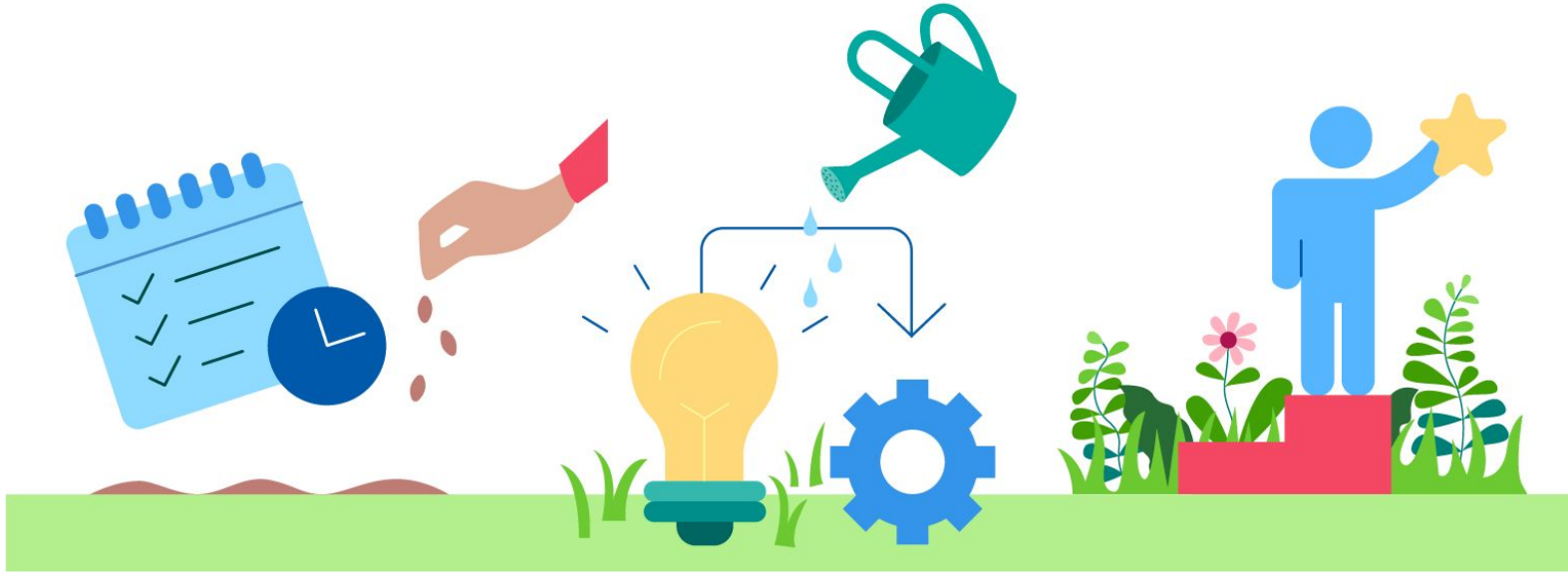


# How to shift to a performance ecosystem





# Robin Petterd

Founder of Sprout Labs, host of  
the 'Learning While Working'  
podcast



Sprout Labs builds digital learning platforms that enable you and your team to author, deliver and measure high impact digital learning ecosystems.





# Other content from Sprout Labs

- The Learning While Working podcast
- The blog
- eBooks
- Recordings of past webinars
- Virtual conference recordings



What do you want to gain from this session?

Please add your thoughts in chat



What inspired you to pursue a career in learning and development?

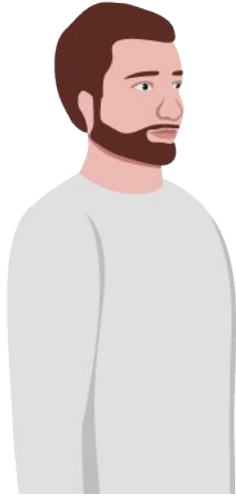
Please add your thoughts in chat



When you hear the word 'performance' in the workplace what comes to mind?

Please add your thoughts in chat

# Mindset shifts



L&D we don't design courses - we **help** people do work



Employees are not learners - they are **users**

Pause for a moment and thinking about how this aligns with your motivation to work in learning.





What does being a 'performance designer' mean to you?

Please add your thoughts in chat

# Stakeholders / subject matter experts

Faster

Easier

Cheaper

# The understanding / analysis stage changes



Questions help people shift their mindset.

# Questions

What is the  
metric that  
needs to  
change?

What if we  
couldn't make a  
course.

How would  
people learn to  
do this?

What if it wasn't  
elearning?

Podcast: 20 questions you should ask before talking about training with Jeff Kortenbosch



Meet Zane

In the next 12 months, we need to get 5000 people registered. They need to create a portfolio of evidence and reflections aligned to specific standards. These portfolios are peer-assessed.

However, our spot checks reveal that the portfolios are not covering all the standards, and the reflections are often missing.

We need an eLearning module to teach everyone what the standards are and how to write the type of reflections we expect.



In chat, please share **some questions you would ask Zane?**



Role play

# A new behaviour is a habit - become a **habit designer**

**Cue:** Make it obvious.

**Craving:** Make it attractive.

**Response:**  
Make it easy.

**Reward:** Make it satisfying.

Book: Atomic Habits by James Clear

Podcast: The link between learning design and habit design with Britt Andreatta

# Build a performance GPS



# Self guide learner

**Self assess**  
and identify  
learning needs

**Find** resources  
and people to  
assist them

**Practise** and  
trial new  
behaviours and  
skills and gain  
**feedback** on  
performance

**Articulate** and  
**reflect** on  
what they have  
learned

**Evaluate** and  
measure their  
own learning

# The 5 moments of need – Bob Mosher

Not all needs are equal


Learning for  
the first time

Learning  
More

**Applying  
what you've  
learned**

When things  
go wrong

When things  
change



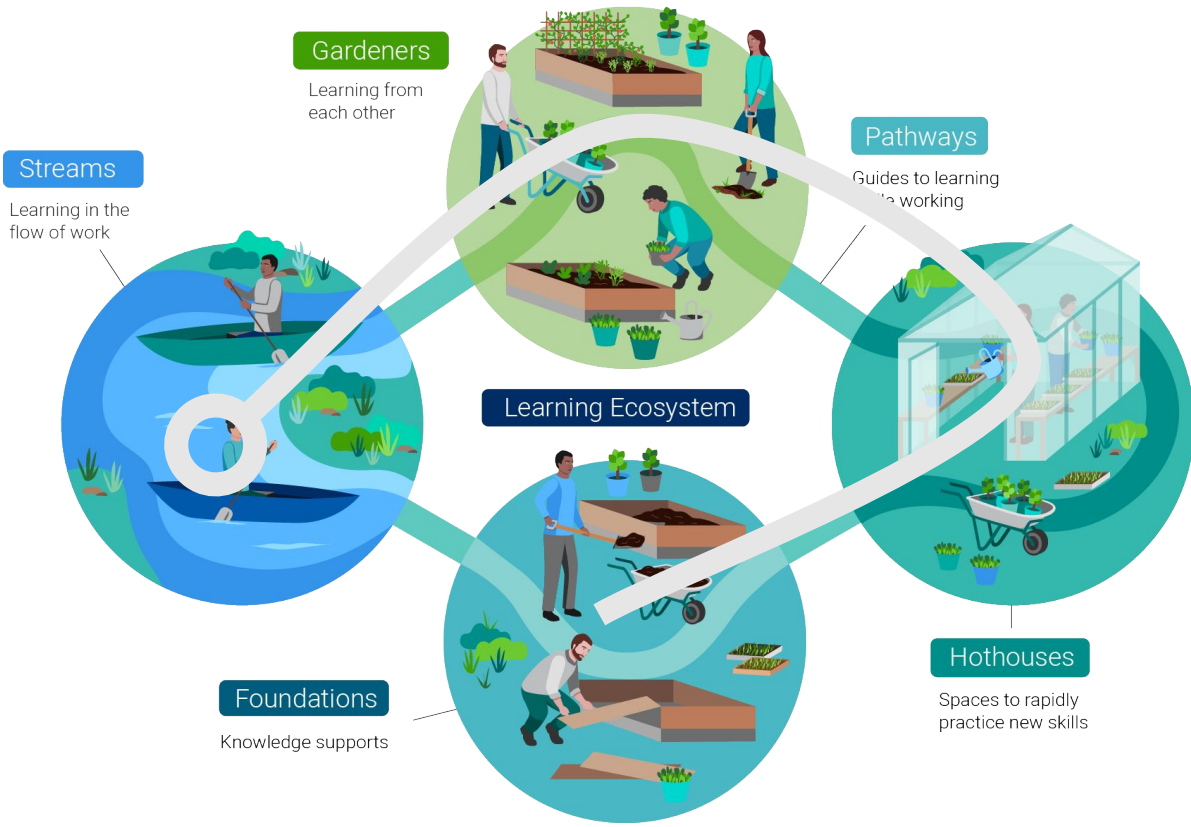
Next: Learning ecosystems from a performance viewpoint

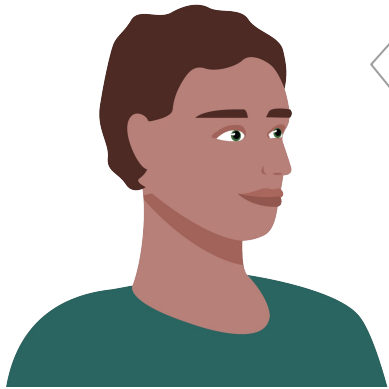


A **performance** ecosystem is an entity made up of components that work together to **help employee do their jobs**.

The relationship between the components means that the overall experience becomes more than the sum of its parts.

**Employees** have choices as they move through the ecosystem.





Back to Zane

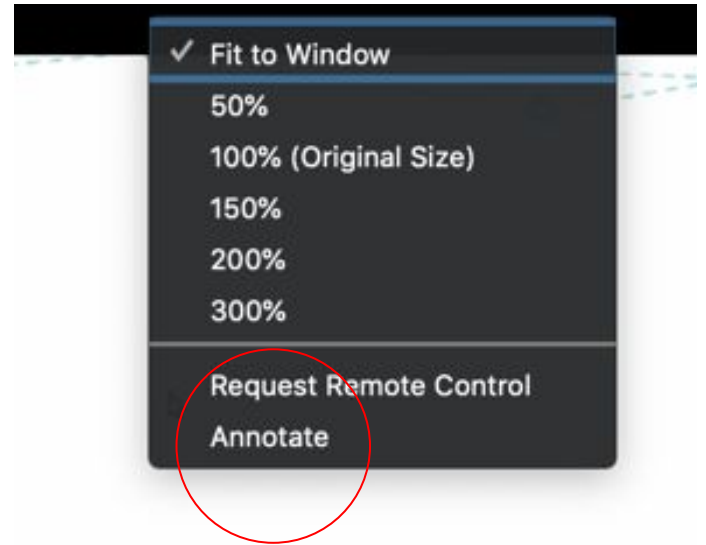
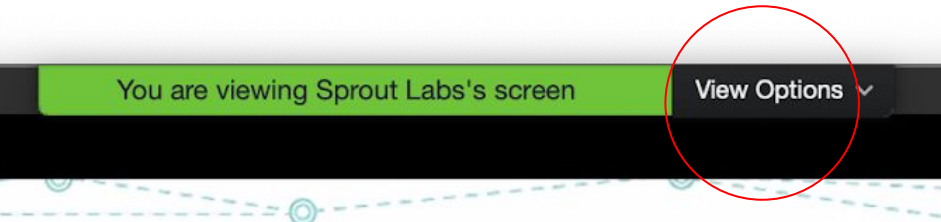
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# Annotation Tools

1. Choose the view options



2. Choose the Annotate menu item

# Annotation Tools



← Stamp tool





# Streams - learning in the flow of work

Reflection  
moment  
alerts ★★

Scheduled  
Time ★

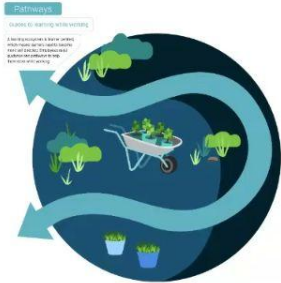
Daily  
learning  
snippets -  
email ★★

Real-time  
assistance -  
Chatbots

Contextual  
job aids ★★



Use the stamp tool to choose the tactic you think might create the most impact for Zane



# Pathways - we are goal oriented



Use the stamp tool to choose the tactic you think might create the most impact for Zane



Robin Petterd

Gardeners

Learning from each other  
When you work together to solve a problem, you learn from each other. You can learn from each other's experiences and from the mistakes you make. You can also learn from each other's successes and from the things you do well at. Learning from each other is a key part of being a team.



# Gardeners - learning with others

Working in peer groups on the portfolios

Pairing / Co working

★  
Peer to peer coaching  
Elizabeth Kelly

★  
Sharing boards

Retrospectives  
✓

★  
Sharing platforms



Use the stamp tool to choose the tactic you think might create the most impact for Zane



# Knowledge foundations and support

Job aids

Examples of completed portfolios

Wikis

Stories from other people as videos

Checklists



Use the stamp tool to choose the tactic you think might create the most impact for Zane



## Hothouses - Places to practise new skills



If the focus is on performance, do employees need opportunities to practice?

Please add your thoughts in chat



Robin Petterd

HOHOUSES

Options to rapidly prototype your idea

1. Build a prototype of your idea using a 3D printer, laser cutter, or other fabrication technology.  
2. Build a prototype of your idea using a 3D printer, laser cutter, or other fabrication technology.  
3. Build a prototype of your idea using a 3D printer, laser cutter, or other fabrication technology.



# Hothouses - we need places to practise new skills

'Be the assessor' ★  
★ ★

Hackathons

Making a mock portfolio ★  
★ ★

Custom chatbot to give feedback

★



Use the stamp tool to choose the tactic you think might create the most impact for Zane

# A map of what we have just co-designed



Daily learning snippets - email

Contextual job aids



Maps of the process

Workbook to guide



Pairing / Co working

Peer to peer coaching



Examples of completed portfolios

Checklists



'Be the assessor'

Making a mock portfolio



In chat, please share how you are going to **apply** what you've **learned** today.





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