Power the Learning Transformation with SuccessFactors Learning

Preeti Haldipur, SAP
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Our Speakers

Kelly Rider
Global Head of Learner Experience
SAP

Kelly Rider leads the global content strategy and learner experience at SAP to ensure L&D teams and individuals have the knowledge, tools and skills to deliver innovative and modern learning and development experiences.

Joe Russo
Learning Management and Curriculum Architect
Penn Medicine Academy, Strategic Learning Solutions

Joe has been a lead system administrator for the SuccessFactors LMS for four years. He supports over 55,000 employees and over 800 LMS administrators. Joe’s expertise includes assignment profiles, assessments, connectors, and custom reports.
“The world is changing; complexity in society and business growth is changing the future of jobs and skills……

……To this end, individuals as well as organizations will need to adopt a growth mindset and nurture the creativity, agility and lifelong learning skills that will make us, not just resilient, but thriving as the world changes.”

-Anne Lise Kjaer
Product strategy

Create the ideal employee experience

Deliver a human-centric experience and reimagine the employee journey across every moment that matters

Build the Organization of the Future

Deliver an agile global people platform

Empower HR with the solutions and insights to be a catalyst for breakthrough talent and operational excellence
Agenda

Empowering Employee Development
- Joe Russo, Learning Management and Curriculum Architect, Penn Medicine Academy

Delivering the Next-Gen Employee L&D Experience at SAP
- Kelly Rider, Global Lead-Learner Experience, SAP

Q & A
Empowering Employee Development
Who is Penn Medicine?

• Region’s top-rated academic medical center
• Our nation’s first hospital and first medical school
• Six hospitals and ten specialty centers plus hospice, physical therapy, and behavioral health services, serving Eastern Pennsylvania and New Jersey
• Over 55,000 faculty and staff
Hello. We are Penn Medicine Academy.

PMA partners with you to architect solutions when you:

- have a significant challenge that **impacts** culture, people, processes, or structures;
- need to **develop** long-term strategies, determine priorities and implement a plan;
- need a sounding board to help **solve** problems impacting your team;
- need to **strategize** to develop your key talent.
Behavioral Competency Model

1. Compassionate
   - Instills Trust
   - Values Differences

2. Present
   - Patient/Customer Focused

3. Persuades
   - Builds Networks
   - Balances Stakeholders
   - Courage
   - Decision Quality

4. Empowered
   - Critical Thinking and Problem Solving
   - Nimble Learning
   - Interpersonal Savvy

5. Organizational Savvy
   - Drives Engagement
   - Optimizes Work Processes
   - Develops Talent
   - Plans and Aligns
   - Directs Work
   - Attracts Top Talent
   - Builds Effective Teams
   - Business and Financial Acumen
   - Manages Innovation and Change

KORN FERRY
FYI for your Improvement
Compassionately Developed Goals
# Performance Evaluations

## Part B: Assessment of Leadership Competencies

Assess the degree to which you/your employee demonstrate(s) the Level 5 Penn Medicine Behavioral Competencies using the Level 5 rubric. Hover over the competency name, and the “Talented”, “Skilled” and “Needs Development” check boxes for the definition of each and rate yourself/your employee as appropriate. Check only one box per competency.

<table>
<thead>
<tr>
<th>Level 1 Competencies</th>
<th>Employee Self-Evaluation</th>
<th>Manager Evaluation of Employee</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Talented</td>
<td>Skilled</td>
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<tr>
<td>Instills Trust</td>
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The Modern Employee

- Oriented to mobile technology (“always on”)
- Intergenerational Workforce
- Commitment to their career, not the organization
- Longer careers (living longer)
- Continuously learning
  - Learning event vs. process
  - Learning in the flow of work
Multiple Paths to Learning
Patient/Customer Focus: **Using Curricula**

**Pros:**
- Employees go to one place to find content they need for development.
- Reporting is robust.

**Cons:**
- All courses are put on the learning plan.
- Employee is not aware of the correct order.
- Limited to Items
- Supplemental materials (videos, links, etc.) have to be compiled into a custom content object and item.
Patient/Customer Focus: Using Programs

Pros:

- Employees go to one place to find content they need for development.
- One item on the learning plan.
- Employee knows in which order the courses should be taken.
- Supplemental materials (videos, links, etc.) can be added directly.

Cons:

- Reporting challenges – but they can be overcome.
Next Steps

• More programs
  • Competency skill development
  • Companion programs for instructor-led classes
• Customize reports
• Recommendations
Delivering the Next-Gen L&D Experience
Consumer experience  vs.  Employee experience
It is upon organizations and HR to create a consumer-grade experience for employees that helps them take their capabilities to the next level... and delivers measurable individual and business impact.
SAP's Vision to Deliver the Next Generation Experience
Delivering Next-Gen Employee L&D Experience at SAP

Define Measurement Strategy

Optimize Current Investment

Govern and Manage Content
My Learning Page

Focused on content tailored for the individual: their assignments, history, and recommendations
Explore Page

Exploring newly feature, trending external content, and other ways to learn at SAP such as peer learning and experiences.
“Other Ways to Learn” Banner

Custom scrolling banner on My Learning and Explore pages with the same content as “advertisements” with the “other ways to learn at SAP” manner to feature global programs for experiential learning.

- Mentoring Tool
  - A mobile-friendly learning experience platform that aligns with learning and development goals of learners. It helps learners to apply competencies, receive feedback, and improve skills.

- Talent Marketplace
  - A platform for employers to find employees with the right skills and for employees to find job opportunities.

- Coach Finder
  - A tool to find certified coaches who can provide personalized coaching.

- Custom HTML and CSS
  - Maintained quarterly via governance policies.
My Learning: Recommendations

Learning Leaders and Peer recommendations made clear with expanded tile.

- Standard product tile
- Assigned to different assignment profiles + peer recommendations
- Future state should include machine learning recommendations based on various user-specific data
My Learning: My Achievements

Gamification elements such as badges, points, levels, and leaderboards (using SAP Cloud Platform technology) are one more way to motivate learners to interact with content on the LMS.

- Standard product tile
- Governance in place, Managed Services requests for custom badges necessary
Explore: Featured Tile

Highlighting Board-Area offerings of importance, determined by Board Area leaders monthly based on one of these featured classifications: featured, new or revised

- Standard product tile

Governance in place, assigned globally to ALL SAP employees regardless of assignment profile
Explore: ProSkills Library

Collections of carefully selected courses that cover SAP's core human skills and the hottest professional skills our employees need today.

- Custom tile linking to Collections (LMS functionality to curate resources)

Globally available, governance in place. Changes must be requested to HOCS
Featured Providers

A list of our featured providers, especially Learning Hub Employee Edition and Open Content Network partners.

- Custom tile
- Simplified list of third-party content providers available to employees
Explore: Trending Searches

Direct links providing our learners with top trending searches both internally on Success Map Learning and across different third-party providers.

- Custom tile with direct links to catalog searches for popular terms
- Updated quarterly by HOCS based on popular search terms and topics reports
SuccessFactors
Next Generation
System of Engagement
(Future)
Thank you.

Contact information:

Preeti Haldipur
Senior Solution Adoption Advisor
Just 5 secs to complete the session survey on the APP!

Open Agenda

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