Situation Expert™

Workflow Learning Platform

Through Work, We Learn™

There's a lot of expert opinions that suggest training and learning practices are undergoing a dramatic change due to the digitalization of businesses.

- *"While we often think of training as programs or courses, a new paradigm has arrived, one I call "Learning in the Flow of Work." Josh Bersin, July 8, 2018*

- *"…moving learning away from events and into everyday work is one of the hottest topics in our industry right now." Bob Mosher, CLO Magazine, August 27, 2018*

- *"…workers need to go beyond tasks learning to capacities in thinking skills…" John Hagel, Harvard Business Review, June 19, 2009*

At the heart of the new thinking is to bring learning closer to work. The challenge is that many learning platforms are based on the "instruction" and "job skills" models. They are inflexible and slow to respond to the demands of work. These models are inadequate in facing the new, rapid, fast changing, uncertain and volatile work situations. Work must be the focal point of learning. To respond to this challenge, Vignettes Learning introduces Situation Expert, a new Workflow Learning Platform.

Situation Expert™

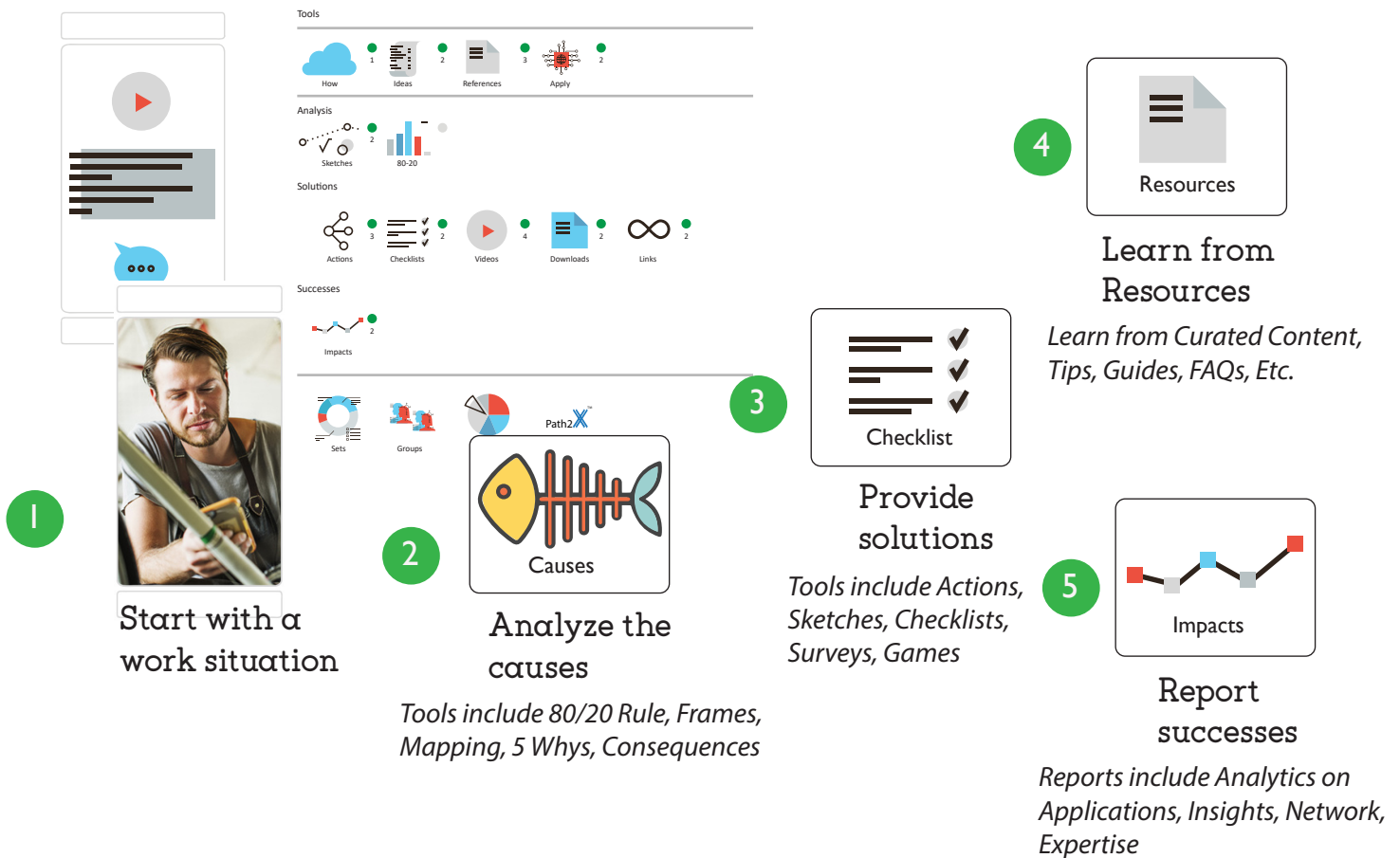## Workflow Learning Platform

Continuous learning by fixing, solving and improving work situations. Be an expert fast.

1 **Be a Situation Expert While at Work**
Accelerate and boost skills and results

2 **With Micro Knowledge**
Small steps that truly help learners

3 **Through Work, We Learn**
Build expertise through real-world situations

4 **Quick and Easy Ways**
Low effort and fast access to solutions

5 **Help Workers Learn**
Faster and easier learning

Situation Expert™
Workflow Learning Platform

The Process

The process starts with identifying a situation. Your learners can then dig deeper and analyze the causes using a variety of tools. They can also provide solutions or search ideas in experience and knowledge resources. Finally, your learners can post their successes.

1 Start with a work situation

2 Analyze the causes

Tools include 80/20 Rule, Frames, Mapping, 5 Whys, Consequences

3 Provide solutions

Tools include Actions, Sketches, Checklists, Surveys, Games

4 Learn from Resources

Learn from Curated Content, Tips, Guides, FAQs, Etc.

5 Report successes

Reports include Analytics on Applications, Insights, Network, Expertise

Situation Expert is a Workflow Learning Platform (WLP) that provides learners both surface and deep learning experiences. It helps learners deal with work situations by creative critical thinking, decision making, analysis, solutions, pattern seeking, and experience sharing. Organizations can create and customize their own private accounts. Situation Expert is a cloud SAAS (Software-as-a-Service).

Situation Expert™
Workflow Learning Platform

How and where to use Situation Expert™

Continuous learning
Best way to solve problems and learn

Project groups
Use real-life work and projects

eLearning courses
Add interaction to linear lessons

Support classroom
Use as discovery exercises

Social and collaborative learning
Keep conversations work-focused

Social media projects
Engage your audiences

Blend with webinars
Add before and after webinars

Interactive websites
Increase stickiness

Gamification
Connect learning to actual work

Spaced-out refresher
Reminder lessons, on-the-go learning

Benefits of being a Facilitator

- Use your own workplace situation
- Introduce background information
- Engage learners with over 20 tools, etc.
- Schedule situations once, daily, weekly
- Invite members or assign them to groups
- Review reports and analytics

Benefits of being a Learner

- Work and learn from situations
- Share analysis, solutions and successes
- Subscribe to situations
- See which Tools you've accessed
- Track your progress on Path to Expertise (Path2X)
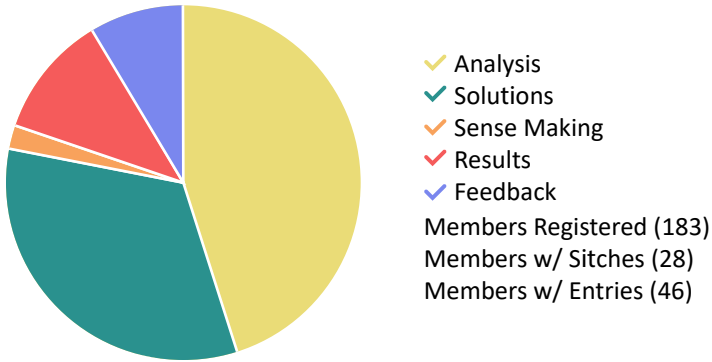- Connect and learn from other groups

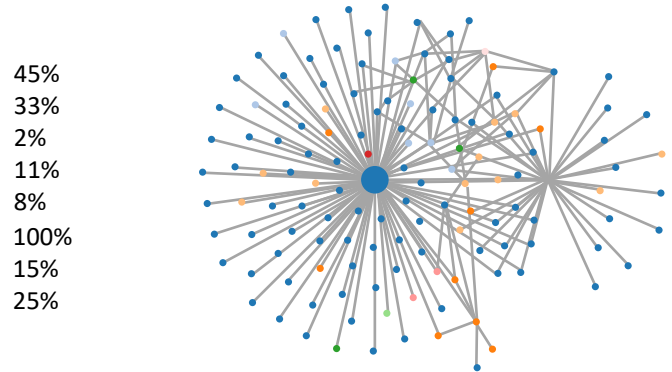# Situation Expert™

Workflow Learning Platform

Situation Expert helps learners, facilitators and leaders focus on what matters while learning at work.
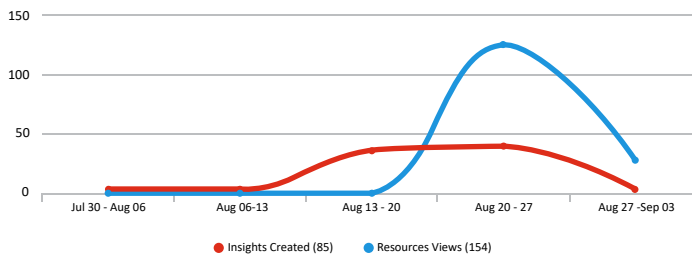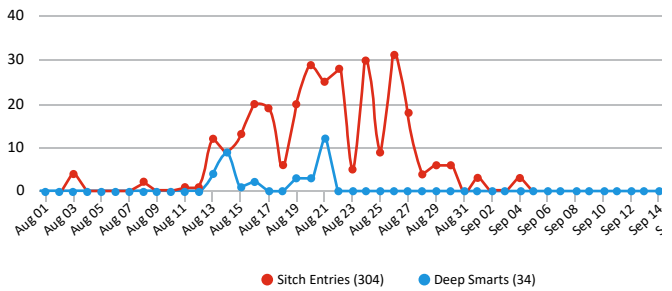
Intensity of Insights

✔	Analysis	45%
✔	Solutions	33%
✔	Sense Making	2%
✔	Results	11%
✔	Feedback	8%
	Members Registered (183)	100%
	Members w/ Sitches (28)	15%
	Members w/ Entries (46)	25%

Strength of Network

Intensity of Applications

● Insights Created (85) ● Resources Views (154)

(X-axis: Jul 30 - Aug 06, Aug 06-13, Aug 13 - 20, Aug 20 - 27, Aug 27 -Sep 03)

Depth of Deep Smart Thinking

● Sitch Entries (304) ● Deep Smarts (34)

(X-axis: Aug 01 ... Sep 14)

Impacts of Learning at Work

Efficiency	170	170%
Savings	230	230%
Quality	230	230%

Learner's Path to Expertise

EXPERTISE	ACTIVITIES		POINTS
tractor (1)	1 36 33 29 13	24%	520
food (1)	1 12 14 7 3	8%	160
Safety (1)	1 12 14 7 3	8%	160
Technologies (1)	1 12 9 4 2	6	115
Violence (1)	1 11 8 3 2	5%	95
PIPEDA (1)	1 5 7 3 2	4%	85
Personal Information (1)	1 5 7 3 2	4%	85

Vignettes Learning Situation Expert Workflow Learning Platform is a service of Vignettes Learning

Situation Expert™

Workflow Learning Platform

Capabilities and Services

Benefits from Situation Expert

● **How can you benefit?**
You can post a Sitch and get help from others on issues you need answers, solutions or insights. You can invite others to assist you in your Sitch. You can review and publish your progress through the Path to Expertise tool.

● **What are the benefits to team members?**
When someone creates or replies to Sitches, your team develops a pool of valuable answers and insights on the most common issues your team encounters at work. You learn and build expertise by exchanging experiences with your team members.

● **What are the benefits to your company?**
Your company will have a way of helping everyone learn, contribute, and build their expertise. Situation Expert helps your company save costs, increase the speed of solutions, and improve the company results.

● **What are the benefits to leaders, learning professionals or knowledge experts?**
With your leadership, you help your team members and the company accelerate expertise, and skill building. Situation Expert is a way to help teams share actions and knowledge to fix, solve, and improve your company's pressing issues and problems. Situation Expert is a solution to problems of talent loss through attrition or turnover. It helps in retaining company wisdom and best practices and improving results and performance by immediate sharing of issues, problems, opportunities, and solutions.

Features of Situation Expert

WORK

■ **Sitches (Situation) Actions** - Sitches are situations, jams, issues, errors, gaps, troubles, stoppages, crisis, and many others to fix and solve. They are also opportunities to improve, grow, expand, and introduce better, faster and cheaper ways to get the desired results.

■ **Workflows** - A presentation of visual workflow, scheduler or timing of Sitches, events or learning situation.

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- **Dynamic Impacts Survey** - Instant, short, random, small and flexible surveys to collect, store and process workers' and learners' needs based on gaps in work demands. The data is compared with the list of resources, and results are presented to the workers and learners for quick workflow learning.

- **Surface & Deep Learning** - Tools are micro-interactive "apps" that aid in the "Thinking Through" process when dealing with Sitches (Situations) They enable learners and workers to analyze, create solutions, find patterns, report impacts, and provide learning feedback. The tools include among others: Fishbone Analysis, 80/20 Rules, Gap Analysis, Critical Impacts Study, Mapping, Frames, GroupThink, Pros and Cons, Checklist, Workarounds, What Ifs, Videos, Downloads, Links, and Sense Making.

- **Path to Expertise (P2X)** - In Situation Expert, your Sitches, comments and other activities are tracked. The purpose of Path2X is to show you the areas of your Path to Expertise - Path2X. You'll see your progress and a general idea of your interest areas. You will also see the topics that you worked on and you can directly access the Sitches from the list. Path2X provides you total points. You can sort by Recent, Expertise Type and Points. One valuable feature of your Path2X records is the display and announcement to your teams and company on how you are building your expertise.

- **Insights & Reflections** - A method that allows learners to submit and store micro-insights from their readings and researches in the system's content. The insights are then compiled to show the learners' and workers' Path to Expertise (P2X). The Insights indicate the reflections of the learners' and workers' learning paths.

- **Members Connections** - A method to encourage members to connect, follow and to be followed by peers for the purposes of easy and quick exchanges of experiences, resources, and solutions.

- **Community** - A larger way to organize an open interaction by members in the company to preview, share and access peers and resources for the whole organization.

- **Messaging and Alerts** - In every aspect of the Situation Expert, Messaging and Alerts are in place to help facilitate the exchange of ideas among workers and learners, and help them solve, fix and improve work situations by applying Deep Learning processes.

- **Deep Smarts** - A recognition method where members provide feedback and extend awards to postings and sharing of knowledge that meet the Deep Learning deliberate thinking process.

LEARNING

- **Curation** - Organizing in multiple ways the different content resources and methods to help workers and learners find answers and match the knowledge and information to their Path to Expertise (P2X), interests and need areas.

- **Collaborative Learning** - These are the different micro-features that encourage free flow of conversations among members to exchange ideas and solutions. These include chats, discussions, notes, and private conversations. The social tools are integrated into all aspects of the system.

- **Advanced Groups** - The ability to organize different workers and learners Sitches and Workflows that is unique to a specific department, division, tasks, functions, teams or a specific team of people.

- **Content Creation** - The ability for account owners, administrators and content writers to create micro-lessons and programs. It allows tagging and naming conventions to track all types of content to support the Deep Learning process. Authors can add pages, videos, images, PDFs, documents, and other types of files.

- **Helpdesk** - Account owners can use default help guide information. They can also customize and add their own help and support information.

- **Support** - Account owners can configure their own Support System to receive questions and inquiries, and process and track the issues to ensure that each issue is attended to.

GROWTH

- **Journals -** It allows members to keep private notes on their discoveries, learnings, and other personal references.

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Path2X records is the display and announcement to your teams and company on how you are building your expertise.

■ **Analytics / Metrics** - A series of visual reports that captures dynamic data on Path to Expertise, Insights, Deep Learning Progress, Dynamic Impacts Surveys, Connections and Networks, Resources Utilized, Insights, Journals, Deep Smarts, and members progress tracking.

■ **XAPI** - The Experience API (or xAPI) is a new specification for learning technology that makes it possible to collect data on the wide range of experiences a member has in Situation Expert. This API captures, in a consistent format, data from a member or group's activities in the different parts of Situation Expert. Account owners also have the option to report and integrate the data and reports in their LRS or tracking system.

Be Real

Too many training sessions and learning projects are wasted by over emphasizing memorization of content and as a result, application fails. Situation Expert uses work situations and incidents as the focus. Workers apply ideas quickly while having access to a wealth of knowledge.

Be Useful

Focus on work and learn.
Reduce learning time.
Accelerate applications.
Engage learners with real-life issues.
Reduce production costs.
Speed up learning delivery.
Collect and store experiences for as-need-basis references.

Be Capable

Software As A Service (SAAS) solution.
For small and enterprise applications.
Create your own situations.
Numerous tools for analysis, solutions and successes. Store, collect and present experiences. Submit and present content. Path to Expertise (Path2X).
Track results with XAPI and LRS.

Request for a demo today!

Contact us at
www.SituationExpert.com