

SAP SuccessFactors 💙

Power the Learning Transformation with SuccessFactors Learning

Preeti Haldipur, SAP September, 2019

PUBLIC



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......

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



Self-Development Manages Ambiguity Interpersonal Savvy

COMPASSIONATE Instills Trust Values Differences

PRESENT Patient/Customer Focused

EMPOWERED Critical Thinking and Problem Solving

COLLABORATIVE Collaborates Communicates Effectively

ACCOUNTABLE Ensures Accountability Demonstrates Self-Awareness





Performance Evaluations

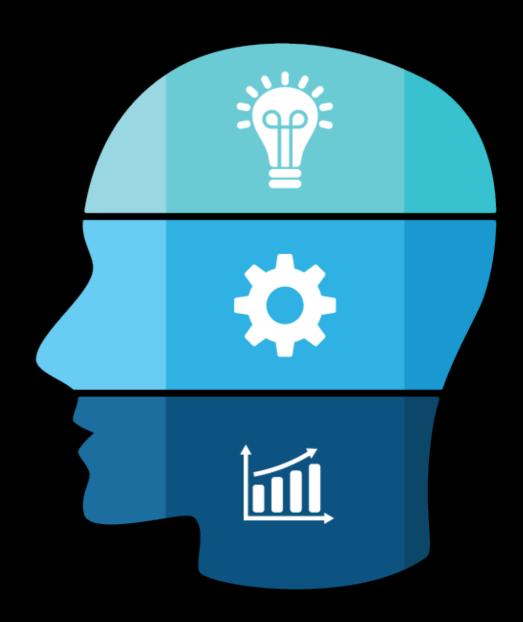
Part B: Assessment of Leadership Competencies

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.

	Employee Self-Evaluation					Manager Evaluation of Employee				
Level 1 Competencies	Talented		Skilled		Needs Development	Talented		Skilled		Needs Development
Instills Trust			✓				✓			
Values Differences	commitm credible a	nents and keeps co	rust of others easily; onfidences; expresse anner; models high :	s self in a			✓			
Patient/Customer Focus		✓				✓				
Critical Thinking and Problem Solving	✓					✓				
Collaborates		✓						✓		
Communicates Effectively			✓					✓		
Ensures										

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

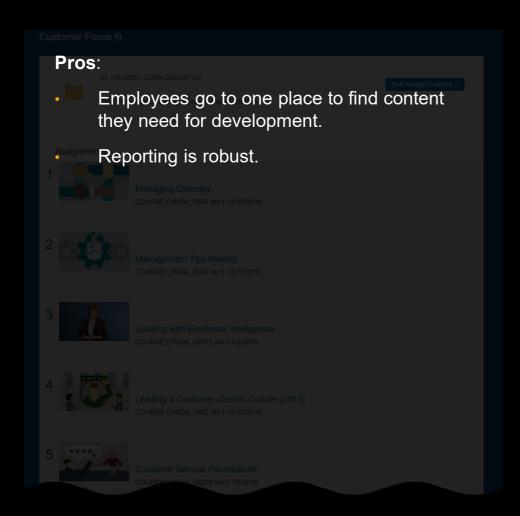


Multiple Paths to Learning



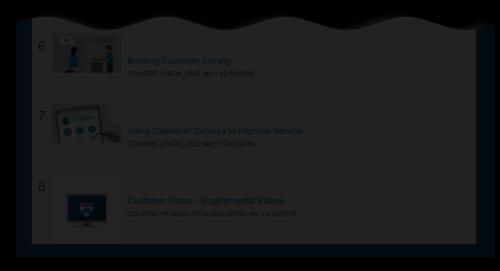
Penn Medicine Academy - Building an Agile Culture

Patient/Customer Focus: Using Curricula

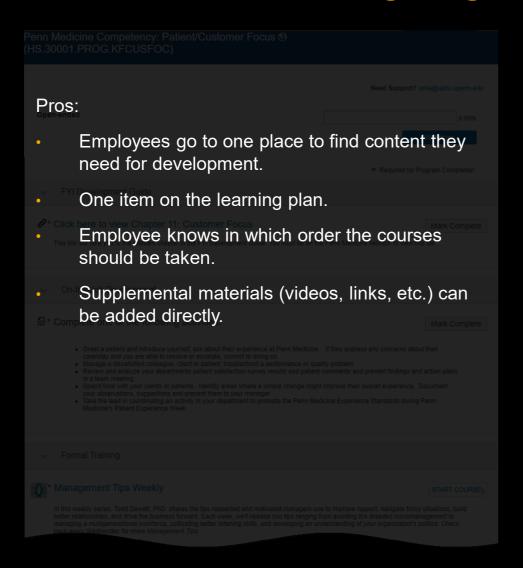


Cons:

- 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.

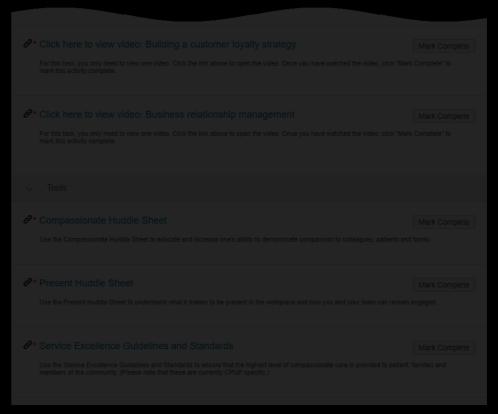


Patient/Customer Focus: Using Programs



Cons:

• Reporting challenges – but they can be overcome.



Next Steps

- More programs
 - Competency skill development
 - Companion programs for instructor-led classes
- Customize reports
- Recommendations



4

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

3

Persuades Builds Networks Balances Stakeholder

Courage
Decision Quality

2

Manages Conflict Tech Savvy Self-Development Manages Ambiguity Being Resilient Nimble Learning Interpersonal Savvy

1

COMPASSIONATEInstills Trust
Values Differences

PRESENT
Patient/Customer
Focused

EMPOWERED
Critical Thinking and
Problem Solving

COLLABORATIVE
Collaborates
Communicates
Effectively

ACCOUNTABLE
Ensures Accountability
Demonstrates
Self-Awareness

Delivering the Next-Gen L&D Experience



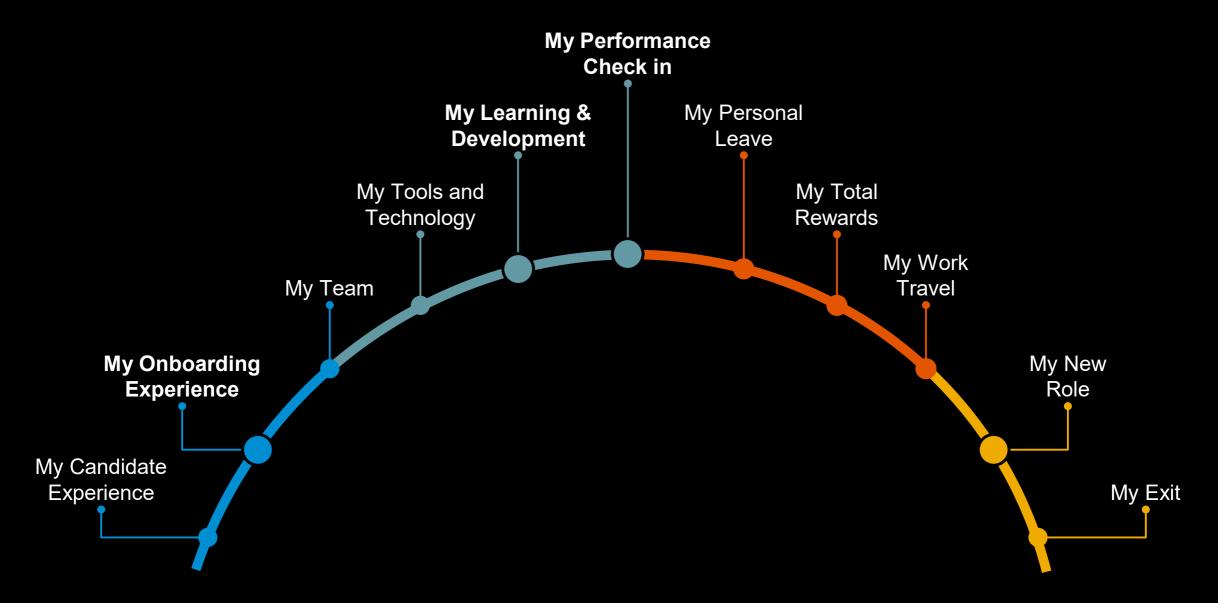






VS.

Employee experience





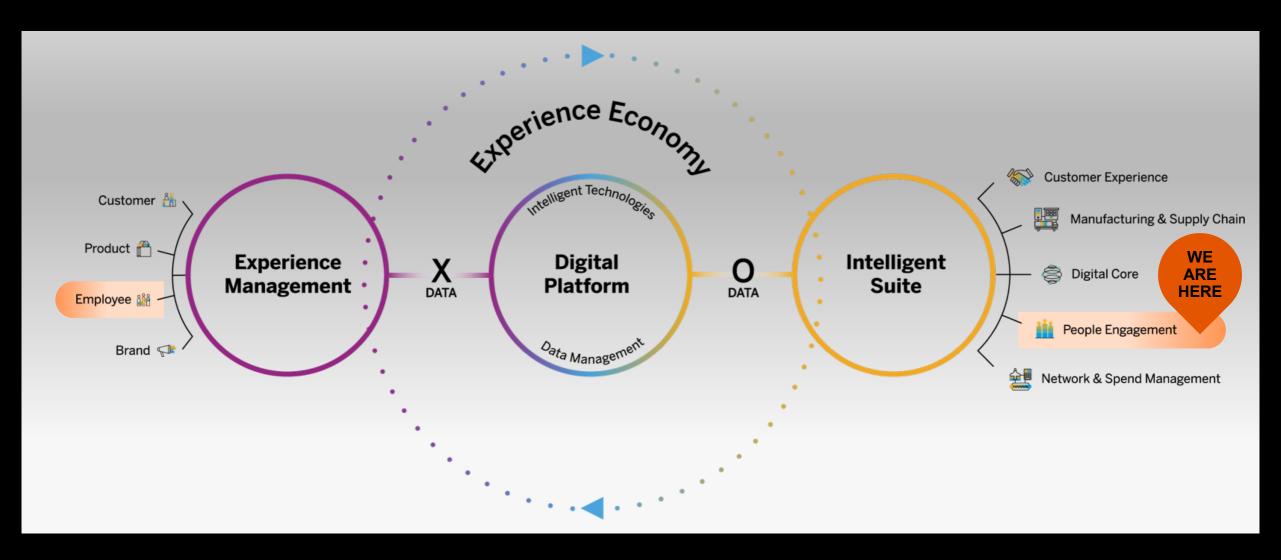
to create a consumer-grade experience for employees

that helps them take their capabilities to the next level...

and delivers measurable individual and business impact

Bersin by Deloitte

SAP's Vision to Deliver the Next Generation Experience



Delivering Next-Gen Employee L&D Experience at SAP







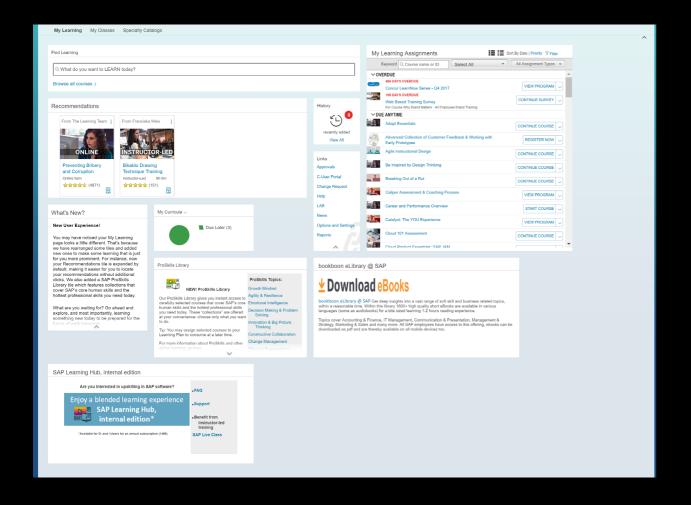
Define Measurement Strategy

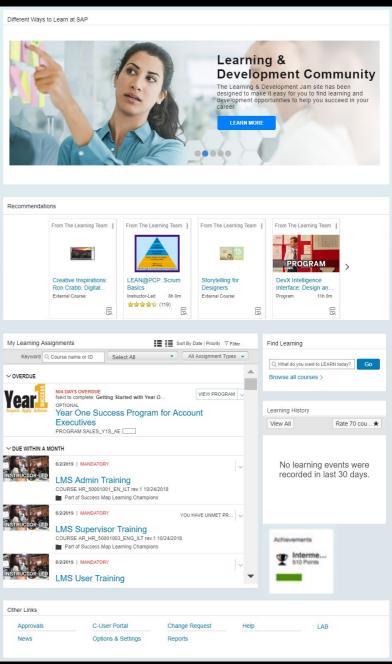
Optimize Current Investment

Govern and Manage Content

My Learning Page

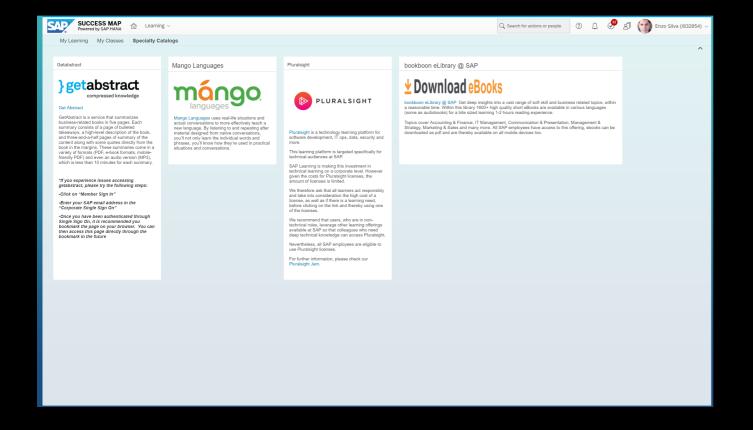
Focused on content tailored for the individual: their assignments, history, and recommendations

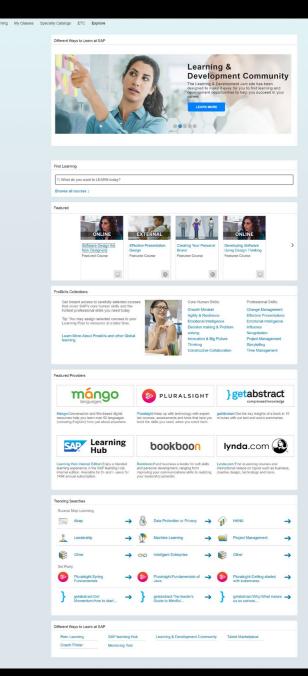




Explore Page

Exploring newly feature, trending external content, and other ways to learn at SAP such as peer learning and experiences





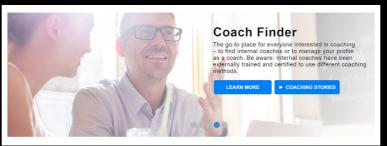
"Other Ways to Learn" Banner

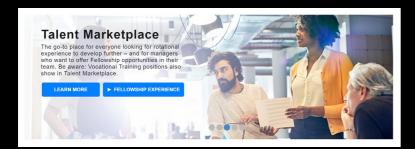
Custom scrolling banner on My Learning and Explore pages with the same content as "advertisements" with the "other ways to learn at SAP" manner to feature global programs for experiential learning.



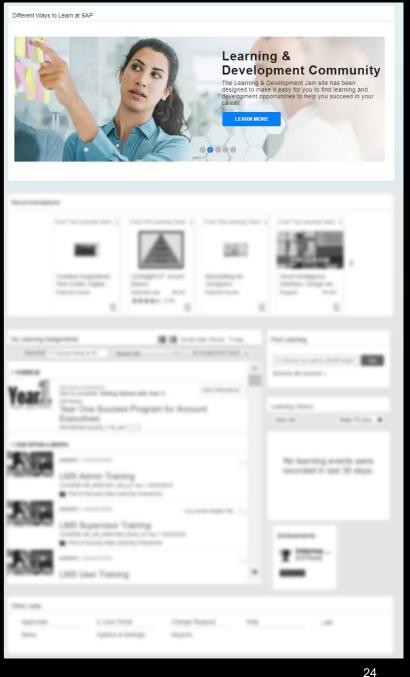








- Custom HTML and CSS
- Maintained quarterly via governance policies



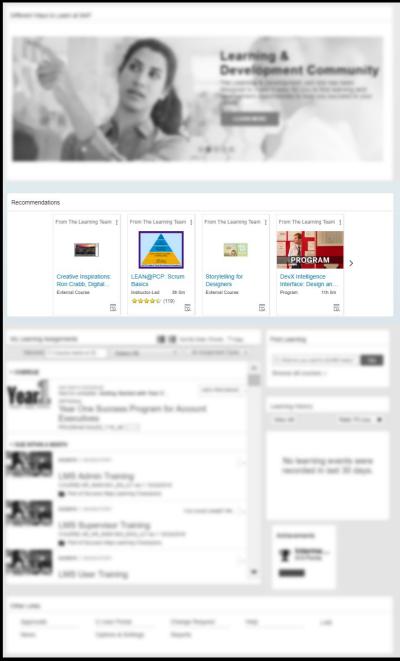
My Learning: Recommendations

Learning Leaders and Peer recommendations made clear with expanded tile.

Standard product tile

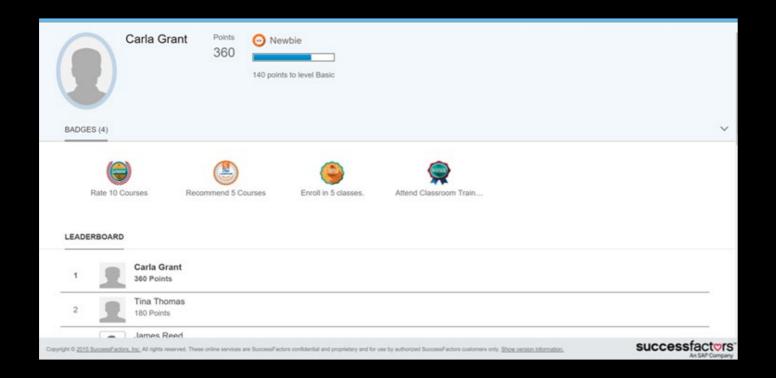
Assigned to different assignment profiles + peer recommendations

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

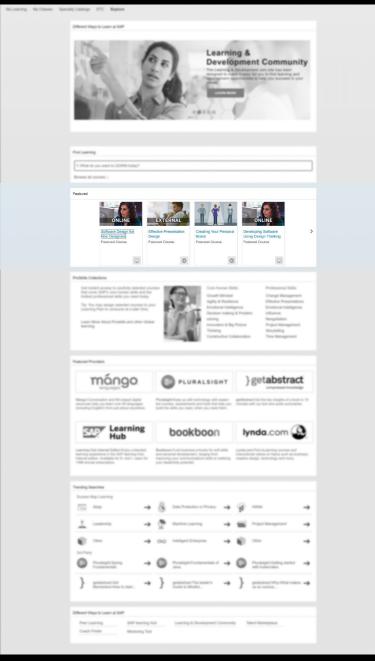


Explore: Featured Tile

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

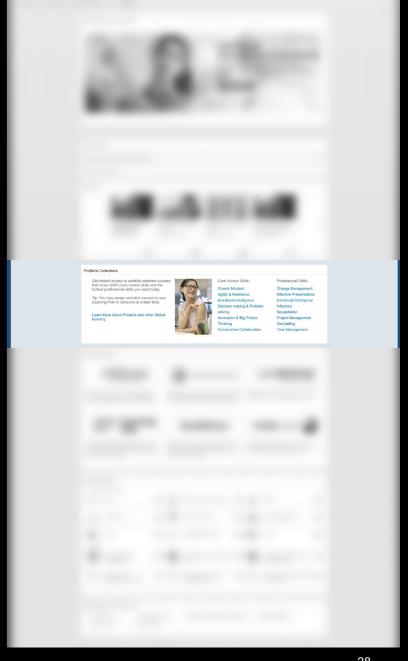


Explore: ProSkills Library

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

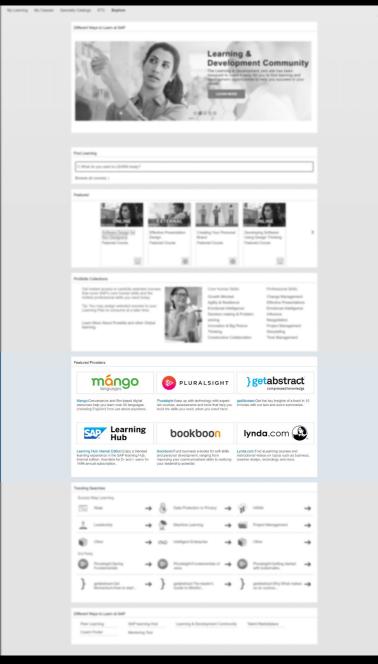


Featured Providers

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

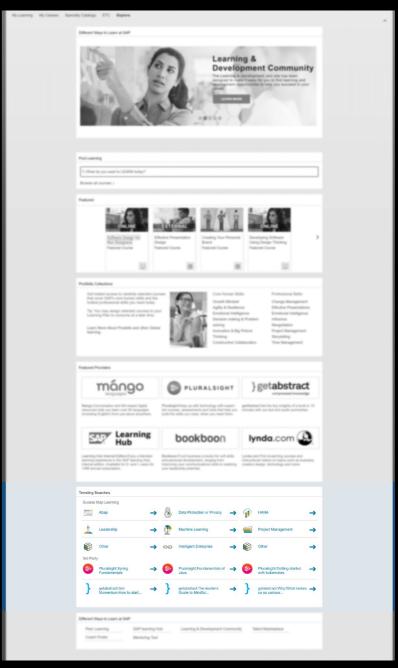


Explore: Trending Searches

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

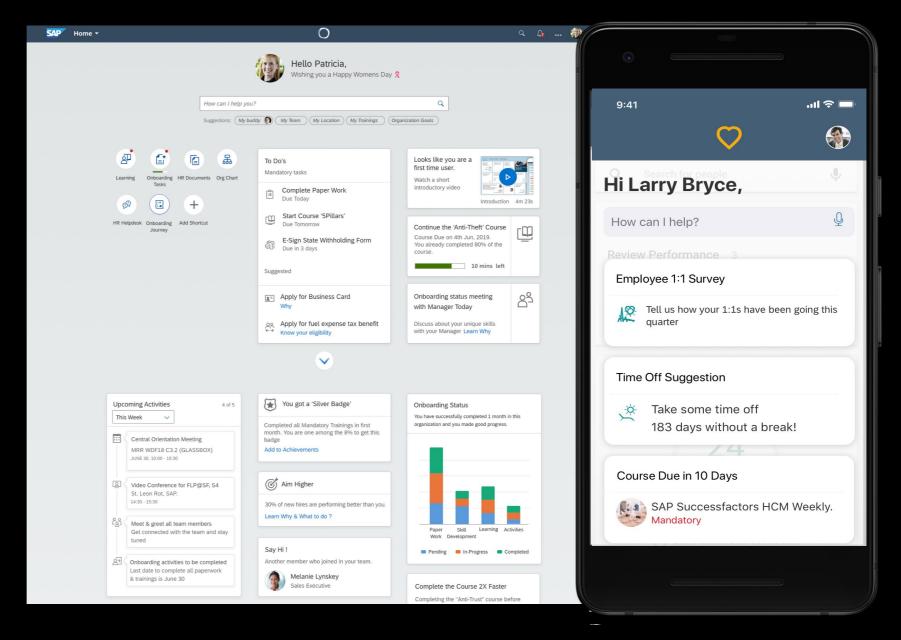
Custom tile with direct links to catalog searches for popular terms

Updated quarterly by HOCS based on popular search terms and topics reports



SuccessFactors Next Generation System of Engagement

(Future)





Thank you.

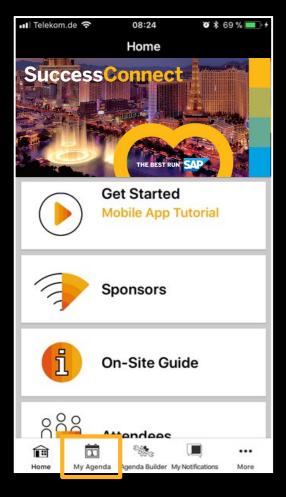
Contact information:

Preeti HaldipurSenior Solution Adoption Advisor

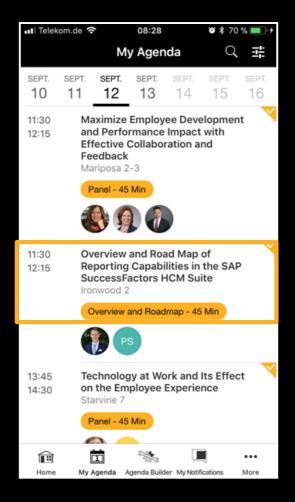


Just 5 secs to complete the session survey on the APP!

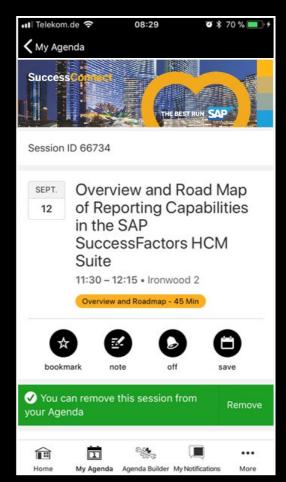
Open Agenda



Locate Session



Scroll Down to Survey



Rate Session

