

A photograph showing the lower half of three business professionals sitting on modern, chrome-legged chairs against a white brick wall. The person on the left is a man in a dark suit, holding a smartphone. The person in the middle is a woman in a light grey suit, holding a white paper cup. The person on the right is a man in a dark suit, holding a tablet. The floor is a light-colored, polished concrete.

WHITE PAPER

FIVE BEST PRACTICES IN OPTIMIZING LEARNING EXPERIENCES FOR ORGANIZATIONS

Optimize learning to achieve your business goals

VALAMIS

INTRODUCTION

The purpose of training is ultimately to improve organizational performance in order to meet business goals more effectively regardless of the industry, audience and skillset. The importance of training is never contested, however, the effectiveness of training is up for debate. Collaborative research suggests that training design, on-the-job training, and delivery style all have an impact on training and development, which directly affects organizational performance (ref. 1). Therefore organizational performance goals will not be met and learning gaps will not be filled efficiently unless the training process itself is optimized.

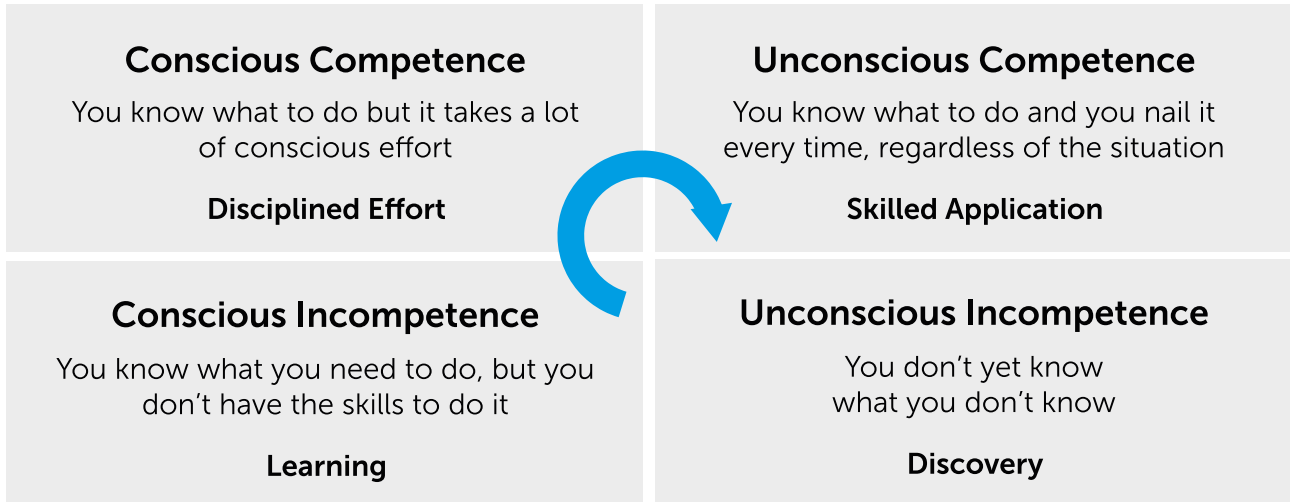
In order to maximize organizational benefits, the learning process must be optimized. The quality of the learning experience is dependent on factors like: how the information is delivered and accessed, what information is present and to whom, how the information is applied and assessed, and how it can be accessed or revisited in the future. Research has also shown that there is a significant improvement in a learner's achievement when they are building on previous knowledge, so optimizing this process must mean personalizing it for them as well (ref. 2). To maintain cost effectiveness and scalability, this means organizations must lean on technology solutions.

This paper will explore five ways organizations must optimize their learning experiences in order to capitalize on the organizational performance benefits. First, we will uncover how to make the learning process faster, more efficient, and more consistent in delivery based on the needs of the modern adult learner. Then, we will discuss the important role personalization plays in creating a quality learning experience that maximizes efficiency. We will also look at the organizational considerations for maximum efficiency, for example, leveraging training effectively to minimize the loss of knowledge within an organization, which is particularly valuable with today's transient workforce. Additionally, we will present some significant findings demonstrating how an organization can effectively measure the learning outcomes to quantify the organizational benefits. Lastly, we will reveal how particular approaches to the learning experience will maximize those benefits by cutting the cost for training design and development while capitalizing on the benefits of quality delivery.

1 | MAKING LEARNING FASTER, MORE EFFICIENT, AND CONSISTENT

In today's fast-paced global market, it's no secret that adult learners have different needs and expectations for training than they did before the age of mobile learning, social media, and the constant information stream experienced today. The challenge of today's learning experience designer is to consider that the adult learning model has not fundamentally changed. A person needs to go through stages of discovery, learning, and repetition, until they act on knowledge innately:

THE ADULT LEARNING MODEL (Paraphrasing Noel Burch, 1970)



Hermann Ebbinghaus, Professor of Educational Psychology at University of Berlin, reinforces the necessity of repetition in learning, concluding after extensive research that, "the inner stability of a series of ideas – the degree of its retainability – (is defined by) the greater or less readiness with which it is reproduced at some definite time subsequent to its first memorization" (ref. 3). So even though the expectations of the modern learner may be set differently, the way in which they internalize knowledge remains the same.

In addition, the fundamental elements of a quality learning experience haven't changed either. Josh Bersin of Bersin by Deloitte presents the Four E's model of learning (ref. 4), which states that all great learning involves the following elements:

- **Education (formal training)**
- **Experiences (developmental assignments and projects)**
- **Environment (a culture and work environment that facilitates learning)**
- **Exposure (connections and relationships with great people)**

In order to have an effective training program organizations must determine how to build a continuous learning experience that requires employees to learn the material, practice and apply the material repeatedly.

The problem with this notion is that it requires time and effort for both the employee and the organization. Today's typical employee only has 1% of a workweek to focus on training and development, they get interrupted as frequently as every 5 minutes, and they won't watch something that lasts longer than 4 minutes without interaction (ref. 5). The challenge is then, how do you create the fastest training possible without diminishing the benefits from repetition and application. Online learning maximizes the flexibility and freedom that learners seek, while minimizing the cost of training delivery resources. Online learning helps create a continuous learning experience, but digital micro-learning is a more targeted and personalized approach; delivering short training modules that are made to address a very specific skill, task, or need. While traditional instructor-led training platforms still have an important use, this micro-learning approach exploits all of the benefits of online learning while still adhering to the basic principles of adult learning theory.

Micro-learning should feature topic-specific videos, text, articles, or interactive tools, lasting no more than a few minutes. Because there is no trainer present when the learning takes place, the quality and engagement of the material is paramount for engagement and learning retention. Riina Siikanen, Instructional Designer at Arcusys, (ref. 6) advocates that in order for the learning experience to be motivating, engaging, and well-conducted, micro-learning should:

- Inform users what the objectives are
- Use visualization to make it more appealing and clarify/emphasize points as needed
- Use questions and build scenarios to relate to real-life
- Provide feedback and rewards for progression

Organizations must then find a platform which allows them to take these brief modules and create role-specific curriculums which map job-required knowledge, skills, and abilities to the associated micro-learning modules. This way, employees are trained consistently and comprehensively on each and every Knowledge, Skill, and Ability (KSA) required to complete their jobs successfully. Thanks to the brief production time and the content-specific focus, the time from KSA identification to training delivery is minimal, so these roadmaps will be current and accurate for every employee as quickly as possible. These short modules should also be organized and searchable within the learning management system so that after initial training, users can reference any topic that they need help with at that time. This way, users can return to the material as needed to help them during their on-the-job application of the training. Additionally, organizations may choose to require employees to revisit these modules in a more prescriptive way at certain intervals. This approach would ensure that learners are meeting the requirement for new material to be repeated multiple times before it is sufficiently internalized for later recall.

Organizations may also consider the use of chatbots, which can help guide the learner towards the intended learning goal with minimal distractions. Chatbots powered by artificial intelligence save organizations significant time and money in customer support as well employee training. SEB, a leading Swedish bank, piloted a digital agent chatbot in its internal IT function, conducting over 4,000 conversations were held with 700 employees, and the chatbot resolved “the majority of issues” over a three weeks period. The pilot was so successful that SEB is now using the chatbot for customer service. Rasmus Järborg, SEB’s Chief Strategy Officer said, “Our belief that this technology can create positive customer experience is based on the good results we have seen in tests in IT support” (ref. 24).

ref. 5

MEET THE MODERN LEARNER

As training moves to more digital formats, it’s colliding with new realities in learners’ jobs, behaviors, habits and preferences. Today’s employees are overwhelmed, distracted, and impatient. Flexibility in where and how they learn is increasingly important. They want to learn from their peers and managers as much as from experts. And they’re taking more control over their own development.



1% of typical work-week is all that employees have to focus on training and development

OVERWHELMED

41% of their time on things that offer little personal satisfaction and do not help them get work done

2/3 of knowledge workers actually complain that they don't have time to do their jobs

DISTRACTED

Number of times online distracts every day

5 Early days of internet → **27** Today

9 People unlock their smartphones up to 9 times every hour

5 Workers now get interrupted as frequently as every 5 minutes – ironically, often by work applications and collaboration tools

Knowledge workers are constantly distracted with millions of websites apps, and video clips

IMPATIENT

4 min Most learners won't watch videos longer than 4 minutes

5-10 sec Online, designers now have between 5 and 10 seconds to grab someone's attention before they click away

UNTETHERED

Today's employees find themselves working from several locations and structuring their work in nontraditional ways to accommodate their lifestyles. Companies are finding it difficult to reach these people consistently and even harder to develop them efficiently.

37% of global workforce is expected to be "mobile" by the end of 2015

30% of full-time employees do most of their work somewhere other than the employer's location

20% of workforce comprised of temps, contractors, and freelancers

ON-DEMAND

Employees are accessing information—and learning—differently than they did just a few years ago. Most are looking for answers outside of traditional training and development channels. For example:

To learn what they need for their jobs, employees access

70%+ Search engines **50-60%** Online courses

People are increasingly turning to their smartphones to find just-in-time answers to unexpected problems

COLLABORATIVE

Learners are also developing and accessing personal and professional networks to obtain information about their industries and professions

80% of workforce learning happens via on-the-job interactions with peers, teammates, and managers

55% at Google 55% of training courses are delivered by an ecosystem of 2,000 + peer learners

Learners are:

- Asking other people
- Sharing what they know

EMPOWERED

Rapid change of business and organizations means everyone needs to constantly be learning. More and more people are looking for options on their own because they aren't getting what they need from their employers.

2,5-5 Half-life (in years) of many professional skills

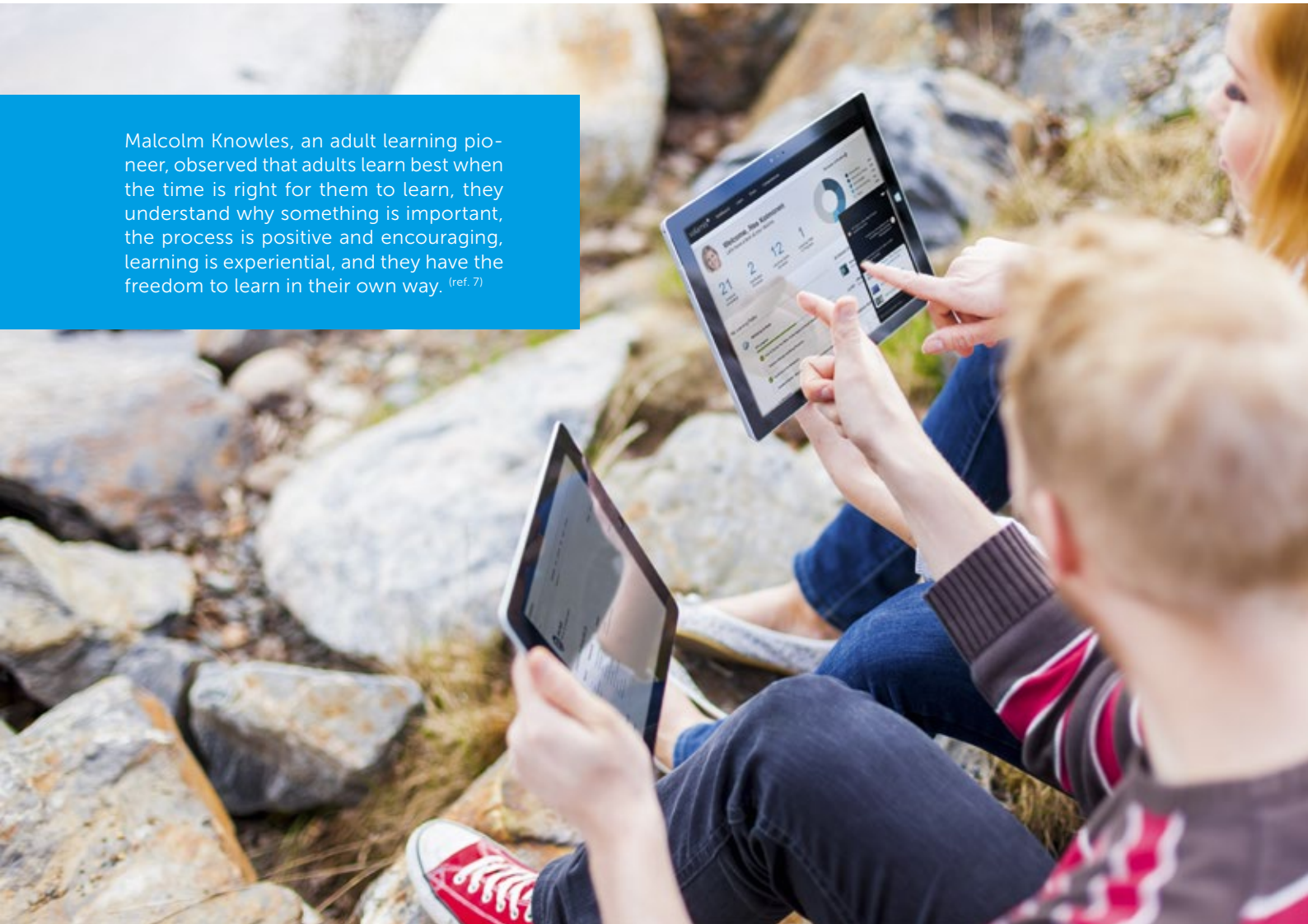
38% of workers who say they have opportunities for learning and growth at their workplace

62% of IT professionals who report having paid for training out of their pockets

2 | PERSONALIZING HELPS PEOPLE LEARN WHAT THEY REALLY NEED TO

In addition to meeting user experience design expectations, personalization is also necessary from a learning theory standpoint. Since digitalization and mobilization are the current norm, people expect all of their training resources to behave as intuitively, collaboratively, and dependably as the social media sites and apps that they use daily (ref. 4). Therefore, the most efficient learning experience would take user experience design heavily into consideration. Ideally, it would also provide users many of the same features from these applications they're already familiar with—like user-based personalization, geo-located content, and collaboration abilities.

Malcolm Knowles, an adult learning pioneer, observed that adults learn best when the time is right for them to learn, they understand why something is important, the process is positive and encouraging, learning is experiential, and they have the freedom to learn in their own way. ^(ref. 7)



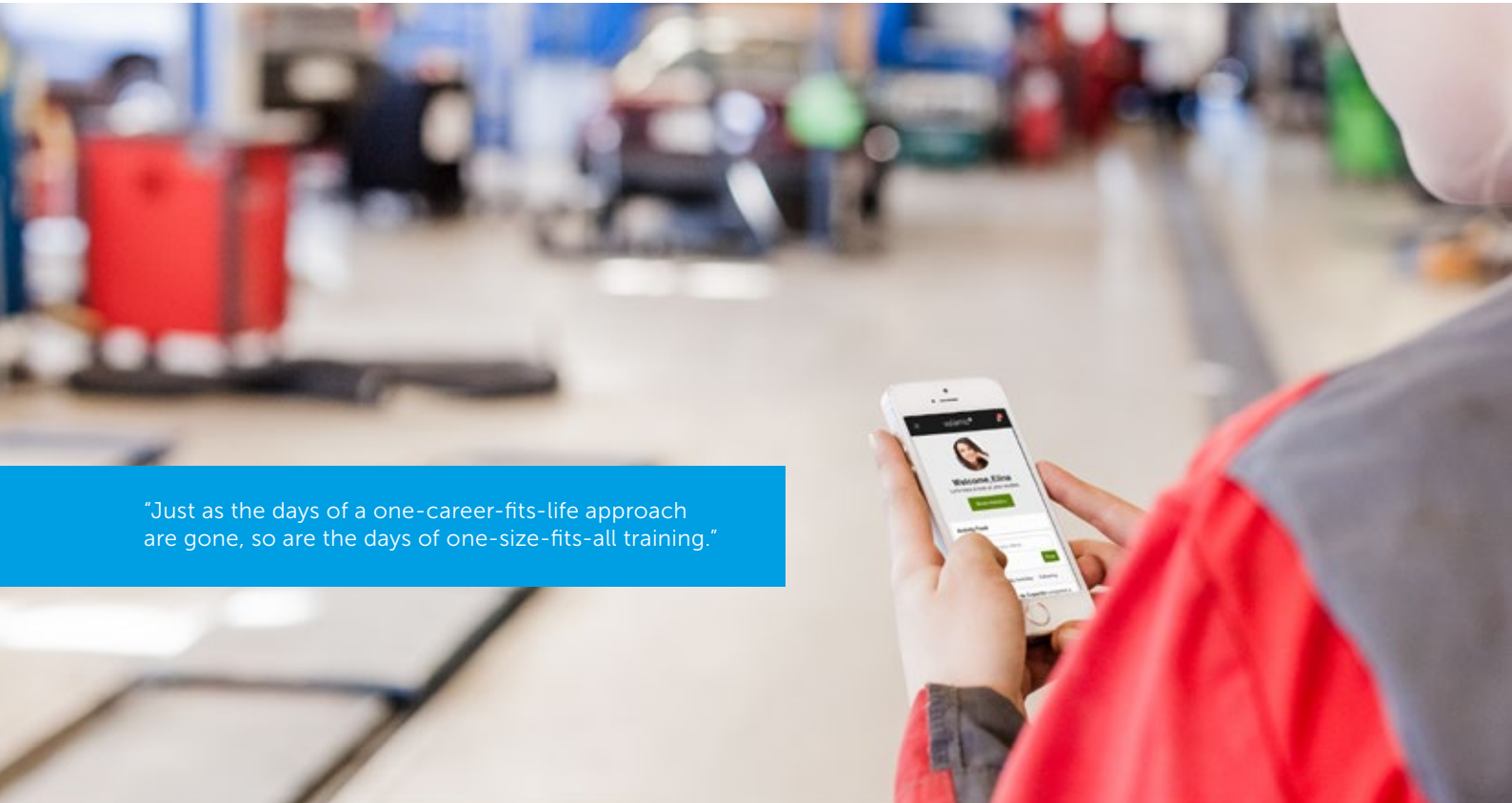
Properly implemented online learning provides the flexibility of time. Purposefully designed coursework addresses the “what’s in it for me” piece and provides a positive and encouraging experience. For learning to be experiential and provide a user with the freedom to learn in different ways, training personalization is crucial. Creating experiential learning is fundamentally based on what we already know about the adult learning model; to truly learn something, there must be discovery and application involved in the training process. The concepts should be linked to a person’s previous experience to result in better understanding (ref. 2). Too often organizations fall short of creating competent training programs because the focus is on material delivery and testing. While this one-sided, data-dump approach may work for short-term comprehension and basic memorization, it is not adequate for long-term retention of complex information or learning new tasks that require problem-solving.

This is particularly important when taking into consideration the trends of today's workforce. The linear career path has almost ceased to exist, as employees are hired and fired as quickly as the technologies in which they are skilled on. To maintain a competitive advantage, companies must start looking at moving past training that only addresses job-specific, technical skills; they must provide incentives towards development of soft skills that can be leveraged as technology evolves. It has been suggested that the solution lies in the fact that companies cannot "hire and fire" their way into success if they have to turn people over every 9-18 months to bring in new skills. Companies must hire complex-thinkers and then train them quickly and effectively by incorporating soft-skills like collaboration, empathy, and meaning making (ref. 8). By focusing on this holistic development, companies will be able to compete in today's world.

The good news is – employees are ready and willing to do this. In a PwC survey of 8,459 non-retired members of the general population in China, Germany, India, the UK, and the US, 74% of people reported that they are ready to learn new skills, or even completely retrain, in order to remain employable in the future (ref. 9). However, in order to truly develop these complex skills and achieve deep understanding, learners need to be given a chance to explore information on their own and use it to be creative in the application of the material. Successful digitalization of the workplace and training allows companies the freedom to give their training employees that ability. Dr. Charles Camarda, NASA astronaut and researcher, found in 22 years of research that personalized learning allows employees to have a safe, no-fail zone in which they can create innovative solutions, and that "personalized learning is made possible by digital learning systems... it enables people to flourish like never before," (ref. 10). Capitalizing on this ability is essential for both the learner's training success and the organization's workforce stability over time.

The other critical aspect of personalization is the facility to allow learners to learn in different ways. Commonly accepted learning psychology acknowledges that people have different learning needs based on a myriad of factors, such as generational and learning style differences. Therefore, training should be provided in a way that offers learners different learning paths—more than one way to achieve a learning goal (ref. 6). This would be a difficult and costly task without leveraging optimized digital learning experiences. However, with online learning, this becomes a feasible and successful approach. A survey from 466 organizations representative of over 2 million employees in 28 industries from 37 nations reveals that the top learning companies (compared to average) are nearly 3x more likely to allow individuals to self-select from a range of technology enabled learning initiatives, and 17x more likely to agree that individuals autonomously exploit a range of technologies to support their careers (ref. 11). By creating multiple training paths that allow learners to self-select their own learning approach, you maximize both the direct efficiency of the training and the long-term retainability of your workforce.

This level of personalization is made feasible and affordable by leveraging a quality digital learning platform that includes features like: integration, workflow, collaboration, user-personalization, audience-targeting, and user profiles. These personalization-focused attributes allow organizations to create a quality learning experience that adheres to the basic adult learning theories, while also satisfying the unique needs of today's rapidly changing workforce.

A person wearing a red shirt is shown from the side, holding a white smartphone. The phone screen displays a user profile for 'Welcome Kim' with a green button and some text below. The background is a blurred industrial or workshop setting with various equipment and people.

"Just as the days of a one-career-fits-life approach are gone, so are the days of one-size-fits-all training."

3 | MINIMIZING LOSS OF KNOWLEDGE

When considering today's ever-changing workforce, a key concern when optimizing an organization's learning experience is knowledge management. Organizations already take a massive hit when it comes to the financial cost of staff turnover and re-training. The degree of this loss is compounded by the knowledge lost when seasoned employees walk out the door. "In some organizations, up to 50% of the knowledge held by valued employees will vanish when those people retire or move to new roles," (ref. 12). However, this loss is more common today due to the growing use of the contingent workforce for skilled positions. Minimizing the loss of knowledge should be a key consideration when designing the learning experience. Ideally, the goal would be a reduction in staff turnover; but a comprehensive learning experience design must also reflect the collection, organization, and reproduction of experiential knowledge.

The cost of losing an employee and training a replacement is indisputably high, considering the following:

- For jobs that require specific skills, the median cost of turnover in 27 case studies was 21% of the employee's annual salary. Even for positions earning less than \$30,000 annually, the typical cost of turnover was 16% of the annual salary (ref. 13).
- You're likely to invest 10–20% of an employee's salary or more in training over the first 2–3 years (ref. 14).
- A new employee may take 1–2 years to reach the productivity of a seasoned vet (ref. 14).
- Losing employees may also lead to lost engagement, customer service decline, service errors, and an overall cultural impact (ref. 14).

The bottom-line, according to Josh Bersin of Bersin by Deloitte, is that people are an "appreciating asset"—the longer they stay with the organization, the more productive they get which has resulted in high-performing companies serving their employees as well as they serve their customers in order to have loyal employees and avoid the high cost of turnover (ref. 14). It's clear that employee retention is key to minimizing both knowledge loss and the negative effect on a company's bottom-line. The question is, how can an optimized organizational learning experience contribute to employee retention? Bersin reveals that studies show that providing employees the learning they need, available when they want it, is now one of the biggest factors in employee retention and engagement (ref. 4). So providing a digitized, mobile, end-to-end training experience is directly tied to reducing employee turnovers.

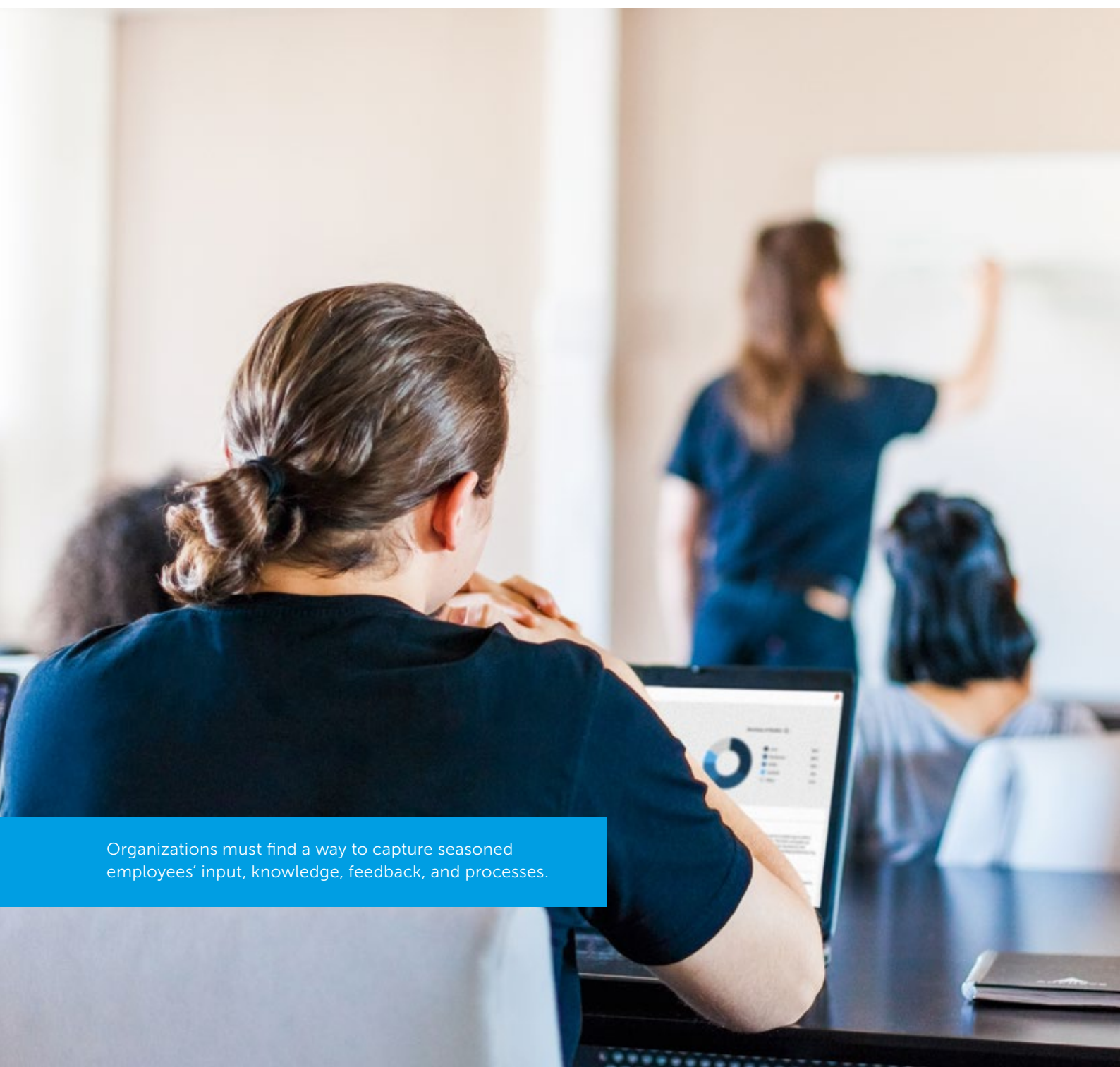
While the effort to retain employees is a great step, it is inevitable that there will be some degree of turnover within an organization. A 2017 survey of over 10,400 business and HR leaders across 140 countries uncovered that there is a huge focus on front-line and millennial leadership development, expecting young managers to learn quickly on the job (ref. 15). It is still important to determine how to capture and redistribute experiential knowledge efficiently— to train both new and developing employees as quickly as possible.

However, capturing and organizing this type of knowledge has innate challenges:

- "The capture of expertise and experiential knowledge diverts experts and skilled professionals away from productive work." (ref. 16)
- It "requires manual effort to deal with knowledge that is subjective, incomplete, perishable and subject to biases." (ref. 16)
- It "relies on rigid knowledge organization structures that may work for some use cases but not for others." (ref. 16)

The key to this dilemma lies in creating a seamless, holistic training solution. Organizations must find a way to capture seasoned employees' input, knowledge, feedback, and processes. To be successful, the organization must support a work culture that facilitates and celebrates contribution, collaboration, and mentorship as part of the organizational structure and employee development. Then the employee input must be reviewed and leveraged to produce readily available training based on this insight. This is precisely where mobile and micro-learning are able to play a huge role in rapid development and distribution. Finally, there must be learning analytics in place to elucidate how efficiently this knowledge-transition process is taking place.

The approach to an organization's learning process impacts operations in two very distinct and measurable ways: there is an impact on the learner and an impact on the business. In order to maximize efficiency and drive results, this means that the learning process must be optimized for the specific learners required to complete the training. This also means that the learning process selected must have a proven, significant impact on the organization's bottom line. Both points of view on the learning impact must be at the heart of the decision when selecting the learning process—and the impact of both of these viewpoints can be tangibly measured to ensure maximum results.



Organizations must find a way to capture seasoned employees' input, knowledge, feedback, and processes.

4 | THE IMPACT OF THE LEARNING PROCESS ON THE LEARNER

Running analytics to verify the validity and success of a program isn't a new concept. In fact, it is the standard for most organizational processes. The reason is simple: quantifying the effect that processes have on an organization's bottom-line reveals the importance and efficiency of those processes. A company's training program is no exception; its processes and effects must be calculated and analyzed to prove their worth and indicate areas for improvement. IBM's C-suite Study, based on conversations with 4,183 leaders in 20 industries throughout 70 countries, revealed that senior management teams at successful businesses recognize the need for skills and training, but only 7/10 HR professionals at those companies reported that the employees were getting the training that they needed to be successful on the job (ref. 17). By pulling objective training performance metrics and using the data to optimize the learning experience design, these companies could be closing the gap between what their employees need to know and what employees are being taught in training. When produced and integrated properly, learning data analytics are beneficial to both the learners and the organization alike. Analytics help organizations by (ref. 18):

- Improving the decision-making and organizational resource allocation
- Identifying at-risk learners and providing intervention to achieve success
- Creating a shared understanding of successes and challenges in training
- Assisting in clarification of complex topics through information networks
- Helping leaders transition to holistic decision-making through experimental scenarios
- Allowing for rapid response to challenges as a result of up-to-date information, thereby increasing organizational productivity and effectiveness
- Helping leaders determine the hard and soft value generated by specific learning activities
- Providing learners insight into their own learning habits
- Providing learners recommendations for improvement

So just what do effective learning analytics look like? There are numerous ways to evaluate training: qualifications and certifications, time spent onboarding or compliance training, engagement metrics, pre/post assessments, scoring and rubrics, progression, contributions, etc.; the metrics to track are seemingly endless (ref. 6). Ultimately, the choice of which metrics to track are up to the organization, determining what is relevant to the organization's employees, vision, and bottom-line. Metrics are only useful, however, if a standard is set to determine what each metric ideally should look like. To set the goal for each metric, the organization should find the best performers and use them to set the benchmark for what the right training results look like. Then, the organization must commit to the cycle of tracking the expertise, improving the training, and gathering information over time to improve rapidly enough to keep up with an evolving workplace (ref. 19). Although this requires a significant amount of time and resources for any organization, the actionable pieces that organizations can leverage based on the results are worth the additional time and effort to obtain and consume.

Although 73% of companies want integrated data and analytics with their HR technology (ref. 4), many organizations find it difficult to get started with learning analytics despite the proven benefits. This is generally because most organizations try to jump straight to predictive analytics, which is currently a "crowded and confusing" (ref. 20) market. Instead of starting here, organizations should focus on launching their learning analytics by focusing on their stakeholders and immediate action steps. It is recommended that organizations take the following steps to successfully obtain executive buy-in and launch learning analytics initiatives (ref. 21):

1. "Take the Lead in Setting a Strong Vision for Learning Analytics Outcomes." (ref. 21)
Focus on describing a positive vision that connects emotionally and rationally to the stakeholder's aspirations. (ref. 21)
2. "Be Honest, Resilient and Courageous When Pre-empting Inhibitors." (ref. 21)
Delivering learning analytics solutions is not easy. If it were, it would already have been implemented. However, the challenges are not only technical. Organizational, political and social challenges may be more likely reasons that have prevented progress. (ref. 21)
3. "Trace Outcomes Back to Learning Analytics Outputs and Underlying Data." (ref. 21)
Ensure that the leadership and other stakeholders understand the connections and the contributions that analytics make to the outcomes. (ref. 21)

4. "Present the High-Level Analytics Roadmap." (ref. 21)

Do not present the full project plan but rather, "give a high-level overview of the project, emphasizing the things that matter most to these leaders. These include: What will I get? When will I get it? What impact will it have on me?" (ref. 21)

5. "Perform a Cost-Benefit Analysis for Learning Analytics within the Context of the (...) Institution." (ref. 21)

The anticipated benefits of any learning analytics initiative... must be tangible, quantifiable and desirable to the stakeholders, with the causal contributions of analytics Identified. (ref. 21)

Tie ROI back to the aspirational vision/outcomes. (ref. 21)

Focus on leading indicators and related financial expectations. (ref. 21)

6. "State and Take Three Immediate Next Actions to Kick-Start the Analytics Initiative." (ref. 21)

While there may be many more actions required overall, focusing on the three most critical and immediate steps to be taken generates the final impetus for the business case to be approved.

Once stakeholders and organizational leadership have buy-in on the effectiveness of the training program, you can shift your focus to improvement. At that point, you may concentrate your efforts on designing an even more effective program and creating a roadmap for future success and expansion of the development program.



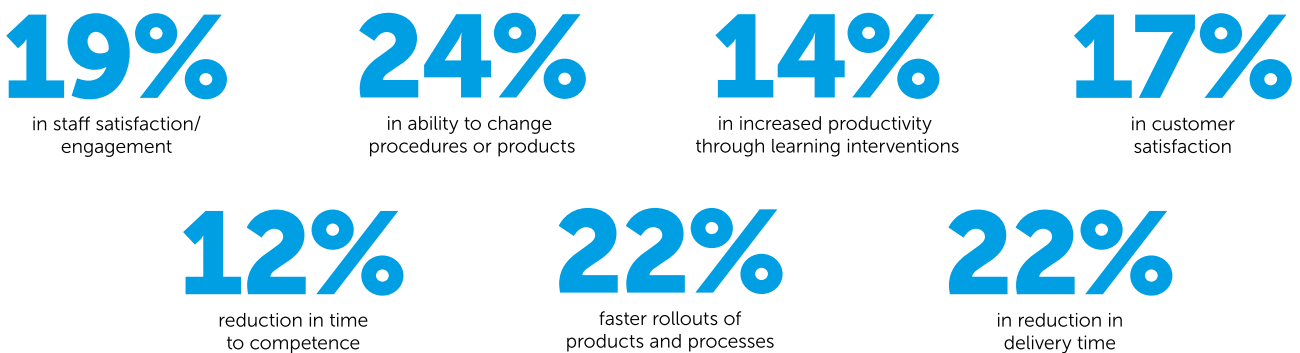
5 | THE IMPACT OF THE LEARNING PROCESS ON THE BUSINESS

The entire purpose of an effective training program is to drive business production and increase organizational performance; ultimately, to raise the bottom-line. At this point, we have focused on how to optimize learning experiences for the individual and the organization. Now, let's look at how that translates into business benefits and financial gains. Optimizing learning experiences results in both intangible and quantifiable results for organizations:

- Training, education, and degree completion programs have become one of the most desired employee benefits available—"the opportunity to learn new skills" being the number one benefit (ref. 22).
- Designing effective learning systems... "ensures the longevity and effectiveness of the company by enabling it to be agile and adaptable to meet the needs of an ever-changing ecosystem" (ref. 10).
- Well-trained teams have resulted in a \$70,000 annual savings and 10% increase in productivity (Impact of Training on ERP Project Success, IDC 2012, ref. 17).
- Top learning companies are nearly 7x more likely to report improvements in productivity, improved talent/performance management, and improved staff motivation and employee engagement; and 3x more likely to report improved ability to prove compliance, improved induction processes, and reduction in time away from job (ref. 11).

With the average annual cost of training per learner estimated at \$976 at around 40.7 hours of work, the average training budget for large companies comes in at a whopping \$17.4 billion (ref. 23), it doesn't take a financial expert to determine that organizations must find a way to maximize their budget in order to deliver these quantifiable benefits without blowing the entire HR department budget on training. By leveraging learning technologies, there will be a significant improvement in several organizational metrics.

In accordance with a study conducted in 2012, top learning organizations who used learning technologies deliver average improvements of (Bridging the Gap: Integrating Learning and Work, Towards Maturity Benchmark Study, 2012-2013, ref. 11):



In a 9 year study tracking how learning technologies drove business, the following benefits were achieved (ref. 11):

- 53%** of companies seeking to comply with new regulations and legal requirements achieved successful compliance
- 43%** helped implement new processes or products
- 39%** increased learning access and flexibility
- 38%** reduced time away from the job
- 37%** reduced training costs
- 37%** increased their volume of learning by reaching more people
- 36%** improved the quality of learning delivered
- 36%** helped implement new IT systems
- 35%** delivered greater value for their money

Although up-front costs may seem high to deliver these impressive numbers, organizations must consider both the total cost of training and the potential savings when they are transitioning to this digitalization of a learning experience. Training may include facilitator fees, design fees and materials, course production fees, video production, workbook fees, facilities and equipment rentals, administrative fees, and more. On the other hand, potential savings may include fewer errors, reduced turnover, increased production, faster implementation of new processes, and higher morale. When the two are balanced out, it is a near-certainty that going digital is the effective, efficient way of the future.

CONCLUSION

“Going digital” for an efficient training solution isn’t a new concept; going digital effectively is. In order to achieve a successful transformation to an optimized learning experience, an organization must remember the following key practices:

- Your online learning should make learning faster, more efficient, and consistent by making relevant training quickly and readily available for learners.
- Training should be personalized to suit the varying needs of your learners, taking into consideration functions such as geolocation, collaboration, interface personalization, and customized learning paths.
- Your organization must actively seek efficient ways to minimize the loss of knowledge through employee retention and/or effective experiential knowledge management.
- Utilizing resources to measure the learning impact effectively will make a difference in the quality of training provided and, therefore, the organizational performance.
- Remember that seeking to create effective learning may come with a hefty price tag, but when done efficiently, the business returns are worth it.

The change in the nature of work and digitalization are creating challenges that should be seen as opportunities for organizations in several industries. The most important challenge of the future, as defined in the report by National Academy of Engineering, is how to advance personalized learning. (Ref 25)

Understanding how to maximize the effectiveness of learning and development should be a common interest of all enterprises and organizations. When the learning experiences are personalized, the new concepts are linked to a person's previous experience, and learning becomes more effective.

Intelligent Automation is an area with rapid development when more and more sophisticated AI features are introduced continuously. In advanced personalized learning AI is being used to create better user experiences. It will have conversation with an individual user and suggest new training programs and other activities based on big data gained from learning processes.

Since learning and problem solving often happen in social and informal scenarios, it is important to have tools to measure and analyze 100% of learning activities. We believe, that combining the latest learning methods with the right technology provides organizations an exceptional opportunity to improve their strategic capabilities. With the right tools organizations can create optimized learning experiences and prepare themselves for the future way of working.

Janne Hietala
Chief Commercial Officer
Arcusys





LIFERAY SYMPOSIUM

VALAMIS & LIFERAY

Valamis - Learning Experience Platform (LXP) is a flexible and easily scalable learning solution with powerful learning analytics. Valamis allows you to create engaging learning experiences, and optimize them to meet your organization's learning needs. We understand that training needs to support your business goals and offer you everything you need to stay ahead of competition. With Valamis you can deliver optimal learning experiences that positively affect the business metrics.

Valamis is designed as an efficiently integrable add-on to the Liferay environment. By combining the core strengths of the Liferay Digital Experience Platform (DXP) and Valamis, we aim to create the best quality and customer experience in organizational learning. Liferay features are all compatible with and complementary to the capabilities of Valamis, allowing for greater creative freedom and customization of your learning environment. Our customers appreciate also the scalability of the two platforms. With Liferay and Valamis, we are able to set up a simple internal learning environment or a global collaborative environment for managing employee, partner, and reseller network training, certifications, information sharing, documentation management, and meeting regulatory compliance.

VALAMIS



LIFERAY

PLATINUM SERVICE PARTNER

Resources

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This document includes insights from Valamis' corporate learning experts Riina Siikanen and Ville Tuominen

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