AskDelphi

THE PERFORMANCE MINDSET

Why L&D executives should care

The world is changing ever more rapidly, with organizations adapting and innovating at an increasingly higher pace to continue offering added value to customers and remain competitive.

L&D departments in contrast are often seen by their own organization as not keeping up with the speed of change and merely there to function as a training logistics operation, catering for the necessary onboarding and compliance training. Not the business partner that you want to call on when your own department is faced with a performance issue

And the gap, between these two realities, is often the result of a historic mind-set, which has been present in L&D for far too long: too many L&D professionals talk about courses and learning objectives, whereas the businesses they serve speak a 'performance' language.

The AskDelphi performance support platform offers a learning and performance framework for businesses that constantly need to adapt, improve and innovate the way they do business, supporting workers to perform effectively at every changing moment of need.

MIND-SET, METHODOLOGY & TECHNOLOGY

Effective performance in the workplace requires a change in mind-set from the L&D professional.

Organizations live and breathe in a world centred around performance objectives, not learning objectives.

To stay relevant L&D departments need to adopt a new instructional design methodology focused on workplace performance.
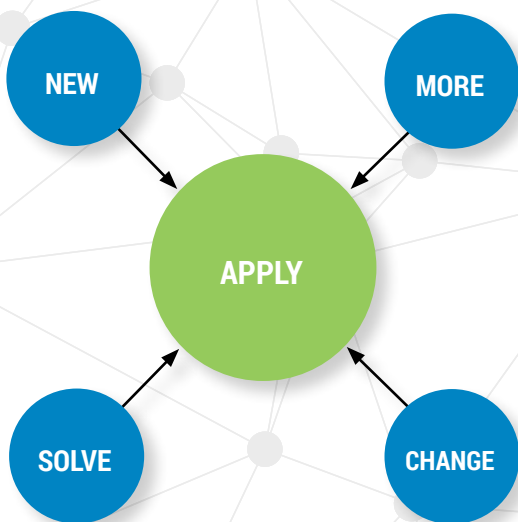
The 'Five Moments of Learning Need' model offers a systematic and proven analysis and design framework to address organizational performance challenges, in line with the 70:20:10 framework.

SAFE FAILURE

To develop the right blend of formal and informal learning resources and decide where to focus attention, the model first and foremost helps learning designers to determine the level of criticality associated with each task. It poses a question: 'how critical is the risk of failure when completing this task?'

> Everything's important, but if you stop at that assumption you end up with a three-day course. The vast majority of things that people need to know to do their jobs aren't at that level of criticality and, frankly, would be better learned in the workflow where almost anything is better learned.

- Charles Jennings, 70:20:10 Learning and Performance Expert

The "Five Moments of Learning Need" model by Dr. Conrad Gottfredson.

ASKDELPHI FRAMEWORK AND GUIDING PRINCIPLES

The AskDelphi Performance Support software platform is designed from the ground-up to incorporate the Five Moments of Learning Need methodology and analysis toolset.

AskDelphi provides quick and intuitive access to relevant learning and support resources that enable users to work autonomously, master the skills needed to perform effectively and contribute to reaching both personal and oganizational goals.

Learning and Performance solutions developed with AskDelphi follow these guiding principles:

- Embedded and available in the workflow
- Aligned with performance objectives
- Blended combination of formal and informal
- Just enough to get back to productive work
- Contextual to individual performance needs
- Trusted and curated by authors and content experts
- Overarching across the IT and non-IT workflow

GET STARTED!
Interested in what the
AskDelphi Performance
Support platform can do for your
organization?

Request a demo today
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