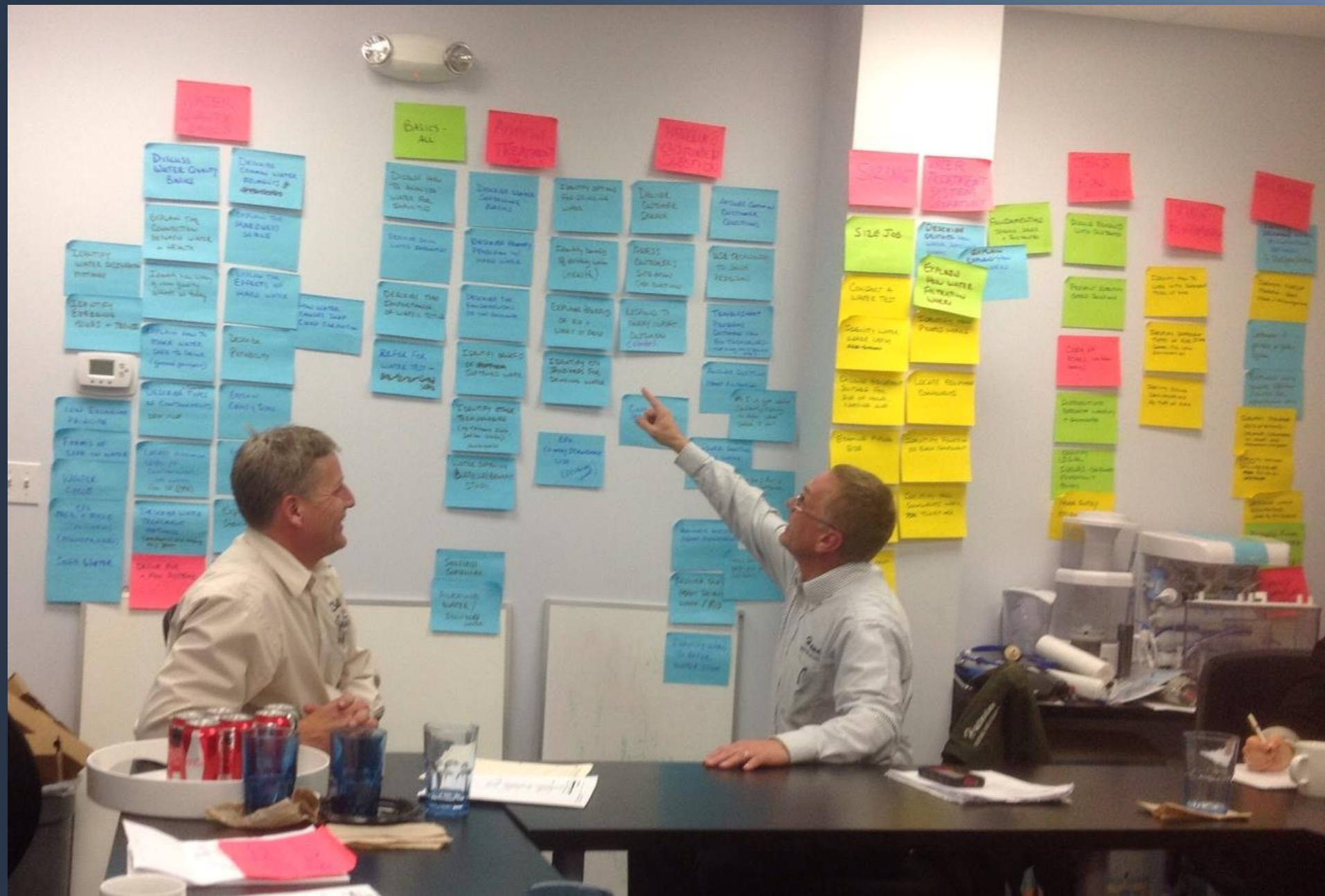
Motivation

- Extrinsic
- Intrinsic

70:20:10


Proficiency
Proficiency
Time
10%
Formal
Training
70% On-the-Job Experience
20% Informal/Coaching

Define: Experiences and Knowledge



Input:

Situations	• List all of the situations they handle
Categorize	• Organize those situations into categories
Variations	• Identify how they vary on various parameters
Taxonomy	• Create a “Taxonomy of Situations” to guide creation of learning experiences.
Knowledge	• Identify the knowledge (content), strategies, heuristics, and process that experts use to handle the situations

EXPERIENCE

CONTENT

Takeaway:

If content is king, experience is the emperor!

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Content

- On-demand content
  - Knowledge Base
  - Video or Audio clips
  - Social
  - Checklists, Guidelines
  - Mini-Tutorial
  - Ask Someone!
- Performance Support

Takeaway:

Provide content and feedback at the **Teachable Moment.**

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Training Upside Down Cake

Takeaway:

Begin with scenarios, challenges and provide content at the teachable moment.

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Course: Title 16 Basic: Guided Practice Simulations
Module 2: Living Arrangements Sim 6

Course Menu

Module 2: Living Arrangements Sim 6

1 2 3 4 5 6 7

Glossary

Reference Guide

POMS

Video on Demand

As you just heard, Alfred has told the CR that he is living with his sister, who owns the house. He does not contribute to the household expenses and she is not on public assistance. What living arrangement code applies?

- FLA-A
- FLA-B
- FLA-C
- FLA-D
- Cannot be determined

To learn more about FLA Codes click on the Reference Guide or on POMS.

SSA Field Office Training - Title 16 Basic: Guided Practice Simulations

Course: Title 16 Basic: Guided Practice Simulations
Module 2: Reference Guide

◄Return to Simulation | Help | Quit

Course Menu

Module 2: Reference Guide

1 2 3 4 5 6 7

Glossary

Reference Guide

POMS

Video on Demand

Question:
What living arrangement code applies?

- Topics
  - Living Arrangements
    - Definitions
    - FLA/ISM
    - Relationship
    - FLA Codes
      - Overview ►
      - FLA-A
      - FLA-B
      - FLA-C
      - FLA-D
    - Determine FLA Codes Using Sequential Development
    - One Third Reduction (VTR)
    - Systems
  - In-Kind Support and Maintenance (ISM)
  - Institutionalization
  - Resources
  - Income
  - Claims Procedures
  - Deeming and Computations
  - Disability Issues and Appeals
  - Redetermination of Eligibility

FLA Codes:
Overview

The FLA codes indicate which of the following applies:

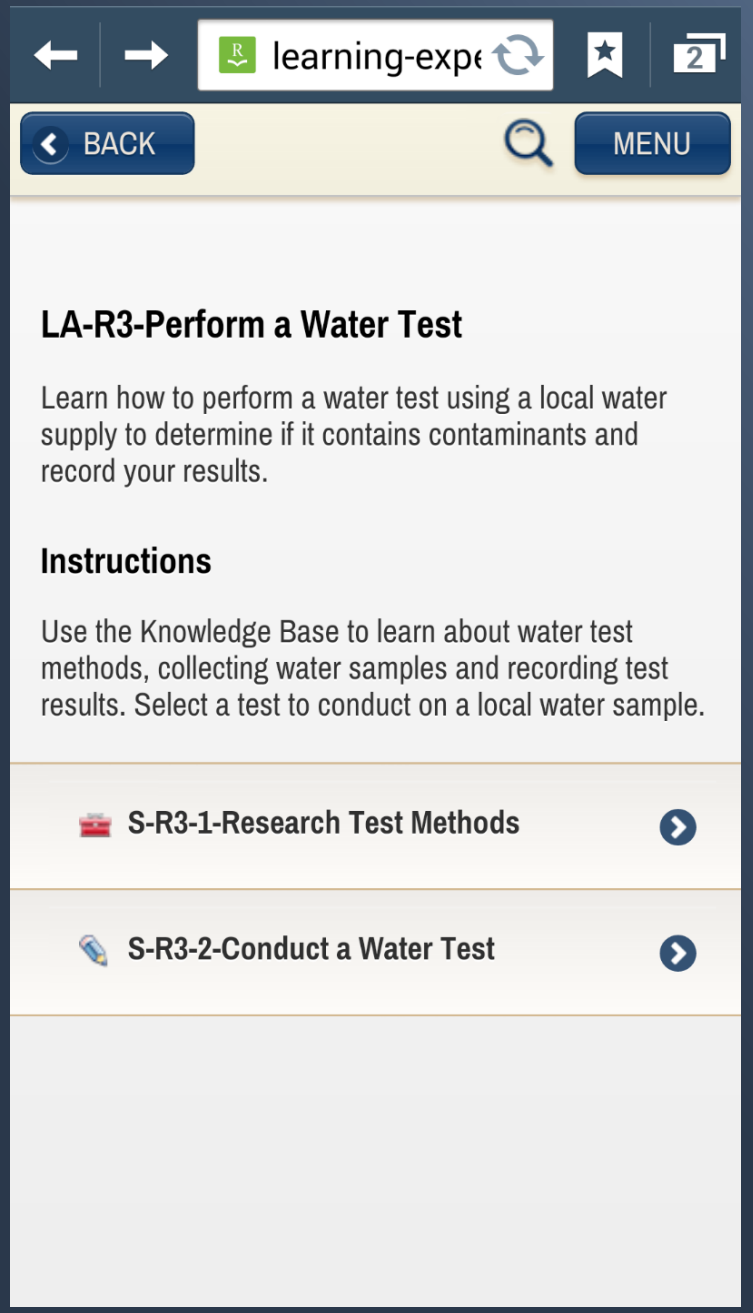
- The individual's or couples FBR, or
- The $30 individual ($60 couple) benefit rate.

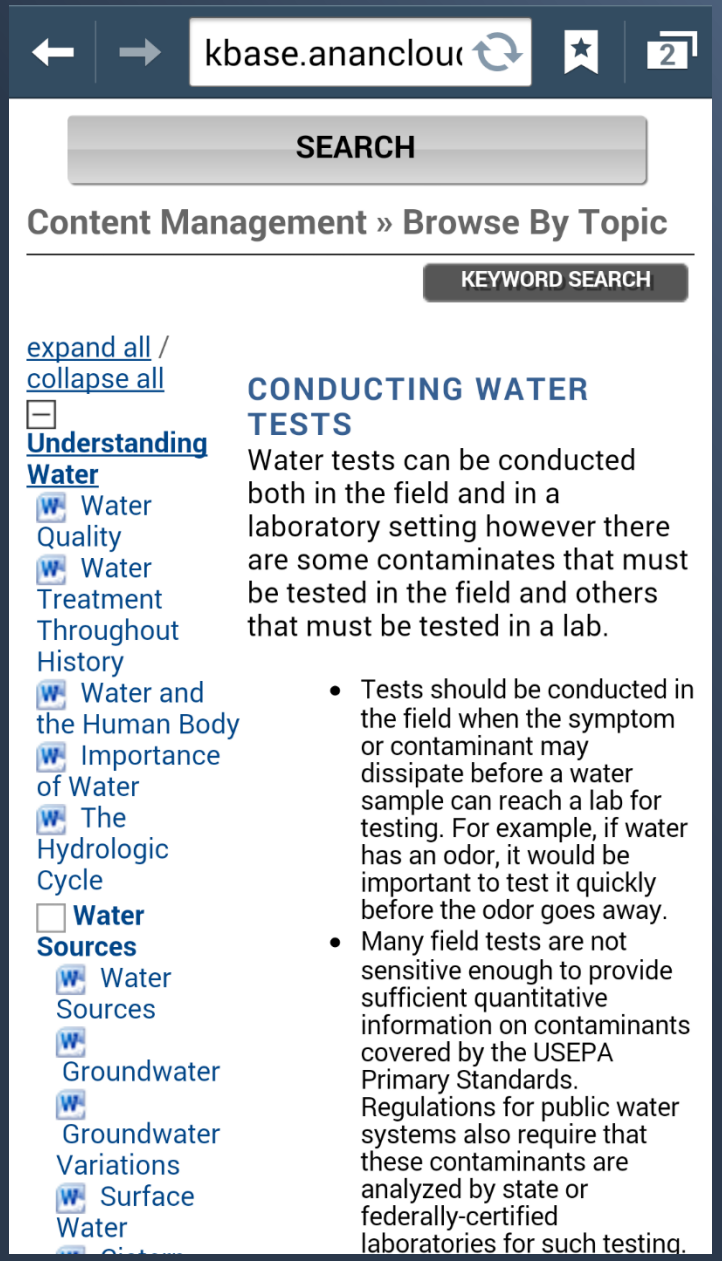
The codes also indicate whether ISM is valued at the VTR or PMV.

There are four FLA codes, A,B, C, and D.

Shintarou
Gohara

On-the-Job Learning




kbase.anancloud
2
SEARCH
Content Management » Browse By Topic
KEYWORD SEARCH
expand all / collapse all
Understanding Water
Water Quality
Water Treatment Throughout History
Water and the Human Body
Importance of Water
The Hydrologic Cycle
Water Sources
Water Sources
Groundwater
Groundwater Variations
Surface Water
CONDUCTING WATER TESTS
Water tests can be conducted both in the field and in a laboratory setting however there are some contaminates that must be tested in the field and others that must be tested in a lab.
Tests should be conducted in the field when the symptom or contaminant may dissipate before a water sample can reach a lab for testing. For example, if water has an odor, it would be important to test it quickly before the odor goes away.
Many field tests are not sensitive enough to provide sufficient quantitative information on contaminants covered by the USEPA Primary Standards. Regulations for public water systems also require that these contaminants are analyzed by state or federally-certified laboratories for such testing.

How to Test Water Hardness

44,918 views

20 7

Patrick Henry
13 subscribers

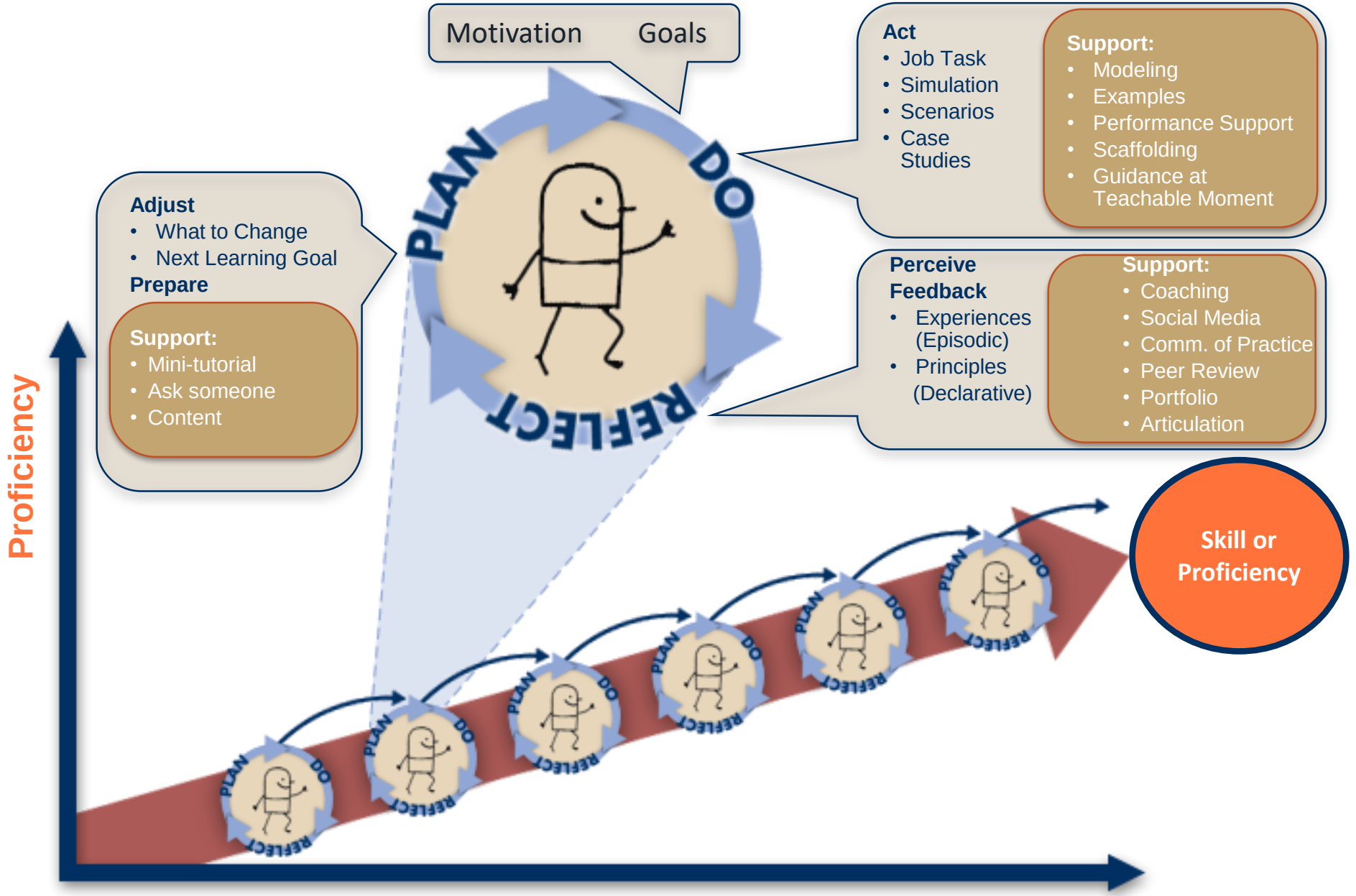
SUBSCRIBE

SUGGESTIONS

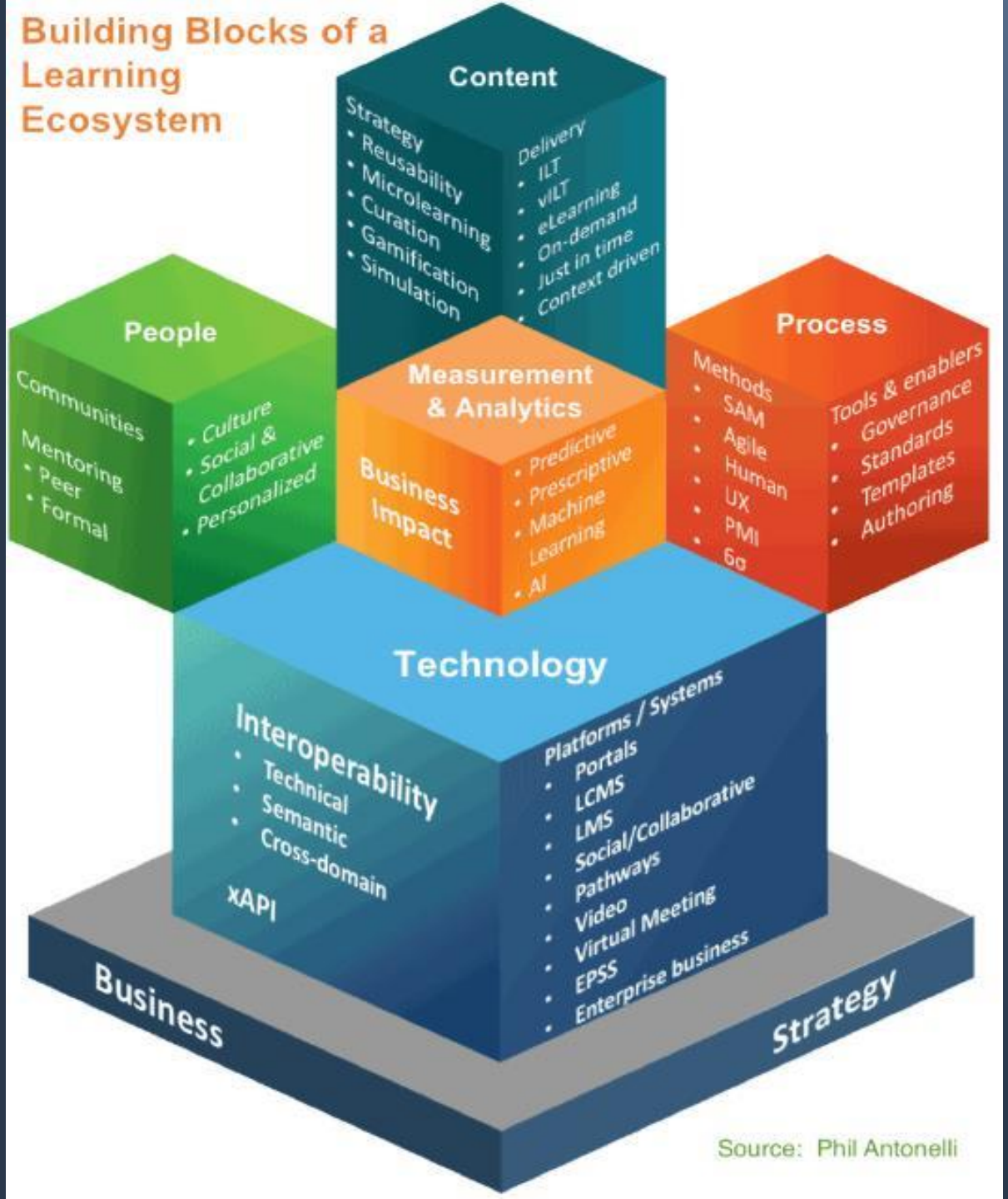
Testing for Water Hardness
Lisa Bronner
43,534 views

Water Softeners : How to Maintain a Water Softener
essortment

Design Learning Path and Experiences



The learning ecosystem is the combination of technologies and support resources available to help individuals learn within an environment.
- David Kelly, eLearning Guild


Building Blocks of a Learning Ecosystem
Content
Strategy
Reusability
Microlearning
Curation
Gamification
Simulation
Delivery
ILT
vILT
eLearning
On-demand
Just in time
Context driven
People
Communities
Mentoring
Peer
Formal
Culture
Social & Collaborative
Personalized
Measurement & Analytics
Business Impact
Predictive
Prescriptive
Machine Learning
AI
Process
Methods
SAM
Agile
Human
UX
PMI
6σ
Tools & enablers
Governance
Standards
Templates
Authoring
Technology
Interoperability
Technical
Semantic
Cross-domain
xAPI
Platforms / Systems
Portals
LCMS
LMS
Social/Collaborative
Pathways
Video
Virtual Meeting
EPSS
Enterprise business
Business
Strategy
Source: Phil Antonelli

Learning Ecosystem Canvas

Learning Ecosystem Canvas

PARTNERS
Who is on your team internally to deliver the value proposition?

Who is on your team externally?

Who is not on your team that you need?

RESOURCES
What resources do you have at your disposal to deliver the value proposition?

What resources do you need that you have access to?

What resources do you need that you do NOT have access to?

ACTIVITIES
What are you currently doing to deliver this value proposition?

What do you want to do that you have not yet started?

What else do you think you could possibly do given no constraints?

VALUE PROPOSITION
What value proposition do you wish to deliver to your learners?

LEARNER RELATIONSHIPS
When your learners experience learning, what words would they use to describe the experience?

What words would you *want* them to use?

What words would you want them NOT to use?

LEARNER SEGMENTS
What are the different types of learners in the organization?

What are the key journeys that they undertake?

What are the most important journeys?

CHANNELS
In what ways do you currently reach your learners?

What ways do you envision in the future to engage them?

What ways do you NOT wish to engage them?

INVESTMENT DRIVERS
What investment is needed to deliver new partners?

What investment is needed to get the necessary resources?

What investment is needed to undertake activities?

VALUE METRICS
How do you measure impact of the value proposition today?

How might you measure impact of the value proposition in the future?

What key processes and KPIs do you wish that you could connect learning and performance to?

PROBLEM SOLUTIONS

http://www.problemsolutions.net/work?id=28

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LX Design Parent Disciplines

Email me for additional resources on Learning Experience Design
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Your Takeaways

- What is one thing that you might do differently when you get back?

- What would you like to delve into further?

Thank you!

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