Washington State Department of Enterprise Services

Collaborating for Customer Driven Learning Solutions that Work

Workforce Support & Development

Workplace Learning and Performance

March 23, 2017

Why WLP?

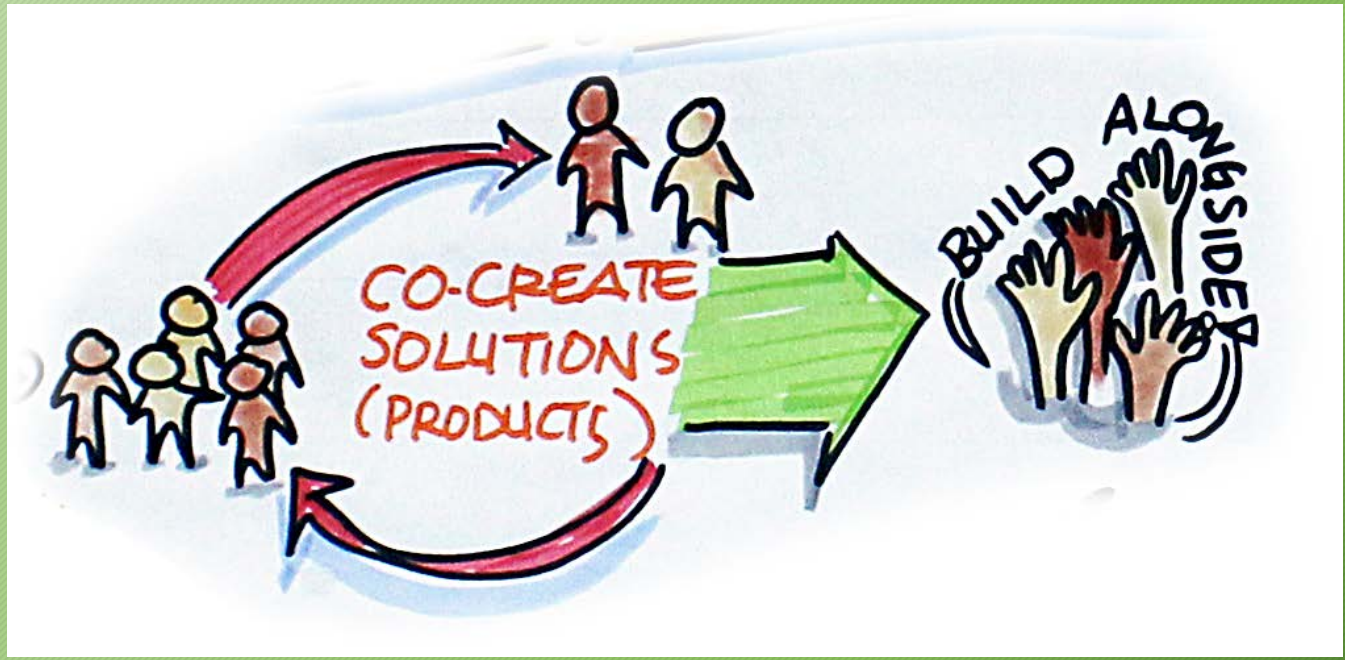
We exist to find enterprise business and learning solutions to help you –

- build a competent, engaged workforce
- retain them
- build for the future

Enterprise Commitment:

Develop Employees for the Present and Future of Washington State

We don’t do it alone and we don’t even have the largest role



A Model that is a Part of the Answer

Enterprise commitment for competent and confident employees now and in the future

Agency Engagement	Structured DES-based Learning and Tool Kits	Agency Action – sustaining a culture of learning and development
• Agency strategies for a culture & action supporting employee development	• Learning solutions designed to meet agency and enterprise business needs for success	• Competent and satisfied employees and customers to get the work done well
• Time & support for leaders to prepare for formal learning & lead	• Systems to facilitate learning and development	• Action for sustainable growth & development
• Manager support of leaders engaged in learning & development	• Communities of Learning	

Partnership for Success

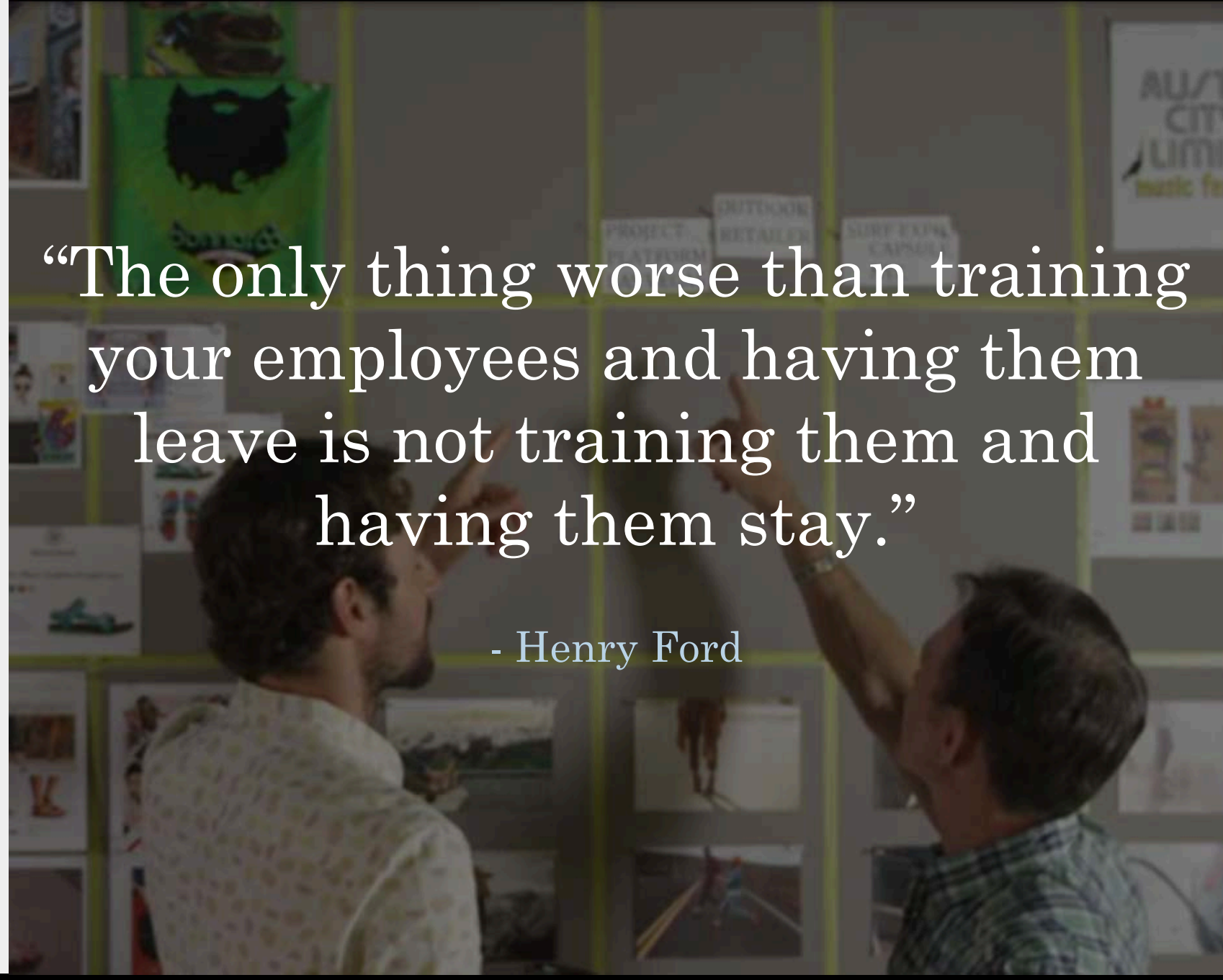
No one has all the resources, so we need to work together to achieve our goals?

DES brings you lynda.com Cost-Effective Online Video Training

A wide range of benefits

Agenda

- Background
- Benefits
- Getting Started
- Demo
- Ongoing Support



Quick Facts about lynda.com

Global Leader in Online Skills Instruction

5,500+
Courses (and counting)

10,000+
Enterprise Clients
...located across 52 countries

4M+
Members
...with 350k paying out of pocket

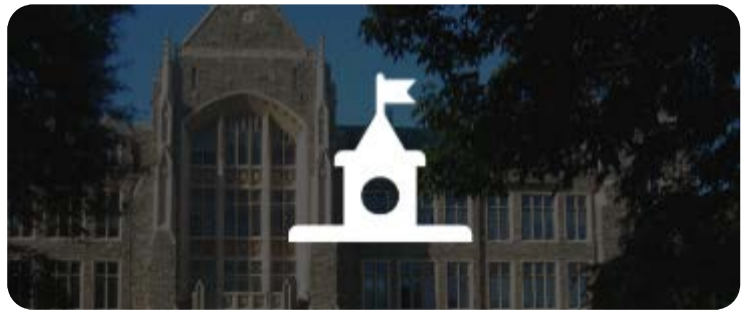
22
Years
lynda.com was founded in 1995

Corporations

- More than half of the Fortune 50 across all key industry sectors

Government

- Major U.S. Government Agencies (DOJ, CIA, FBI, Dept of State, Office of the President)
- All branches of U.S. Military



Education

- 60% of all US colleges and universities colleges
- 100% of Ivy League schools

Developing a *Culture of Learning* is great for business

...and research proves it

Business outcomes
from high-impact learning environments

+51%
Customer Satisfaction

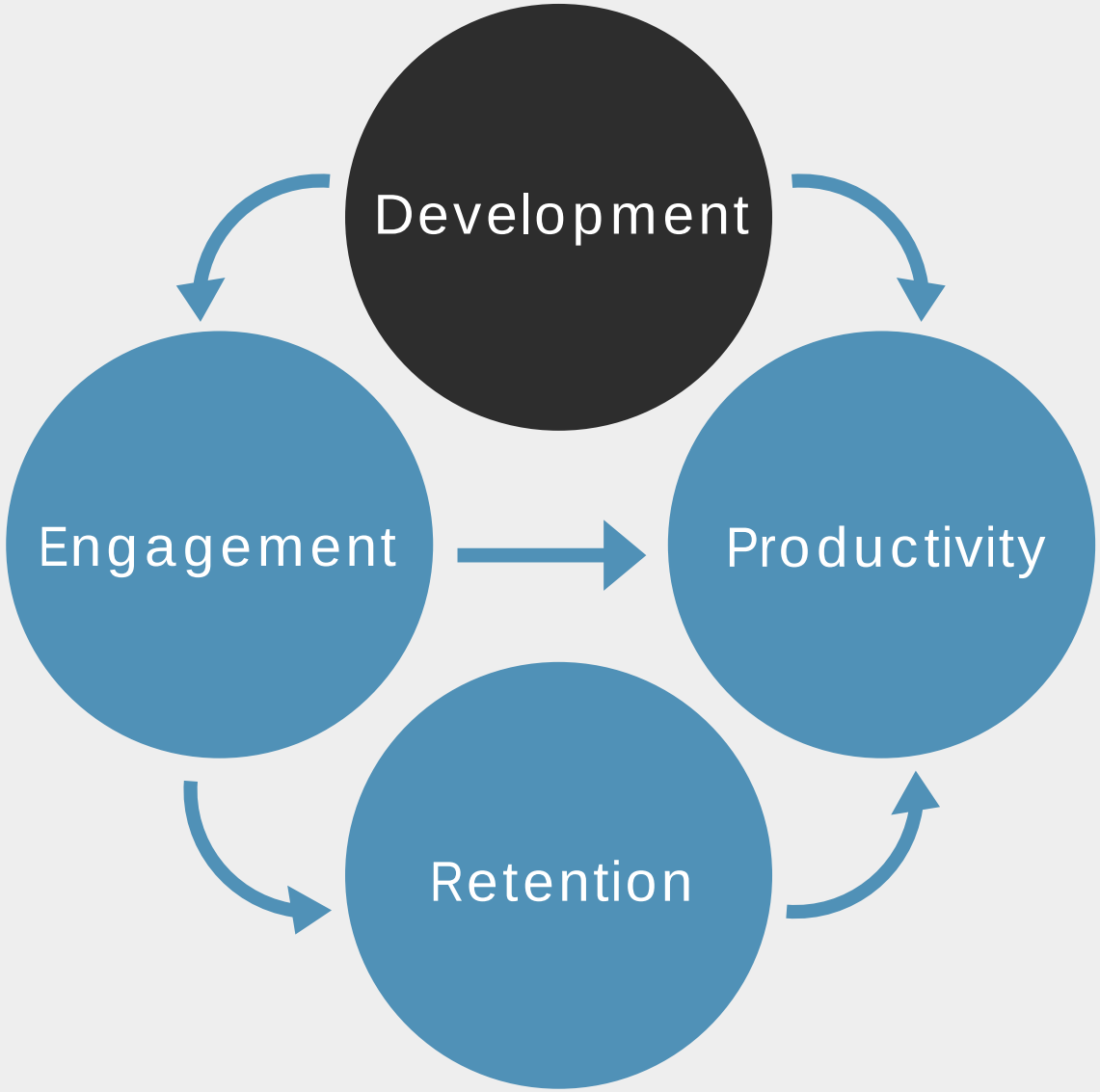
+56%
Time to Market

+79%
Employee Productivity

+42%
Customer Responsiveness

Source: Bersin & Associates, *High-Impact Learning Culture, The 40 Best Practices for Creating an Empowered Enterprise*

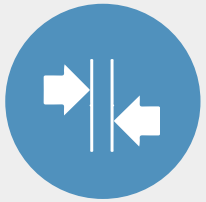
Developing a *Culture of Learning* is great for any organization!



Benefits of lynda.com Learning Solutions

Engaging

Top-quality training designed for optimal learning



Close skill gaps

Close mission-critical skills gaps with training for all skill levels

Mobile access

24/7 mobile, tablet, and offline access from anywhere

Ongoing support

Onboarding and technical support

Easy integration

Seamless integration with existing technologies

Reporting

Usage reports, assessments, certificates of completion

Over 5,000
+1,200 New Courses

Business

- Business Skills
- Business Software
- Education/Elearning
- Finance & Accounting
- Leadership & Mgmt
- Marketing
- Project Management

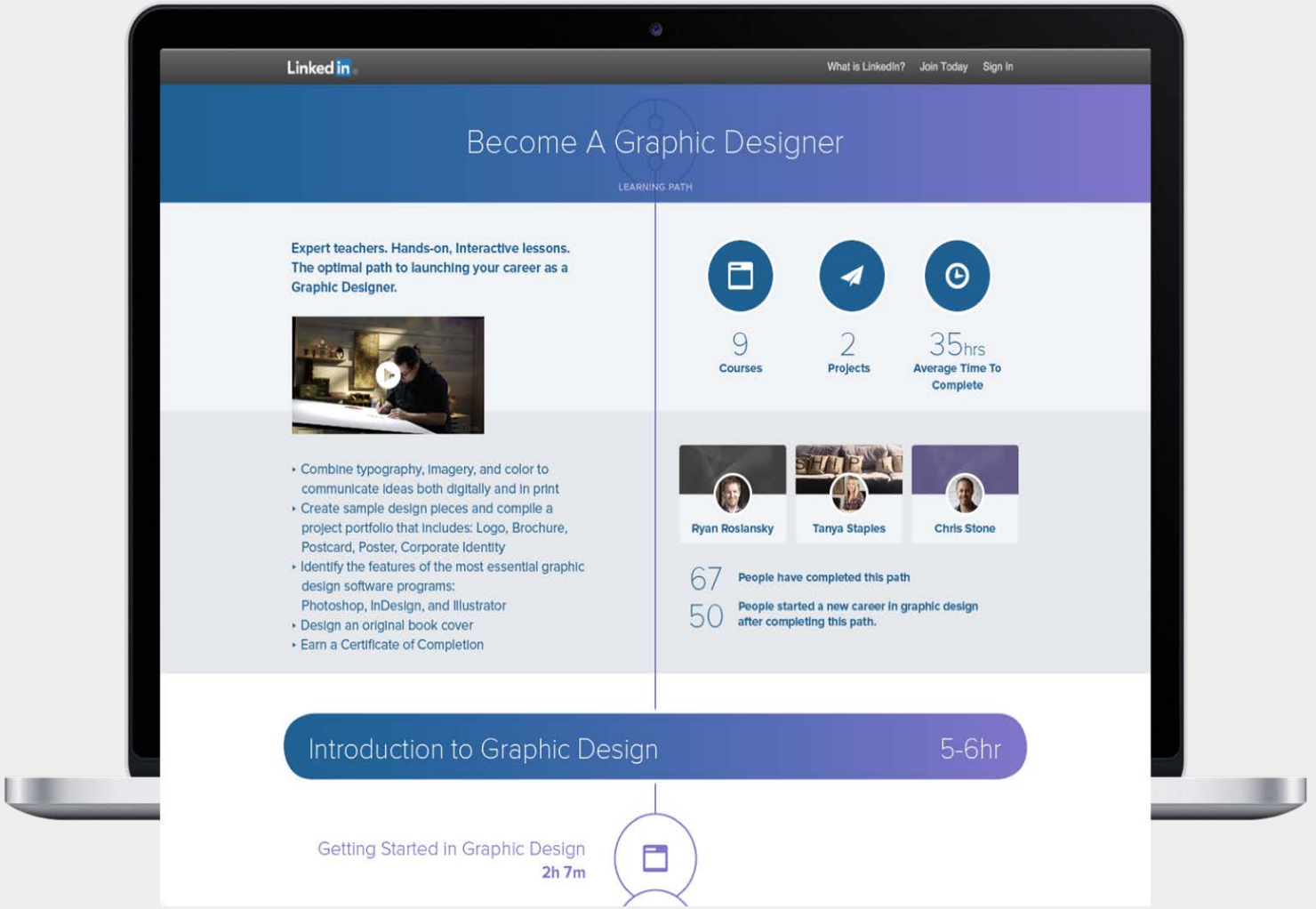
Technology

- Data Science
- Info Management
- IT Infrastructure
- Software Development
- UX Design
- Web Design
- Web Development

Creative

- 3D & Animation
- Audio & Music
- CAD
- Graphic Design
- Motion Graphics
- Photography
- Video & Visual Effects

Learning Paths

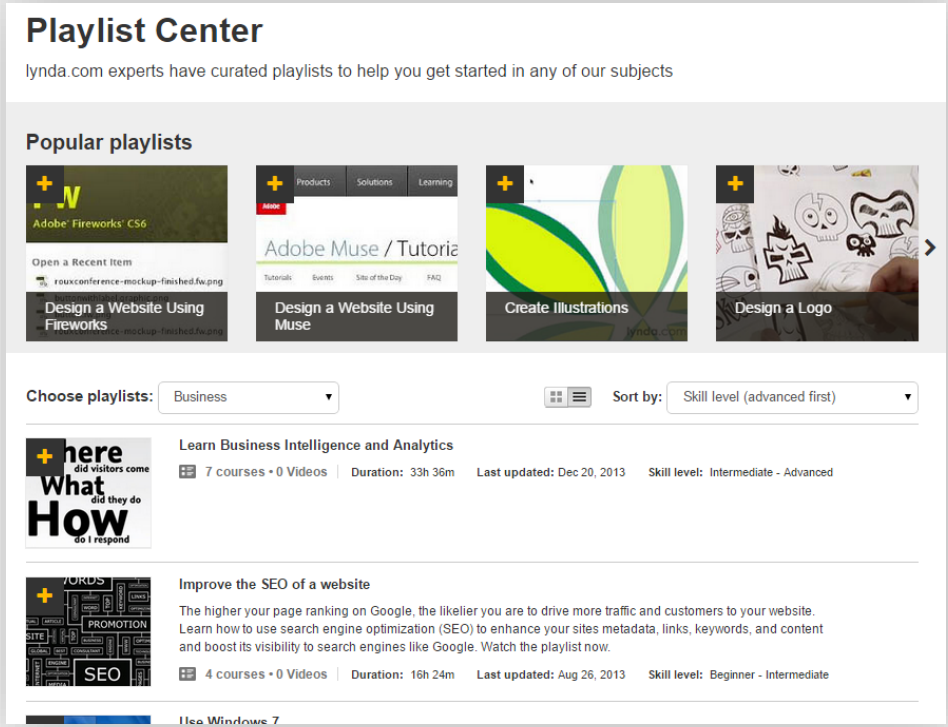


Become a Game Developer
Become a Programmer
Become an iOS Developer
Become an Android Developer
Become a Java Developer
Become a C/C++ Developer
Become a Python Developer
Become a User Experience Designer
Become a User Experience Researcher
Become a User Experience Strategist
Become an Interaction Designer
Become a Web Designer
Become a Front-End Web Developer
Become a Full-Stack Web Developer
Become a Business Analyst
Become an Agile Business Analyst
Become a Requirements Analyst
Become a Customer Service Manager
Become a Customer Service Specialist
Become the CEO of Your Business
Become an L&D Professional
Become an HR Manager
Become an HR Specialist
Become an Operations Manager
Become a Process Improvement Specialist
Become a Supply Chain Manager
Become a Product Manager
Become a User Experience Designer
Become a Product Designer
Become a Product Marketer
Become a Social Seller
Become a Sales Manager
Become a Sales Specialist
Become a Business Intelligence Analyst
Become a Data Scientist
Become a Professor

Becoming an Instructional Designer
Becoming an Instructional Developer
Becoming a Trainer or Instructor
Become an Accounts Payable Clerk
Become a Quickbooks Certified Pro
Become a Bookkeeper
Become an IT Technician
Become a Linux Network Admin
Become a Linux System Admin
Become an Amazon Cloud Admin
Become an executive
Become a better manager
Become a manager
Become a marketing analyst
Become a content marketer
Become a social media marketer
Become a digital marketer
Become an online advertiser
Become a lead gen specialist
Become an SEO specialist
Become a PMP
Become a project manager
Become a project coordinator
Become a project scheduler
Become an agile project manager
Become a senior project manager
Become a program/portfolio manager
Become a Freelance Writer
Become a Business Writer
Become a Marketing Writer
Become a Level Designer for Games
Become a Prop Artist for Games
Become an Environment Artist for Games
Become a Digital Illustrator
Become an Artist
Become a Comic Book Artist

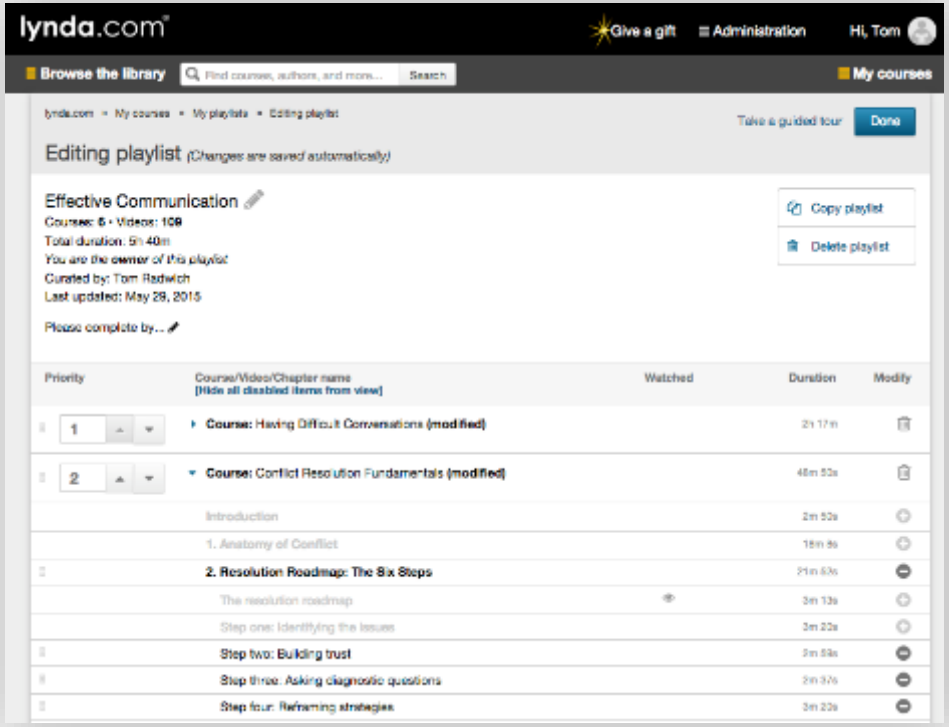
Become a Digital Painter
Become a Recording Engineer
Become a Mix Engineer
Become a Music Producer
Become a Songwriter
Become a Recording Arts Teacher
Become a Music Business Entrepreneur
Become a Facilities Manager
Become a Junior Architect
Become an Entry Level CAD Draftsperson
Become an AEC CAD Technician
Become a BIM Specialist
Become a Construction Manager
Become an Industrial Design CAD Technician
Become a CAD Technician in Civil Engineering
Become a Survey CAD Technician
Become an Industrial Designer
Become an Electrical Engineer
Become a Publisher
Become a Graphic Designer
Become a Print Production Professional
Become a Design Business Owner
Become a Mograph Artist
Become a VFX Compositor
Become a 2D/3D Tracker
Become a freelance photographer
Become a wedding and event photographer
Become a photojournalist
Become a real estate photographer
Become a portrait photographer
Become a photographer
Become a video colorist
Become a video sound designer
Become a Corporate and Business Filmmaker
Become a documentary filmmaker
Become a Video Editor

Create Custom Learning Paths



Curated playlists

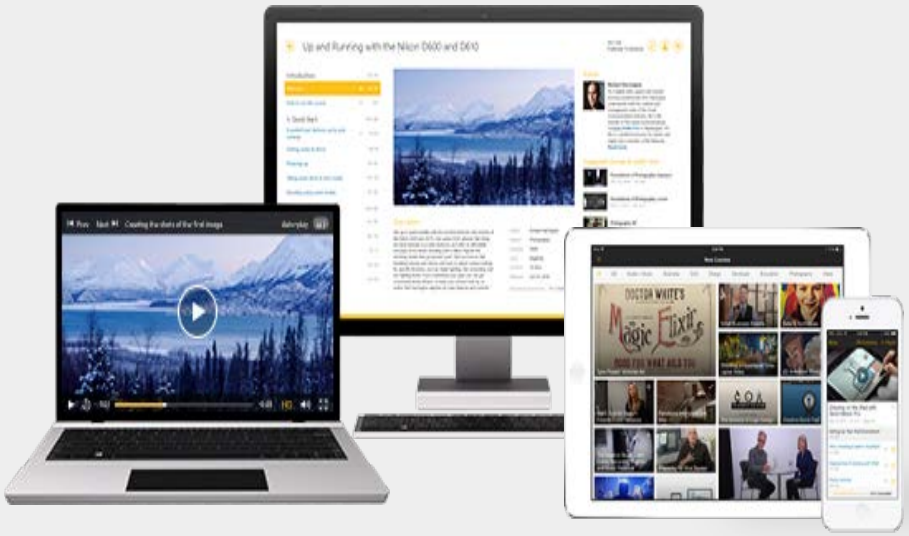
- Role-based (by function, level)
- Competency-based



Design your own playlist

- Course-level or item-level
- Start from scratch or modify curated playlist

Learn Anytime, Anywhere



Lack of time is the #1 reason people forgo training at work

Encourage self-learning

- Allow time for self-directed learning (even unrelated skills *will* translate)
- Learn more about finding your "Einstein Window" from *Managing Your Time* by Todd Dewett

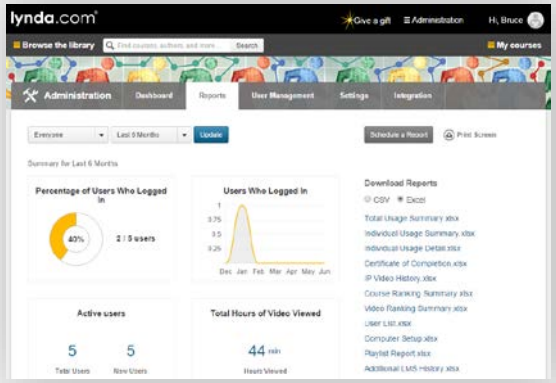
Start a "Course Club"

- Discuss courses watched on a regular basis

Utilize mobile access

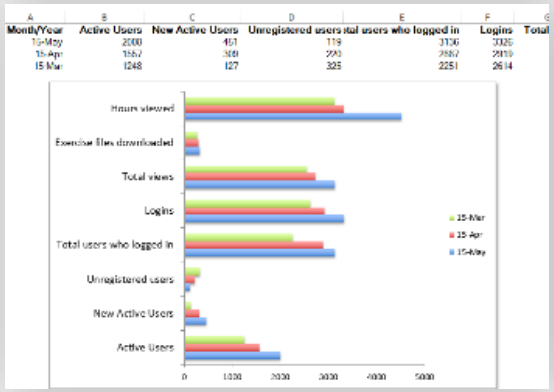
- Download and watch offline using our apps, lynda.com/apps
- Listen on the go just like a podcast

Measure Adoption, Usage, and Learning



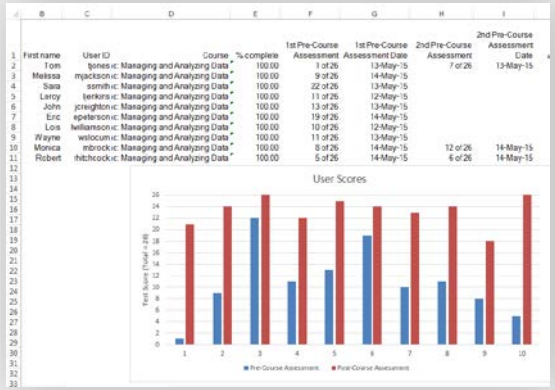
Reporting Dashboard

At-a-glance metrics on user activity



Usage Reporting

Gauge adoption with login and course view metrics



Assessments

Measure learning retention with assessment scores

Certificates of Completion

Encourage achievement and track user success

Getting started right

1 Build your lynda team	2 Announce lynda.com	3 Account & user setup	4 Host training sessions
Get manager and key stakeholder buy-in	Create many touch points for announcement	Add users, create groups, and identify admins and sub admins	Use Lynda.com webinar archive to host a Lunch and Learn

In 12 months:
Over 28,000 hours of learning across the state

Top Courses

Excel 2013

Project Management Fundamentals

ITIL Foundations

Office Migration

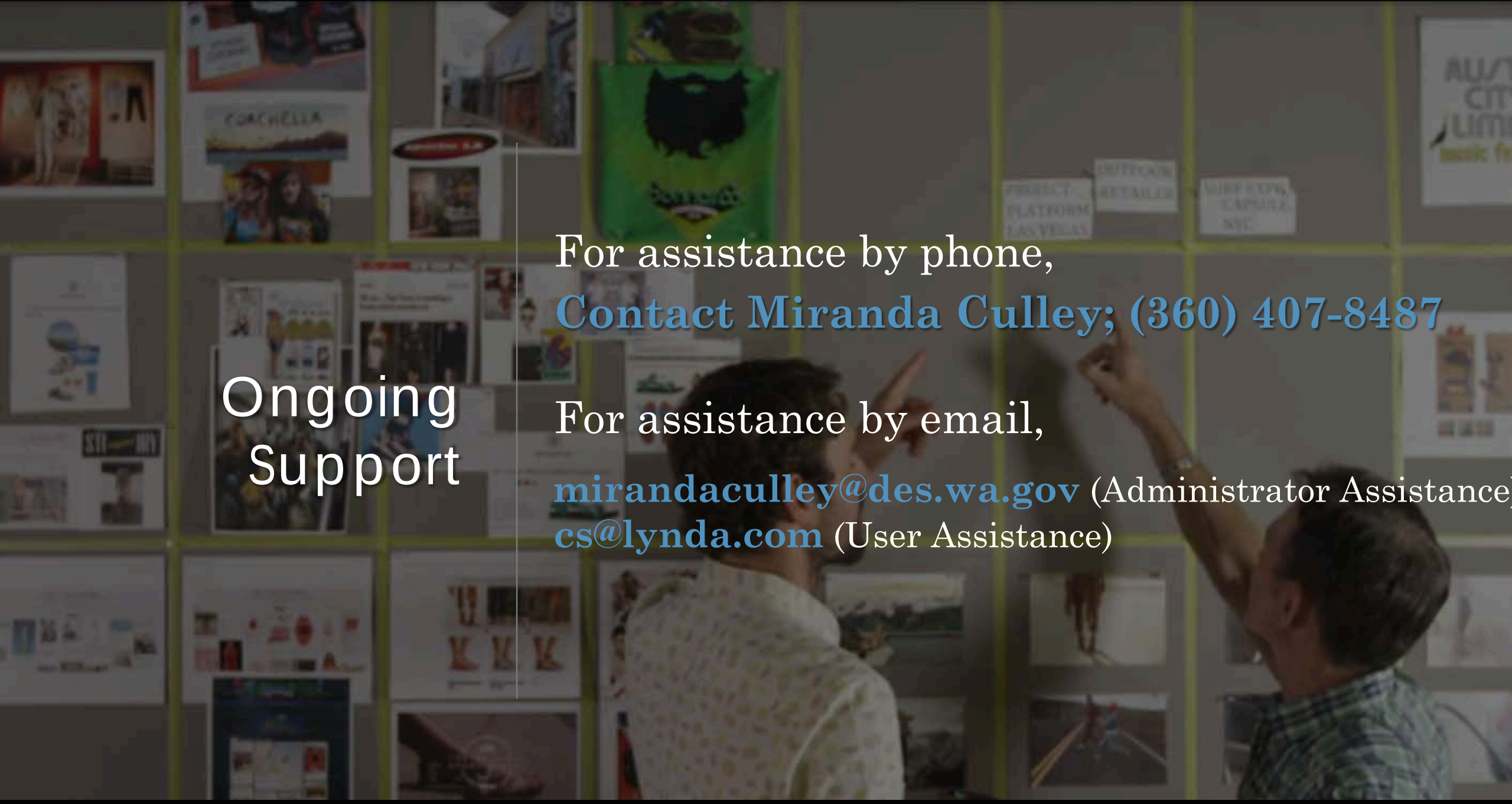
Foundations of Programming

Customer Service

Time Management Fundamentals

Subscription Term
December 1 – November 30

$35 per subscription



Ongoing Support

For assistance by phone,

Contact Miranda Culley; (360) 407-8487

For assistance by email,

mirandaculley@des.wa.gov (Administrator Assistance)
cs@lynda.com (User Assistance)

Washington State Department of Enterprise Services

Workforce Learning & Performance Training Team

Workforce Support & Development

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Workplace Learning and Performance

FMAC Meeting Presentation

Thursday, March 23, 2017

Instructor Led Training

Variety of modes of Learning

- Online
- Instructor Led
- Virtual training

Overview

- Over 300 courses
- Over 20 different subject areas
- Most ½ day to 1 day

Washington State Department of Enterprise Services

Workplace Learning & Performance

Customer Driven Learning Solutions

Change Management

- Managing Change and Making Great Decisions
- Managing Transition and the Human Side of Change

Organizational Development

- Coaching the Washington Way
- Daily Lean Practices
- Lean Facilitation
- Problem Solving the Washington Way

Modern Workplace

- Diversity and Inclusion
- Generational Differences
- Understanding the Diverse Workforce

Project Management

- Project Management Certificate Program
- Project Management for Non IT Staff

Accountability

- Crucial Accountability
- Leading and Managing for Performance and Accountability
- Performance & Development Plan

Analytics & Data Storytelling

- Business Analysis (Series)
- Collecting Meaningful Data

Leadership Development/Succession Planning

- Leading Others
- Developing Leaders Before It's Too Late
- Developing Employees to Their Best Potential
- Steps to Becoming a Supervisor

Resiliency

- 7 Habits of Highly Effective People
- Building Confidence, Competence and Credibility
- Emotional Intelligence

And don't forget our Washington State specific e-learning

(Available in the LMS)

- Pay, Leave & Time
- Performance Plans & Reviews
- Resolving Performance Issues
- Unlawful Employment Discrimination
- Ethics in State Government
- Hiring Process
- Sexual Harassment Awareness & Prevention
- Sexual Harassment Prevention for Managers
- Civil Service Rules & Labor Relations
- IT Security Awareness Training

Customers with Different Needs

- Program Managers
  - Real Time Class Info
  - Numbers for Budget
  - Quick Access to Info

Customers at the User Level

- Project Management Courses
- Crucial Conversations
- Emotional Intelligence
- Steps to Becoming a Supervisor
- Excel Training

Bringing Solutions to our Customers

- We can bring learning solutions to you, the customer.
- Customized to meet your needs specifically.
- Competitive market pricing

Thank you for your time!

- Rachael Stich 360.407.8441 rachael.stich@des.wa.gov
- Learning Solutions Operation Team 360.664.1921

  traininginfo@des.wa.gov

Washington State Department of Enterprise Services

Leadership Development

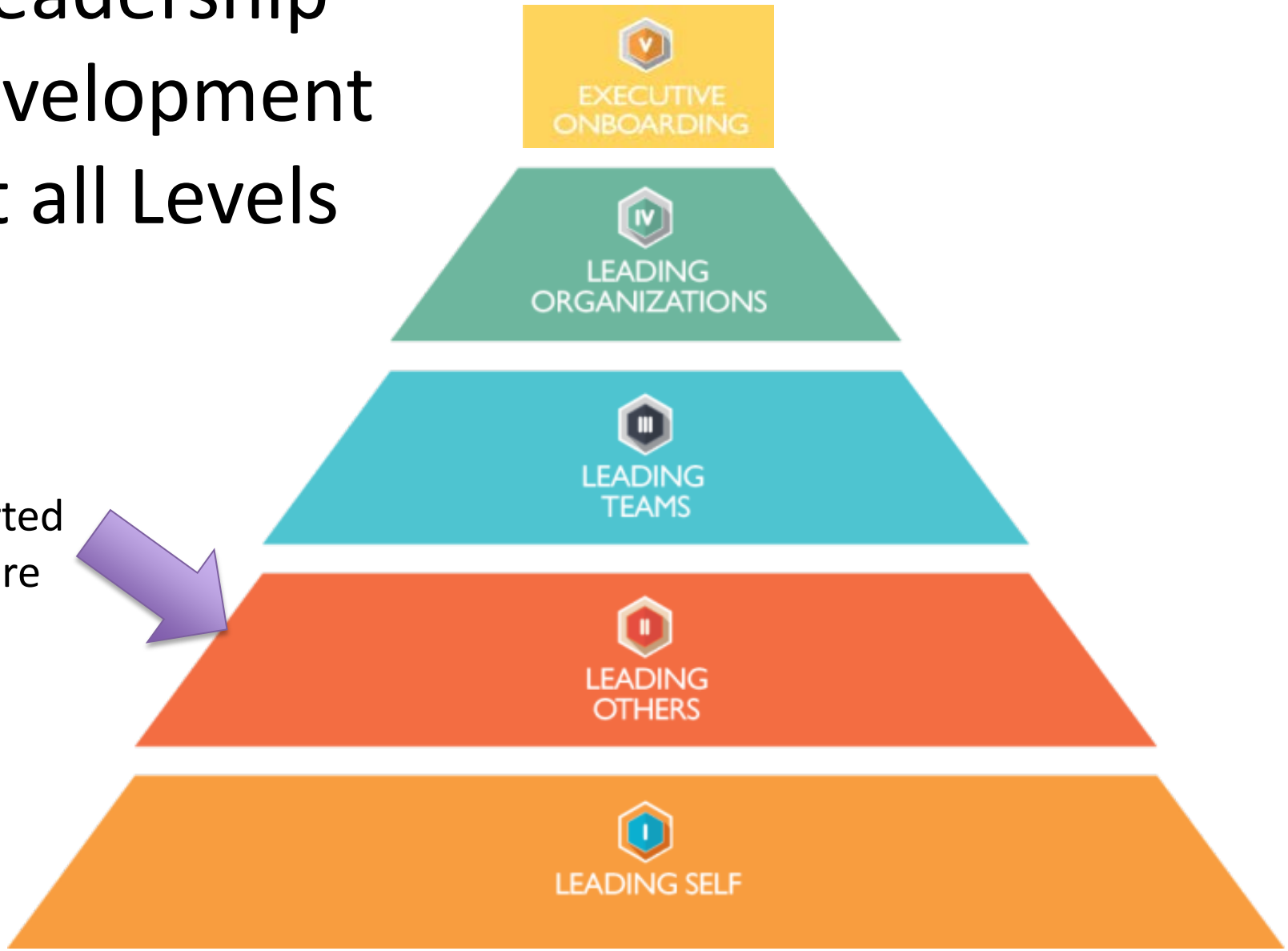
Workforce Support & Development

Business Need Driven Solutions

We asked and this is what we heard –

A pipeline of effective leaders
for the present and future
of Washington State

Leadership Development at all Levels



Started Here

Enterprise commitment:
Develop Leaders
for the Present and Future of Washington State

Agency

Build a culture of learning and leadership

DES

Structured Learning and Tool Kits

Agency

Sustain a culture of learning and leadership

Leading Others

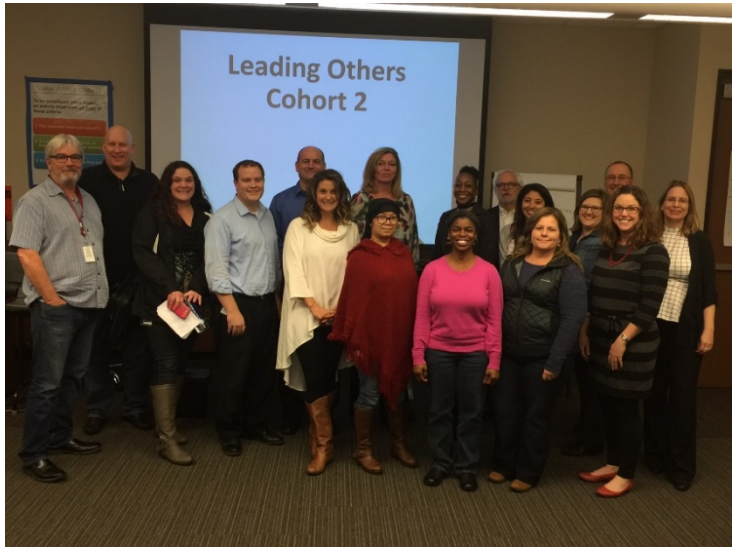
Using the leadership competencies developed by the Deputies (and others) as a foundation, Leading Others provides:

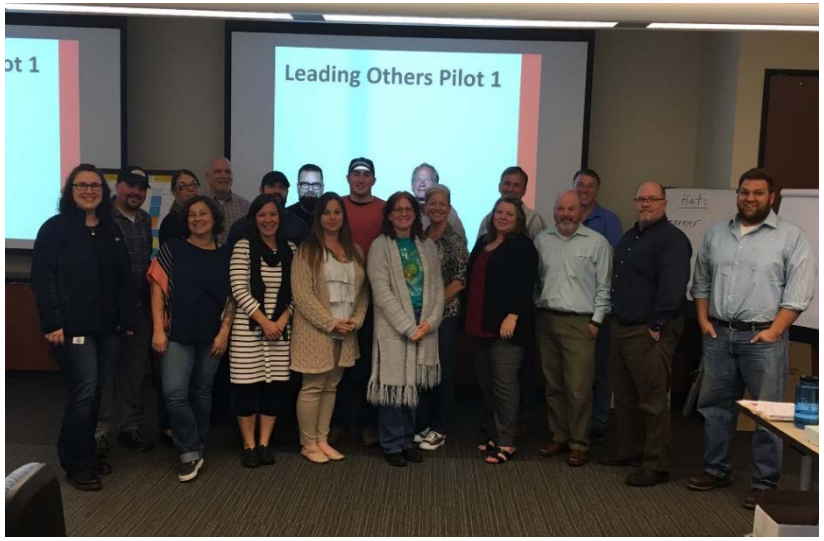
1. Foundation of technical supervisor knowledge.
2. Facilitation of a mindset shift.
3. Interpersonal skills necessary for success.

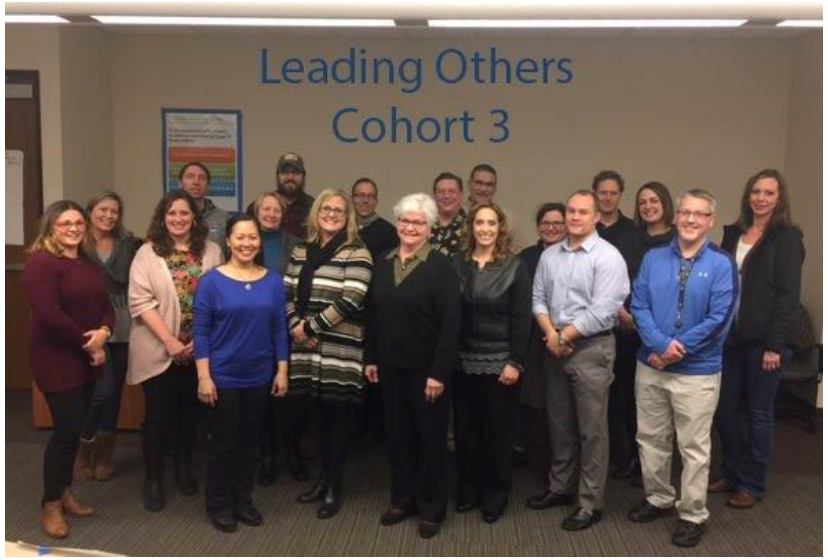
Does Leading Others Make a Difference?

Leading Others Pilot

3 Cohorts







60 Participants
22 Agencies

Learning from the Pilots

- Knowledge/skills assessment – pre and post
- Plus/Delta exercise in real time
- Asked participants at end of each day
- Course Evaluation after Day 3

Does Leading Others make a difference? The data says yes!

- Over 91% said they can apply what they learned in the course.
- Pre and post assessment scores increased in all six focus areas, and all six e-Learning areas

Increase in all six focus areas

1. **Leading from the inside out**
2. **Your role as a leader**
3. **Building trust**
4. **Practices for powerful communication**
5. **Coaching as a leader**
6. **Giving and receiving feedback**

Leading Others Pre-Post Assessment

Strongly Agree/Agree

I can describe how to rebuild trust.	
Pre	51%
Post	93%
I know how to create a safe zone for my staff when conflict occurs.	
Pre	39%
Post	89%
I use varied strategies for handling conflict.	
Pre	49%
Post	91%
I use the State of Washington's leadership competencies to be a more effective leader.	
Pre	25%
Post	78%

Increase in all 6 e-Learning areas

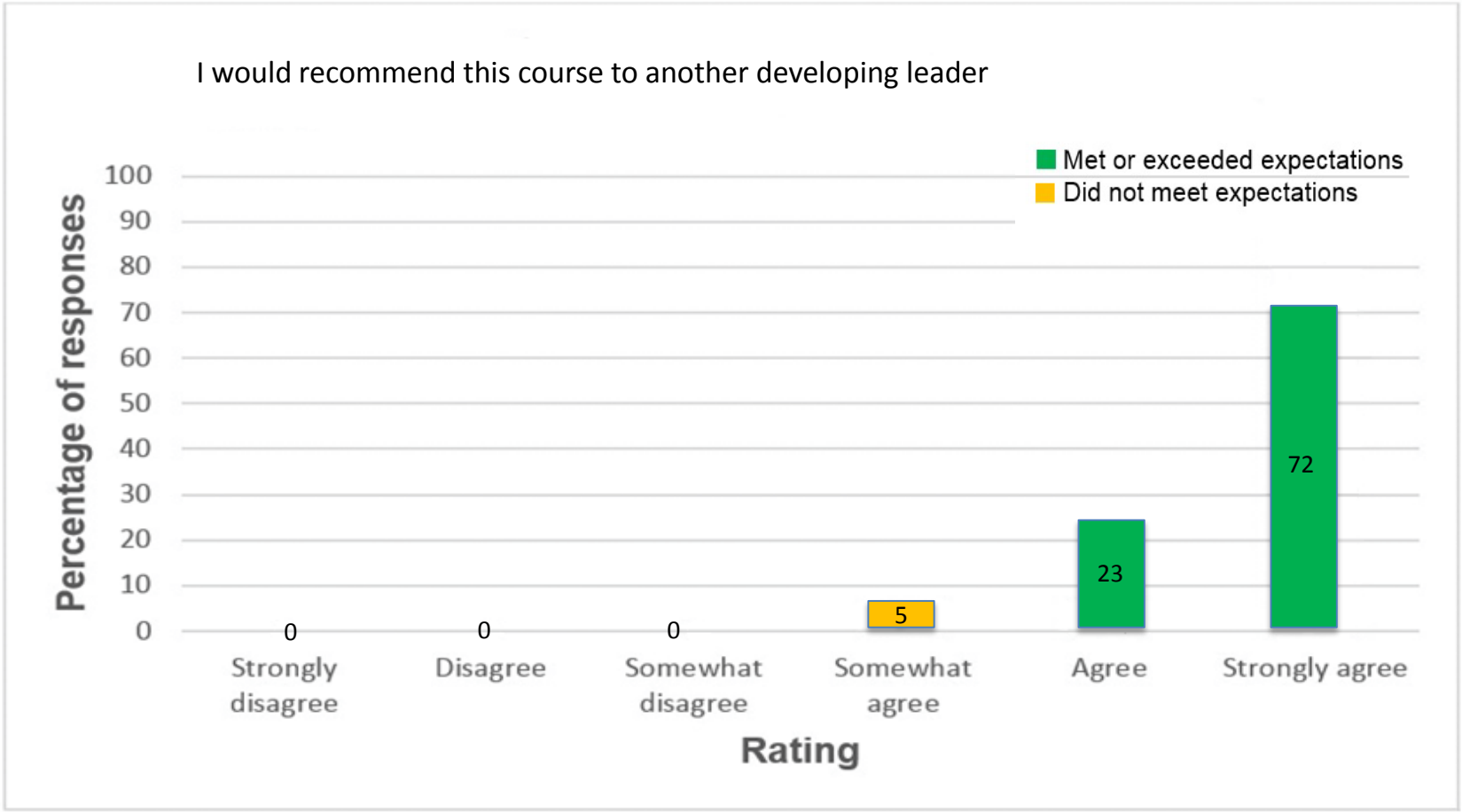
1. **Unlawful Employment Discrimination**
2. **Civil Service Rules and Labor Relations**
3. **Performance Plans and Review**
4. **Pay, Leave and Time**
5. **Hiring Process**
6. **Resolving Performance Issues**

E-Learning

Strongly Agree/Agree

Unlawful Employment Discrimination	
Pre	33%
Post	94%
Civil Service Rules and Labor Relations	
Pre	43%
Post	94%
Performance Plans and Review	
Pre	56%
Post	93%
Pay, Leave and Time	
Pre	56%
Post	95%
Hiring Process	
Pre	64%
Post	95%
Resolving Performance Issues	
Pre	44%
Post	95%

95% of participants would recommend Leading Others



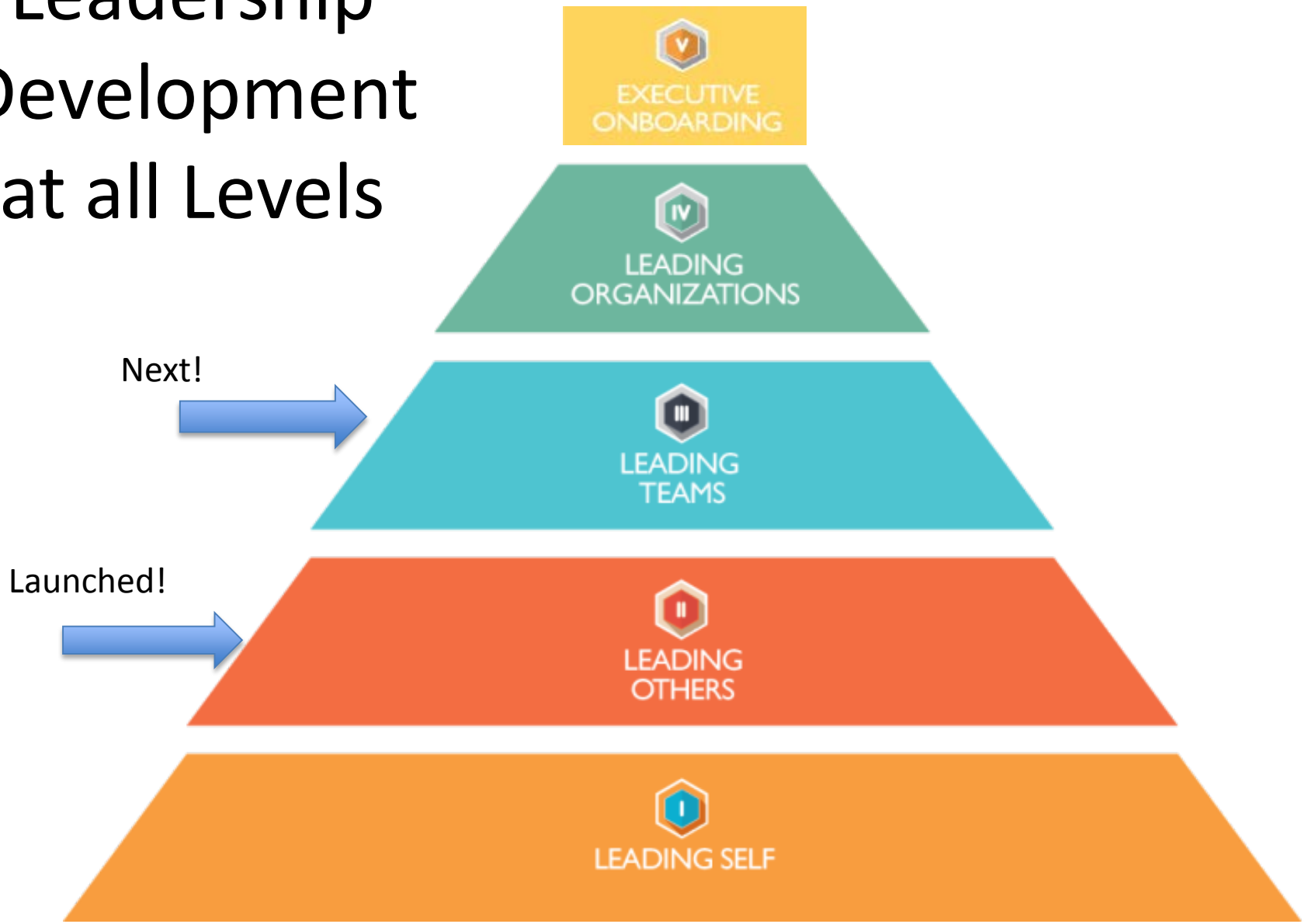
95%

Source: Pilot 1 - 3 Course Evaluations

Leading Others launched, so what's next?

- Continued customer interviews with Deputies, training managers and other stakeholders.
- Asked, "What would you like to see us do next?"

Leadership Development at all Levels



Leading Teams

Leadership development designed for middle managers in the public sector

1. We are gathering customer feedback now.
2. We will use Leading Others as a foundation.
3. Determine funding strategy and plan to have pilot ready in the summer.