schoox

Technology's Role in Connecting Learning to Development

Your Practical Guide to Unleashing Potential

Letter from the CEO

I believe learning should always serve a purpose beyond checking boxes to encourage and support true professional development. Learning should also drive growth—both for the organization and its people.

Nearly a decade ago, Schoox was one of the first providers to build skills-related capabilities into its learning management system. And with continued innovations in our product, we now help the world's most complex organizations connect learning to development to influence meaningful change.

How do we do it? Schoox leverages AI-powered engines to map the skills people need to high-quality content—and the progress and preferences of each learner—to identify skill gaps, automate course suggestions, and encourage each employee to succeed. By building connections that bridge the gap between learning and development, we deliver targeted training where it counts. This empowers businesses to boost performance, measure results, and demonstrate positive impact.

As a company born on the shores of Thessaloniki, we're proud of our Greek roots and intrinsic ties to the spirit of learning. We strive to help global organizations empower their people to become more confident, capable, and enthusiastic about bringing their best selves to work.

Learning and development are at the heart of everything we do, and I'm excited to share our vision with you.

Sincerely
Lefteris Ntouanoglou
CEO

Next

Connecting Learning to Development

As intertwined as the words may seem, learning and development are not interchangeable. In fact, many organizations with dedicated Learning & Development functions run by L&D professionals are only delivering learning, without much development at all. When learning, talent, and HR professionals find themselves struggling to make an impact on the business – it all comes down to the disconnect between Learning and Development that continues to persist.

Learning as an enabler for development. When learning is disconnected from developmental objectives, it ends up becoming an insulated and isolated process focused only on its own efficiency rather than tangible benefits for individuals or the organization. By focusing on learning as the sole outcome of learning, companies fail to realize personal potential and organizational success.

Ideally, learning and development are inextricably linked so that learning activities are closely aligned with the broader development goals, competencies, and skills needed for both individual and organizational success. There needs to be an environment where all the people, processes, and technology are part of an integrated ecosystem that facilitates continuous learning, growth, and development.

Schoox has identified key areas to which learning can and should be better connected to strengthen learning's connection to development. This report examines these connections, as well as how technology can enable and enhance them to drive change, progress, and success. Each area includes a case study highlighting real-world examples of companies connecting learning to development.

Next
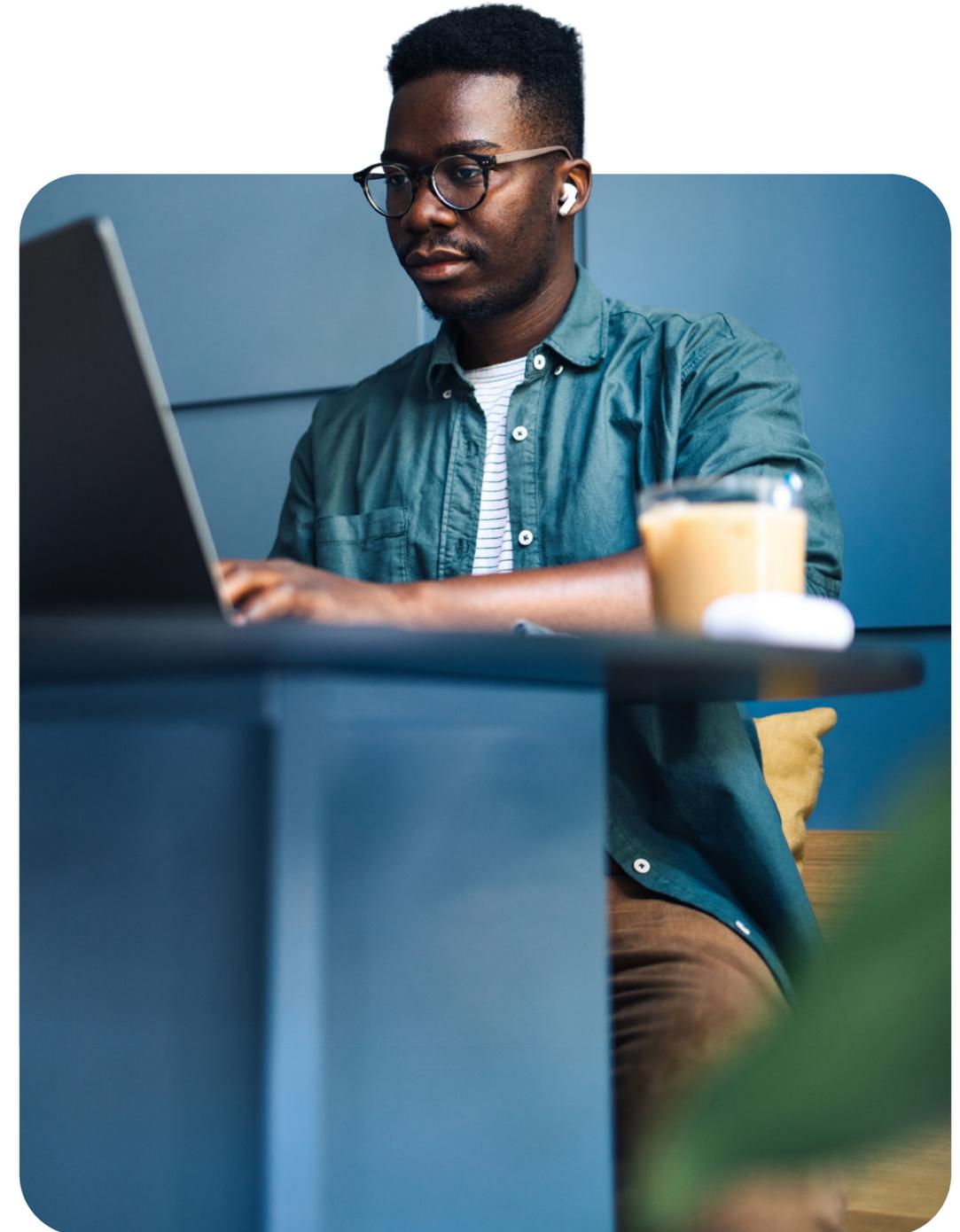
Learning & Onboarding

Putting the Right Foot Forward

The onboarding period is arguably the most critical in the employee/employer relationship. It is when a person determines what their life will be like with the company, and when they decide if they want to stick around to find out. It's also when the company gets a sense of what kind of employee they have and where they might be headed. This relatively short period ultimately determines the employee's trajectory. Yet, most organizations fill this time with forms and documents – focusing more on compliance than any sense of development.

Onboarding is more than getting the right paperwork, compliance needs, and tools to new employees. Onboarding is a chance for organizations to help employees feel a sense of belonging to a new organization, to help them forge connections with their teammates and co-workers, and a chance for them to understand and become a part of your unique organizational culture.

Learning plays a critical role here. First and foremost, any training-related experience during the onboarding process will set the stage in the employee's mind for all future learning experiences. So, care must be taken to craft engaging, impactful programs, even if they are aimed at somewhat basic outcomes. Additionally, all new employees need to learn at least something to do their jobs effectively. This can run the gamut from someone like a software developer who needs to learn company procedures to a frontline restaurant worker who may need to learn every single aspect of their job.

Often the onboarding process involves a disjointed and fragmented learning experience with one-size-fits-all training and too much information presented all at once. Managers are kept out of the loop, waiting for people to be fully onboarded and not engaging when it means the most. This can leave new hires discouraged rather than energized.

New hires need adequate support during this critical time. Most are not ready to "do it alone." They need support from learning designers, trainers, and especially managers and supervisors. Building in this support provides coaching opportunities and gives learners a chance to provide feedback as well.

See Technology's Role

Learning & Onboarding
Technology's Role

Onboarding will be the employee's first experience with the company's learning environment, so it is critical to put your best foot forward. Clunky technology that is difficult to navigate can sour people on learning and be extremely difficult to overcome. New employees are already trying to find their way around the company, the building, the culture, and more. It is crucial that the learning part of onboarding is painless.

Ease of Use
Simple, intuitive navigation is the key. People shouldn't have to be trained on how to get training.

Recommended Resources
New hires often don't know what they don't know, so they cannot be expected to seek out all of the training they need. The content they need to get on their feet should be presented to them within the context of their role.

Self-Guided Learning
During onboarding, people should be able to discover learning opportunities that appeal to them. This builds an understanding that there are opportunities for growth, and it also indicates areas of interest that may not have been apparent.

Personalization
Onboarding can be overwhelming. The last thing new employees need is irrelevant or redundant training. Using technology to filter out content that the employee has already mastered or isn't related to their role can keep people from getting frustrated.

Integration with HR Systems
If there ever is a time when learning and HR technology need to work tightly together, it is during the onboarding period. Information is new, and changes are occurring rapidly. Having systems that easily share data makes the process much smoother.

Assessments
Finding out just where a new employee stands in terms of knowledge and skills is key to getting them started properly. The learning platform should be able to intake and interpret assessment results quickly and easily. It is also important to regularly check progress to mitigate the risk of new hires getting off course.

Engagement Tools
Use technology to nudge and reward learners for positive behaviors. This can include engagement tracking, feedback tools, leaderboards and gamification. This can be critical when everything is essentially a new experience.

See Snapshot

Learning & Onboarding

Sonesta Hotels

**Snapshot**

Industry: Hospitality
Learners: 9,000

The hospitality company initially sought to provide a manager development course based on a blended learning model for the 45 general managers of its Extended Stay locations—combining virtual instruction, on-the-job training, and managerial signoffs on skills assessments to ensure retention. From there, it planned to roll out more training programs across its growing portfolio of properties and brands.

As the Sonesta Hotels umbrella expanded to include Royal Sonesta, Sonesta Hotel & Resorts, and several other brands, the company also had to create new learning environments or "academies"—each one reflecting a unique brand and culture. Since the various brands, properties, and individual jobs are all so different, the company required a platform that delivers personalized content to the right employees without overloading them with material meant for other brands or parts of the business.

Finding a solution that made it possible to pair on-demand, asynchronous content with live in-person or virtual instructor-led sessions was critical for Sonesta Hotels. Its leadership team selected Schoox primarily for the platform's ability to support multiple modes of learning and managerial signoffs on skills retention. As the company grew, Schoox also enabled Sonesta Hotels to set up multiple academies for each distinct business unit and manage it all through a single platform.

"The onboarding and culture pieces were key for us. As we grow exponentially, we're keeping focus on how to provide a consistent onboarding experience. With properties across the United States, asynchronous content combined with on-the-job training helps us ensure that managers in one location are receiving the same level of training as managers in another part of the country. Schoox gives us the best of both worlds."
Sonesta Hotels

Next
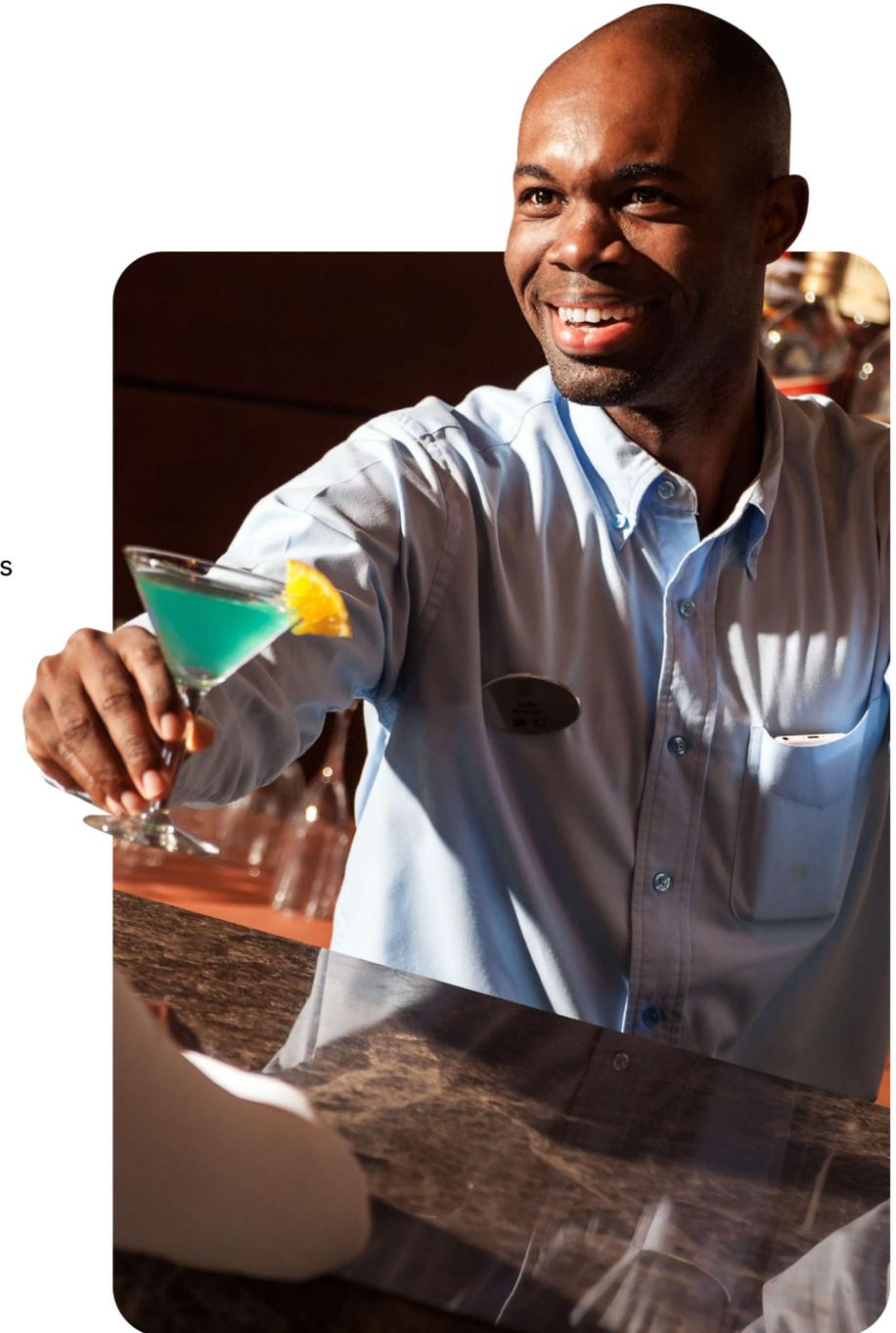
Learning & Coaching

Develop Talent Through Coaching

Coaching has always been an essential tool for people's personal and professional development, but it has typically only existed in the realm of leadership and executive development, far out of reach of the average employee. However, more companies are recognizing the critical role coaching can play in the development of the entire talent population.

To bring coaching to the masses, organizations will need to embrace it as a tool within the larger learning ecosystem, and not a separate, performance-related experience. For many companies, performance review conversations are the extent of what they consider coaching interactions. But that is not the true purpose of coaching. Effective coaching is much more related to learning in several ways.

For instance, coaching often involves structured sessions where the coach guides the individual through a learning process. This structure can include setting goals, defining learning objectives, and designing action plans to acquire new knowledge or skills. Coaches also provide accountability for meeting development objectives. This kind of ongoing relationship helps build a culture of continuous learning.

Coaches are a great source of feedback for learners, helping them identify areas for improvement. This feedback is a key element of the learning process, as it encourages individuals to reflect on their actions, make necessary adjustments, and continuously improve. They also provide crucial guidance and encouragement along self-directed learning paths.

As organizations move to bring leadership skills to more of the employee population, coaching becomes even more important. Coaching frequently involves the development of skills like emotional intelligence, problem solving, and self-awareness. This type of learning is crucial for personal growth and improved interpersonal relationships.

The coaching relationship can be a key element in creating a culture of continuous learning. Ultimately, coaches can provide a stronger level of accountability, where learners are not simply beholden to a completion deadline, but rather the ability to demonstrate or articulate what they've learned to their coach. This accountability ensures that individuals remain committed to their learning goals and continue to make progress.

See Technology's Role

Learning & Coaching
Technology's Role

The benefits of coaching for all are clear, but the mechanics are not. It can be challenging to scale properly, as it is such a high-touch relationship. Technology can be the critical piece of the puzzle, providing tools to connect people with the right coach, keep them connected, and maximize the impact of coaching interactions.

Learning Pathways
Learning technology should offer customizable pathways that allow individuals to set specific learning goals and objectives. These pathways can serve as the foundation for coaching sessions, aligning the coaching process with the individual's learning journey.

Goal Setting and Tracking
Users should be able to set clear learning and development goals within the platform. Progress toward these goals should be tracked and visible to both the individual and the coach, providing a basis for coaching discussions.

Content Library
A comprehensive content library with diverse learning resources, such as courses, videos, articles, and assessments, should be available. Coaches can recommend specific resources to support an individual's learning needs.

Integration with Coaching Tools
The learning platform should integrate with coaching tools and software, allowing coaches to schedule sessions, record session notes, and communicate with individuals within the platform. This ensures a seamless connection between learning and coaching.

Feedback and Assessment Tools
Individuals need tools to receive feedback on their progress, both from the platform itself (e.g., quizzes and assessments) and from their coaches. Feedback can be used to inform coaching discussions and personalized learning plans.

Progress Dashboards
Individuals should have access to visual dashboards that display their learning progress and performance metrics. Coaches can use these dashboards to gain insights into the individual's development and tailor coaching sessions accordingly.

Communication and Collaboration Tools
Integrated messaging and collaboration features should enable real-time communication between individuals and coaches. This fosters ongoing dialogue, support, and the exchange of information related to learning and development.

Self-Assessment Tools
Individuals can benefit from self-assessment tools that help them identify their strengths, weaknesses, and areas for growth. Coaches can use the results of these assessments to tailor coaching sessions.

Content Creation and Sharing
Coaches should have the capability to create and share customized learning content and resources with their learners directly through the platform.

Integration with HR Systems
Integration with HR and talent management systems can ensure that coaching and learning initiatives are aligned with an organization's broader talent development strategy.

Coach Matching Tools
It is critical to match individuals with the right coach based on their career aspirations and needs. Tools for scheduling and conducting coaching sessions can make it easier to scale the process.

See Snapshot

Learning & Coaching

Sport Clips

Snapshot

Industry: Retail
Learners: 16,000

In addition to mandated live training sessions for business operations and logistics, Sport Clips offers each store manager opportunities to engage in personalized learning to sharpen specific skills, prepare for advanced roles, and become better leaders. Whether managers are interested in climbing up the corporate ladder, becoming experts in their specific roles, or exploring an entirely different career path, Sport Clips is dedicated to providing learning experiences that focus on the goals and interests of each individual. As a result—and benefit to the enterprise—franchise managers are often tapped for regional and corporate leadership roles.

Once engaged with the Manager Development Program, many managers become "coaches" to other managers. Coaches at Sport Clips are licensed cosmetologists and barbers who progress from coordinators or stylists to regional educators for their designated territories. They cover about 20 to 25 stores and work one-on-one with managers at each location to provide in-person training and personalized support to help each store succeed.

With Schoox, coaches can track progress from each one-on-one session, add notes, provide supplemental training resources, and more.

"We see better retention rates with our managers when they are properly trained and actively engaged in professional development."
Sport Clips

9
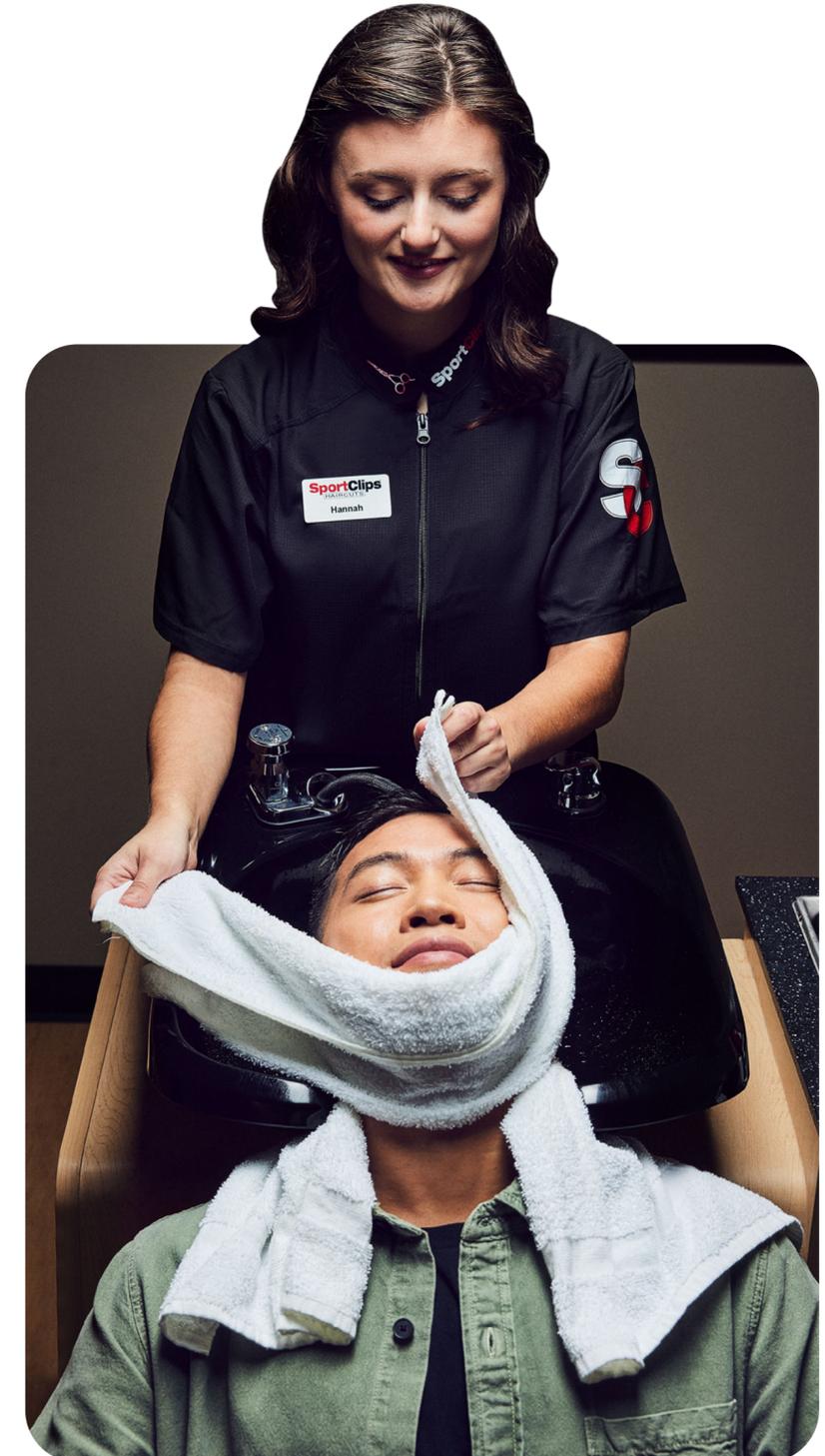
Learning & Engagement

Enhance the Experience Through Engagement

When thinking about engaging learners, most L&D teams focus on what happens within the learning environment itself. Whether it is a course, a class, a video, etc.; all the effort is placed on making those experiences as engaging as possible. Designers ensure that the visuals are strong and that there is enough interactivity to keep people's attention. Painstaking effort is given to selecting the right fonts, colors, and branding. These are all essential elements, for sure. But, if learners don't already have a connection to the learning before the experience even starts, that effort may be for nothing.

Learners coming in cold to a learning experience represent an uphill battle for engagement. If they don't know why they are taking the learning, why it's important, and what it means to them, their engagement levels don't just start at zero – they are in negative numbers. This means all the fonts, graphics, and interactions within the content are fighting to get learners so they don't hate the experience, let alone foster growth, development, and performance.

Ensuring learning has solid, visible connections to other facets of the business and the employee experience makes it possible to build any context and relevance into learning. In turn, these connected, engaging learning experiences build and foster overall employee engagement. This is because you can provide the answer to the employee's question, "What's in it for me?" Answering this question either implicitly or explicitly gets more employee buy-in to what the learning function is trying to do, as well as the overall culture and goals of the business.

Personalized learning is an extension of the "What's in it for me?" conversation. By providing learning experiences based on an employee's professional and personal needs and interests and making that learning accessible in a venue and time frame best for the employee, you can reduce a lot of the friction that exists between learners and learning. Whenever learning feels "separate" or "obtrusive," engagement goes down and is hard to win back. Learning needs to be seen by employees as a tool that helps them be successful, rather than an adversary.

So, yes, learning content should be engaging from a design perspective. But that effort is wasted if learners see no reason to actually interact with the content.

See Technology's Role

Learning & Engagement
Technology's Role

Learning tools can aid employees in their jobs much the way technology guides us through our non-working lives. People should have easy access to resources that help them do their job, when and where they need them. Providing this kind of support gives people more confidence, shortening their time to proficiency. People who feel supported are more likely to stay, boosting new hire retention.

Ease of Use
It is impossible to engage learners if they are constantly fighting the platform. If the tools are hard to navigate, everything just takes longer, and learners will have a poor opinion of everything learning-related, including content and even people!

Personalization
The platform should leverage AI and machine learning to offer personalized learning recommendations based on an individual's goals, preferences, and performance. Coaches can also use these insights to tailor their coaching approach.

Self-Assessment Tools
Individuals can benefit from self-assessment tools that help them identify their strengths, weaknesses, and areas for growth. Coaches can use the results of these assessments to tailor coaching sessions.

Mobile Accessibility
To accommodate flexible learning and coaching, the platform should be accessible on mobile devices, allowing individuals and coaches to engage in learning and coaching activities anytime, anywhere.

Rewards & Recognition
Providing some sort of reward beyond completion can go a long way to getting people engaged in learning. Something as simple as a printed certificate has been shown to improve participation and completion.

Gamification Elements
Incorporate gamification elements, such as leaderboards, challenges, and rewards, to motivate users to actively participate in learning and apply their knowledge to improve performance.

Games
Games that are themed around the topic at hand and require demonstration of knowledge and skills are a great way to get and keep learners engaged. But the gameplay must be relevant and not gimmicky, or it could actually have the opposite effect.

Accessibility
Ensure your technology and learning content reflect a wide variety of needs. Not only to be compliant but to help a diverse employee population relate to the material.

User Support and Guidance
A helpdesk or support chatbot can address user inquiries and provide assistance, helping reduce any technology frustrations.

See Snapshot

Learning & Engagement

Altitude Trampoline Park

Snapshot

Industry: Recreation
Learners: 2,000

Like their guests, employees at Altitude Trampoline Park spend a lot of time on their feet. A typical employee is more likely to be working around the park at any given time, rather than sitting at a desk. This made ATP's previous LMS, which lacked a mobile-friendly interface, a poor fit for employees' learning needs.

As they searched for a replacement, mobile capabilities were among the most important criteria considered by the L&D team. They needed an LMS that's not only accessible via mobile, but one that offers a native mobile app powerful enough to replace desktop learning for most employees. They also wanted to give general managers, who typically lead training at each location, easy access to reporting and data while on the go. Before Schoox, the deskless nature of most jobs at ATP made it difficult to train employees on tasks that required in-person instruction.

With on-the-job training in Schoox, general managers are able to train employees in real-time while moving around the park, offering physical demonstrations and instruction where required. Rather than simulating an assessment online, on-the-job training allows general managers to assess employee skills and performance at the job site. This helps each park ensure all employees have the real-world skills required to perform physical tasks and succeed in their roles, ultimately boosting guest satisfaction. It's a more effective way to train employees, and is more aligned with ATP's business needs than a fully digital approach.

Schoox makes it easy to track on-the-job training activity along with any associated online coursework, enabling ATP to create holistic learning paths that are customized to each role. It's one of the best ways to facilitate blended learning, allowing ATP to cater to a wider variety of learning styles.

Next
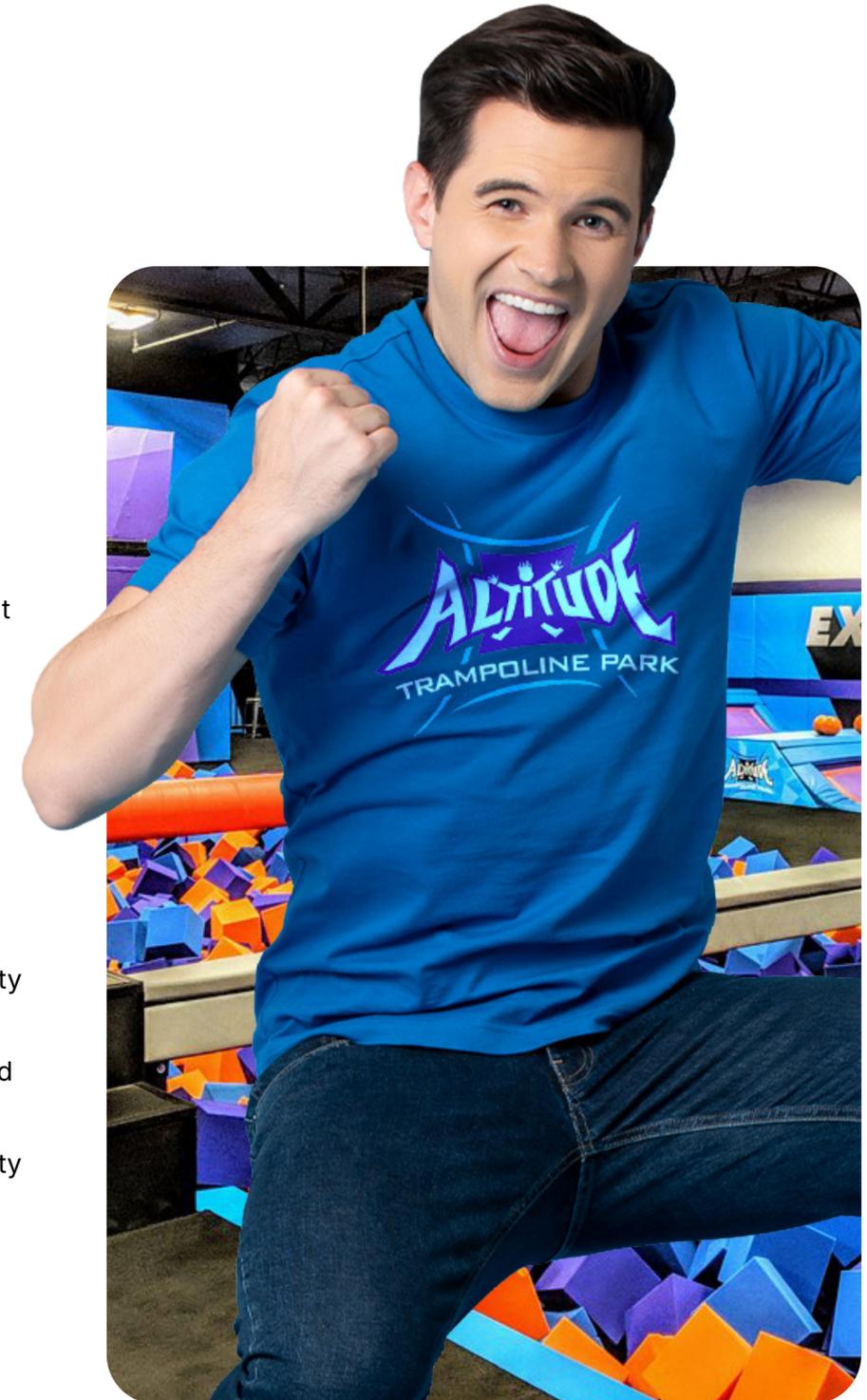
Learning & Performance

Nurture Performance Beyond the Numbers

This connection may seem obvious at first, but the reality is that for many companies, the link between learning and performance is tenuous at best. With such an intense focus on completion rates and smile sheets, L&D teams often struggle to have an impact on employee performance. Even if they are having an impact, the lack of connectivity means they often have no way of knowing.

Ultimately, the key outcomes of learning must be behavior change and performance improvement. It doesn't matter how many people completed a program if those people are not any better, faster, or stronger. By connecting to the performance ecosystem, the Learning function can sync with specific performance goals, provide a pathway to help achieve those goals, and offer interventions when goals are not met.

The performance environment also offers a chance for Learning to build programs based on identified gaps in knowledge, skills, and performance. This involves evaluating where individuals or teams currently stand and where improvements are needed. The needs assessment helps tailor learning programs to address specific performance deficiencies. Within this context, companies can create personalized learning paths for individuals or teams based on their roles, responsibilities, and performance goals. Not everyone needs the same training, so content and resources can be tailored to meet the unique needs of each learner. This also helps establish defined performance indicators to measure the impact of learning on performance. These metrics can include productivity, customer satisfaction, sales revenue, error rates, and more. When programs are built around these metrics, the effectiveness of learning initiatives can be assessed by tracking and analyzing them.

As more organizations move away from annual performance reviews to more continuous performance conversations, it makes sense to link closely with a continuous learning culture. As performance needs change over time, learning efforts can shift along with them. Constructive feedback helps individuals understand their strengths and areas for improvement. It also reinforces the connection between learning and performance.

Linking learning to performance also helps ensure that what is learned is directly applicable to the job.

By providing opportunities for employees to apply their newly acquired knowledge and skills in their daily tasks, the learning becomes more real and concrete. Opportunities for practice are critical to ensure the learning is working and sticking. The relationship is reciprocal, as learning can be leveraged as performance support, giving people access to the resources they need when and where they need them to get the job done.

If rewards and recognition are part of the organization's performance strategy, then learning accomplishments should also be rewarded and recognized to demonstrate their value to the company.

See Technology's Role

schoox

Learning & Performance

Technology's Role

Learning should drive performance, so the technology in place should have performance-related capabilities. This goes beyond just integrating with a performance management tool, but also providing other tools within the learning technology that solidify the impact learning and performance have on each other.

Performance Analytics Dashboard

Provide users with a dashboard that displays their performance metrics alongside their learning progress. This allows them to see the direct impact of learning activities on their job performance.

Integration with Performance Management Systems

Seamlessly integrate with an organization's performance management system to align individual development goals with key performance indicators (KPIs) and performance appraisal processes.

Goal Alignment

Allow users to set performance-related goals and track their progress toward these goals. Link these goals to specific learning activities and resources.

Skill Assessment and Gap Analysis

Incorporate tools for assessing individuals' skills and competencies, identifying gaps in relation to their job roles, and recommending relevant learning resources. Performance Support Provide performance support tools and resources that are easily accessible to employees. These tools can include job aids, checklists, etc.

Customized Learning Paths

Create personalized learning pathways that address skill gaps and align with performance improvement objectives. Learning paths should be dynamically adjusted based on individual progress.

Performance Feedback Loops

Implement mechanisms for collecting feedback on individuals' job performance from managers, peers, and subordinates. Use this feedback to inform learning and development priorities.

Performance-Based Badging and Certification

Award digital badges or certifications upon achieving specific performance milestones. These badges can serve as tangible proof of competence.

Progress Tracking and Reporting

Enable users to monitor their progress in real-time, receive regular updates on their learning achievements, and generate performance-related reports for themselves and their managers.

Competency-Based Learning

Structure learning content around specific competencies or skills required for different job roles. Allow users to track their development in each competency area.

Read More

Learning & Performance
Technology's Role

Manager Involvement and Coaching
Facilitate communication between managers and employees regarding performance improvement goals and learning needs. Managers can provide guidance and support to help employees succeed.

Integration with Employee Development Plans
Seamlessly link individual learning and development plans with broader employee development initiatives within the organization.

Performance Analytics for Administrators
Offer administrators and L&D professionals the ability to analyze aggregate performance data to evaluate the overall impact of learning programs on organizational goals.

Continuous Improvement Feedback
Encourage users to provide feedback on the relevance and effectiveness of learning resources, allowing for continuous improvement of the training and development process.

Data Analytics and Predictive Analytics
Implement data analytics and predictive analytics to forecast how specific learning activities are likely to impact future performance outcomes.

See Snapshot

Learning & Performance

Pilot Catastrophe Services

Snapshot

Industry: Insurance
Learners: 4,000 – 10,000

Pilot Catastrophe Services, the largest insurance adjuster in the United States, provides contingent workforce support to leading insurance providers when they face increased demand for insurance claims due to catastrophic events. On an average day, Pilot Catastrophe employs up to 4,000 insurance adjusters; but when a major event like a hurricane hits, their staff can grow to as many as 10,000 adjusters within a week.

The company's employees explore their career paths independently and often complete training on their own time. An insurance adjuster who specializes in property insurance, for example, might decide to expand their skills in automobile insurance so they can take on a broader range of assignments. To accommodate this approach to career progression, Pilot Catastrophe recognized it needed to create engaging content that employees want to access to pursue career advancement.

The next step for Pilot Catastrophe is to leverage Schoox to automate the performance review process. This is a unique challenge for Pilot Catastrophe—rather than typical time-sensitive reviews that recur every quarter, year, or at some other specified interval, Pilot Catastrophe is exploring a more flexible process that would allow them to associate performance reviews with independent events or metrics that matter to the business.

Next
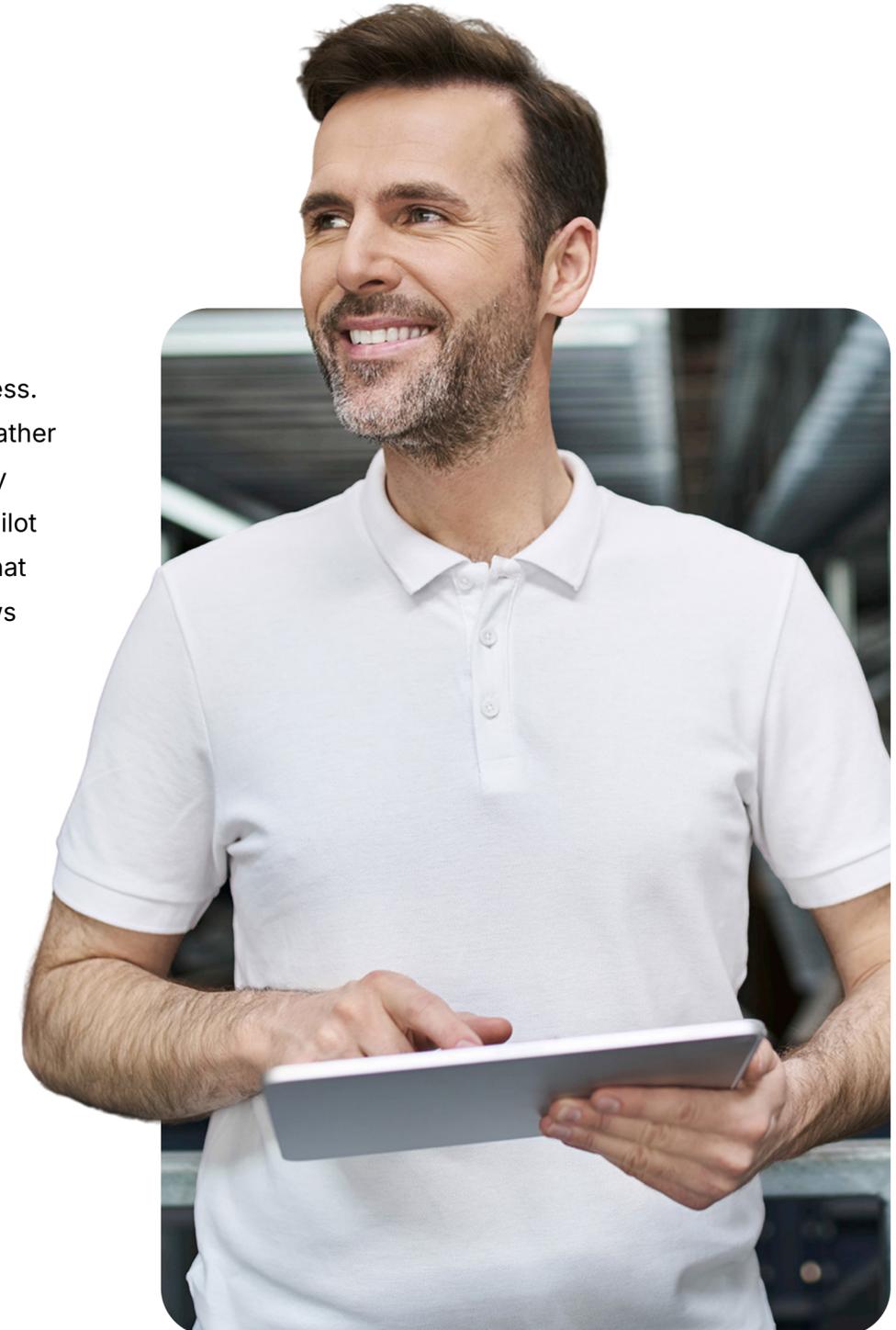
Learning & Business Impact

Connect Learning to Business Outcomes

For many organizations, once the learning program is launched and learners have completed it, it is seen as a job well done. L&D teams get so focused on completion rates and test scores, that they lose sight of what was promised to both the learners and the organization. While completion rates and NPS scores are important pieces of data to collect, by themselves they are practically meaningless. What does it matter if 98% of learners complete a course if behaviors don't change and performance doesn't improve?

After it is all said and done, does the organization know if the program provided value to the learners or the business? In most cases, the answer is no. Organizations often do not have the skills or the tools to properly analyze available data in a way that provides meaningful insights. Yet L&D must be able to demonstrate the connection between learning and the performance of both individuals and the organization. Unfortunately, this link is usually either poor or non-existent.

However, if we've done a good job of linking learning programs to business outcomes in the first place, we should then be able to show the impact that their learning is having on the business and individual

performance. Rather than a pat on the back for completing a course (which they should still get), learners need to know that their investment of time and energy is paying off. This requires moving beyond basic reporting and into true measurement. For those that employ the Kirkpatrick Model of learning measurement, this means focusing on Levels 3 & 4.

- **Level 1** — The degree to which participants react favorably to the training.
- **Level 2** — The degree to which participants acquire the intended knowledge, skills, attitudes, confidence, and commitment based on their participation in a training event.
- **Level 3** — The degree to which participants apply what they learned during training when they are back on the job.
- **Level 4** — The degree to which targeted outcomes occur as a result of the training event and subsequent reinforcement.

Level 1 is useful information in that it will quickly let the L&D team know if the learning was engaging or not, but it is not useful information for the learner. Similarly, the learners are the ones generating the test scores and assessment results in Level 2, but the impact of those

results on engagement is short-lived. What really matters is whether the new skills, knowledge, and behaviors are having an impact on the learners' performance and the goals of the business.

By failing to establish outcome-based metrics before developing programs, most organizations are flying blind when it comes to determining the effectiveness of their learning. They are in a constant cycle of putting out content out and hoping for the best.

L&D must have a relationship with business leaders where they can all articulate and understand the business performance outcomes they seek to improve. Every learning program should align with a business objective. Perhaps it is to improve sales skills to boost revenue. It could be safety training to reduce accidents and ensure compliance. However small the learning initiative seems, it should be based on business needs. When learning is connected to the goals of the business from the start, it becomes much easier to measure the impact of those programs. It also makes it easier to show learners the connection between their learning efforts, their performance, and the goals of the organization.

See Technology's Role

Learning & Business Impact
Technology's Role

The technology options for data analysis are seemingly endless. Many organizations simply rely on the tools within their learning platform to handle all of their reporting and analytics. This is perfectly fine as long as the tool is robust and the organization has people who can leverage its full potential.

Learning Analytics

Robust analytics capabilities are necessary to track and analyze learning data. The tool should match the data analysis skills available to the organization.

Integration with Other Systems. To analyze learning data with regard to business impact, the learning technology must be able to share data with other systems across the business. This could be performance, finance, quality, or any other systems that track what is happening within the organization.

Reporting

Automated reports need to be generated that give stakeholders regular insight into learning progress. Most learning technologies have reports ready to go out of the box, but the key is to create customized reports that deliver relevant information to the right people.

Goal Setting and Planning

The technology needs goal-setting features that allow users to see the company's business goals and define short-term and long-term career objectives that relate. Learners and managers can use the tool to create actionable career development plans, including setting milestones and timelines that reflect learning's alignment with individual and business goals.

Performance Analytics Dashboard

Provide users with a dashboard that displays their performance metrics alongside their learning progress. This allows them to see the direct impact of learning activities on their job performance.

Data Analytics and Predictive Analytics

Data analytics and predictive analytics can forecast how specific learning activities are likely to impact future outcomes. This can then help with goal future goal setting.

See Snapshot

Learning & Business Impact

Tropical Smoothie Café

Snapshot

Industry: Restaurant
Learners: 19,000

Tropical Smoothie Cafe LLC (TSC) aims to provide a world-class training experience for its franchisees, their cafe crew members, and other employees. They sought a user-friendly LMS to make the process easier than ever. In Schoox, they found a learning system that is easy to use and powerful enough to disseminate critical training to thousands of franchise employees on frequently rotating menu items, promotions, and standard operating procedures.

TSC also uses Schoox for new hire onboarding and measurement of skills retention. Crew members can review interactive videos, assess themselves at the end, and feel confident in their ability to build each menu item.

Significant growth is definitely on the menu for TSC. Annually, they open one hundred or more new cafés and use Schoox to ensure they are adequately equipping all new franchisees with a consistent training experience.

Since launching Schoox, TSC has seen a significant boost in engagement and training altogether. There's also been an increase in course completions across the entire franchise network. Even better, they now have access to robust reporting and business impact tools in Schoox to analyze how specific training programs affect important KPIs. Schoox helps TSC to effectively demonstrate the ROI of learning and improve training initiatives.

"Schoox has brought a sense of accountability to our team that we didn't have before. We can validate training, and that managers are holding crew members accountable."

Kenna Barnhart, Director of Training,
Tropical Smoothie Café

Next

Learning & Career Development

Putting it All Together

If learning is truly going to drive development, organizations need to look at learning as a tool to shape an employee's career. This is a culmination of all the other connections discussed in this paper. Proper career development requires all of these elements: learning, onboarding, performance, coaching, and more. It begins with a thorough assessment of an individual's skills, strengths, weaknesses, and career aspirations. This assessment helps in setting clear and personalized career goals. Goals should be aligned with the individual's desired career path, as well as the organization's objectives.

Once goals are established, a tailored learning plan can be created. This plan outlines the specific learning activities, training programs, and resources required to acquire the skills and knowledge necessary to achieve career goals. This process ensures there is alignment across the goals of the learning programs, the goals of the individual, and the goals of the business.

From there, learning activities can focus on specific skill acquisition and enhancement. Employees receive training and resources to develop the competencies required for their current roles and future career aspirations. This skill development both provides near-term performance impact and directly contributes to career growth and readiness for new opportunities. The importance of coaching and its connection to learning has been made clear, and coaching is a critical component of career development. Coaches provide guidance, support, and feedback to individuals as they work toward their goals. They help individuals identify strengths, areas for improvement, and strategies to overcome obstacles in their career journey.

A focus on career development opens up opportunities for leadership development as well. As the employee progresses, they may indicate an interest in leadership, or their coach or manager may recognize leadership potential. Leadership development programs can be integrated into career development plans, providing the skills and experiences needed to move into leadership positions.

20

See Technology's Role

Learning & Career Development
Technology's Role

Personalized Career Assessment
People should have access to self-assessment tools to evaluate their skills, strengths, and career interests. This can include questionnaires and quizzes that help individuals identify suitable career paths based on their preferences and abilities.

Goal Setting and Planning
Career development-enabled technology needs goal-setting features that allow users to define short-term and long-term career objectives, as well as tools for creating actionable career development plans, including setting milestones and timelines.

Learning Resources
Individuals need access to a diverse library of learning resources, including courses, webinars, articles, videos, and books. Technology can customize learning paths based on individual career goals and skill gaps.

Progress Tracking
With visual dashboards that display progress toward career goals and skills development, employees know where they stand. Integration with performance metrics allows everyone to see the impact of learning on career advancement.

Performance Management Integration
Integrate performance management to align individual goals with organizational objectives. Automated performance feedback collection and analysis can scale career development insights.

Skill Development
There needs to be tools to assess skills and any existing gaps analysis to identify areas needing improvement. Learning paths can be aligned with skill development plans with recommendations for relevant courses and resources.

Feedback and Evaluation
Tools for collecting feedback from managers, peers, and mentors are important to enhance the career development process. Self-assessment tools also help users evaluate their progress and identify areas for improvement.

Job Market Insights
With access to internal job market data and trends, users can make more informed career decisions. Alerts can be sent for job openings and opportunities that match users' career goals.

Integration with HR Systems
Seamless integration with HR databases to access employee profiles, performance data, and career histories helps sync career development plans with HR processes like succession planning.

Data Analytics and Reporting
Analytics dashboards can track the effectiveness of career development initiatives. Reports on user engagement, skill acquisition, and career progression help guide the learner, as well as future career development plans.

Long-Term Planning
The technology needs features that support long-term career planning, including pathways to leadership roles or entrepreneurial endeavors.

See Snapshot

Learning & Career Development

Universal Engineering Sciences

Snapshot

Industry: Engineering
Learners: 3,500

One of the most rewarding ways UES utilizes Schoox is to offer employees career paths toward job progression. Its workforce is diverse, and employee education levels vary greatly. Many team members, especially those working in the field, often only have a high school diploma and are especially eager to participate in continuous learning through their jobs.

Learning programs offered by UES give employees the opportunity to work their way to more gainful employment, often doubling their salaries over the course of a few years—pun intended! As soon as employees begin their journey with UES, they can get started with professional development that helps them acquire the skills and certifications they need to move up to higher-paying positions as quickly as possible.

"A lot of the jobs at UES are difficult and messy, but we want to make sure we're providing a path toward progress for all our employees, no matter their line of business or where they begin."
Universal Engineering Sciences

Next

Staying in Alignment

Although continually looked at as individual silos, the activities that make up true "Learning and Development": learning, onboarding, coaching, goal setting, and performance management all intersect in the career development process. These activities work together to help individuals assess their current skills, set and achieve career goals, acquire new competencies, receive guidance and support, and progress in their careers. When aligned effectively, they contribute to the growth and success of both individuals and the organization.

Schoox is workplace learning software with a people-first twist. People aren't cogs, and Schoox was designed for how humans actually learn. We keep learners curious by letting you deliver more kinds of content wherever they are, from the front line to the corporate office. And by making learning easy, accessible, rewarding, and fun, we help you get everyone more excited about their career development. Learners can "up" their skills, grow on the job, and get more done—and you can measure the impact of their awesome accomplishments.