



**Litmos**  
by CallidusCloud

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# Beyond Buzzwords

The Down and Dirty Realities of Modern Learning



**Mike Martin**  
Chief Learning Officer,  
Litmos by CallidusCloud

Self-planning

Learning Path

Agile

Neuro-agility

Learning  
Journey

Personalized

Micro

Embedded

Social

Machine  
Learning

Intelligence

Artificial  
Empowered

Bite-sized

**Customer Experience**

**Retention**

**Growth**

**Engagement**

**Channel Performance**

**Employee Performance**

**Risk Reduction**

**Customer Success**

**Leadership**

**Employee Experience**

**Reduce Support Tickets**

**Career Development**

**Productivity**

# Your role has never been so critical.

Because the learning outcomes have a **direct effect on the success of your organization.**

Because in our unprecedentedly fast-paced world, **training is a competitive advantage.**

Because high-performing companies link training to outcomes in **employee engagement, performance, and retention.**





# Show me the facts

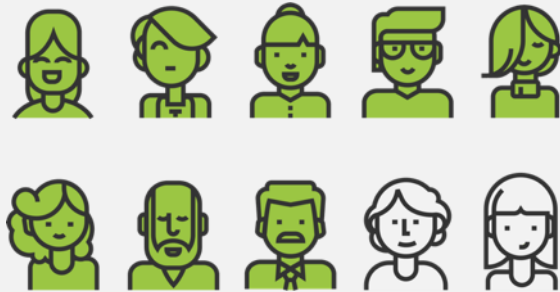
# Direct effect on the success of your organization



76%

of companies state that aligning the learning strategy with the business is an important or critical priority for achieving business goals\*

# Tracking as a competitive advantage



8/10

executives view learning as an important (40%)  
or very important (44%) issue\*

# Driving employee engagement, performance, and retention



## OUTCOME-BASED LEARNING METRICS

High-performing companies are far more focused on outcome-based learning metrics than lower performers, allowing them to see the impact learning is actually having both on learners and the organization. Those metrics include:

**35% VOLUNTARY TURNOVER/RETENTION**

**56% ENGAGEMENT**

**59% INDIVIDUAL PERFORMANCE**

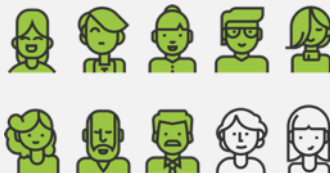




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\*Brandon Hall Group, HCM Outlook 2018

\*\*Deloitte, Global Human Capital Trends 2016 report

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# Your People

Their expectations are changing.

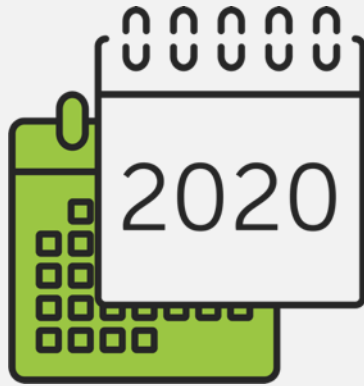
# Actively seeking more learning



# 65%

of employees report that they want as much training as possible to help them achieve their career goals.\* They expect to be able to “pull” it, rather than only do forced “push” courses.

# Requiring new skills faster than ever



# 4.2 YEARS

Is the average time in a single job, according to the US. Bureau of Labor Statistics. What's more, 35% of the skills that workers need — regardless of industry — will have changed by 2020

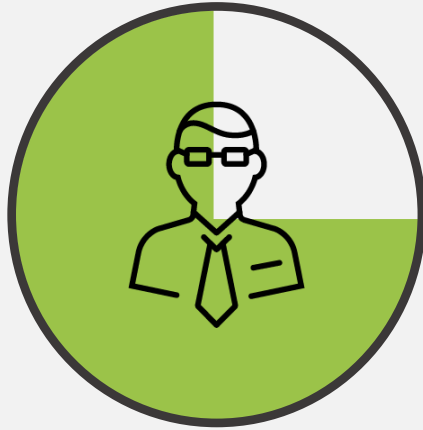
# Wanting it from any device



# 24/7

It's a mobile-first, remote, globally dispersed worker world, and learners are demanding training be available on-the-go and all the time.

# Changing workforce demographics.



# 75%

Research shows that millennials will comprise more than one of three adult Americans by 2020 and 75 percent of the workforce by 2025.



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# What do they expect?



## Untethered & 24/7

Suffice it to say that Americans check their phone on average once every 12 minutes (or 80 times a day). It's doubtful that the global numbers differ much. Add to that the Millennial factor, so it better be mobile or don't even bother.



## Social & collaborative

"80% of workforce learning happens via on-the-job interactions with peers, team mates, and managers" (Bersin by Deloitte, Meet the Modern Learner)



## On-demand & customized

Pull not push is the new model. Plus, people want to design their own destiny and create custom learning paths that propel their careers and spark their interests.



## Engaging & efficient

Modern learners want training that's not boring and ideally, available in smaller, digestible chunks. Since we're avoiding buzzwords, we won't say micro.



# Why does it matter?

As mentioned, there are real tangible benefits to you doing your L&D job well -- performance, engagement, retention, productivity, culture, and the list goes on.

Plus, you get the personal and professional satisfaction of making a positive impact on the organization.

# Building a culture of learning


We know why it matters, but you have to get the rest of the org to value it, too. How do you go about that?



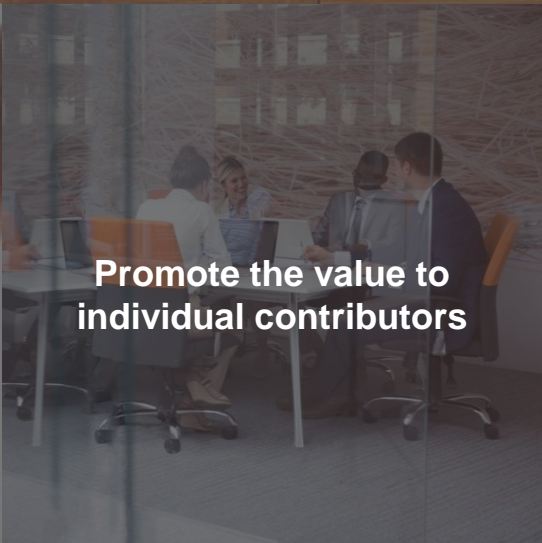
Put your sales hat on



Nurture these leaders

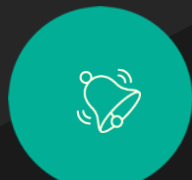


Meet with managers

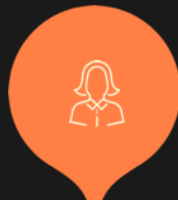


Promote the value to individual contributors

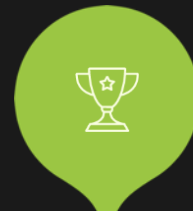
# How do you keep the momentum going?



Ongoing engagement and excitement



Identifying new leaders and involving them.



Empowerment at the individual level.

# Want to learn more?

Join us in San Diego at ATD 2018  
for a deeper dive into HOW to build a modern learning culture.



**Visit us at our  
booth #1901**



**Join us at our  
breakout session**



**Come to  
Networking Night**



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Thank you!