




How to Leverage the 70 20 10 Model for High Performing Employees



Chapter 1

What is the 70 20 10 Model in Learning and Development?





Before you can start to utilize the 70 20 10 model in your learning and development strategy, you need to understand it. Let's explain what this model is, the types of learning it supports, and how it can be leveraged to build a high performance workforce.

What is the 70 20 10 Model?

70 20 10 is a learning and development theory that encapsulates all of the different ways that people learn. Learning from experiences, interacting with others, or through training, are at the core of this approach.

Organizations use this model to shift their focus from training to performance so they can provide their workforce with a more holistic approach to learning. Maximizing the impact of learning through experience, socialization, and formal training methods enables businesses to create and support high-performing workforces.

Why use this L&D Model?

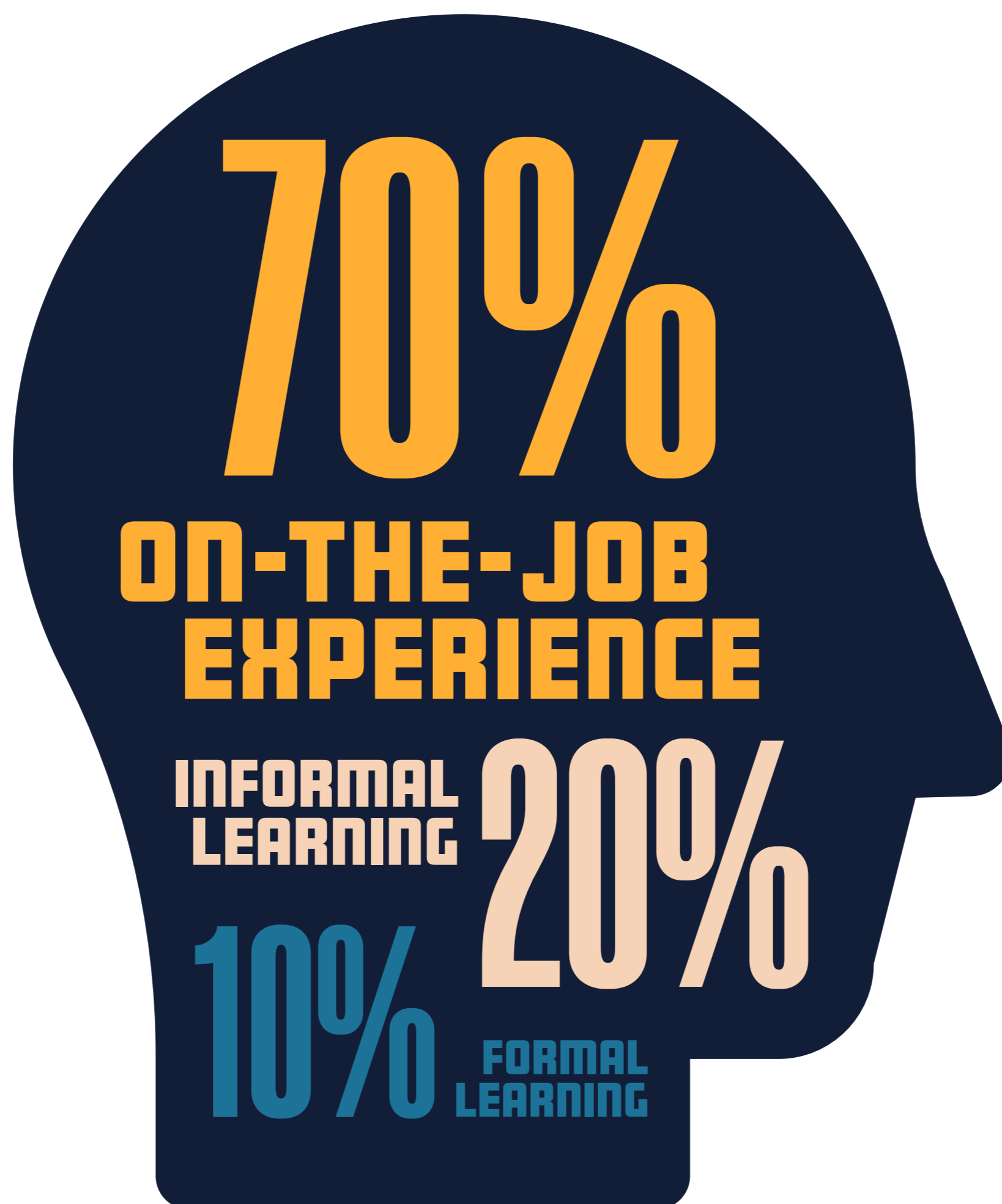
Around since the 1980s, one of the primary reasons organizations adopt the 70 20 10 model is to implement a strategy that maximizes workforce learning and development while boosting employee performance.

While traditional learning, delivered through formal training programs, might be most effective to address skills gaps, performance issues, or retraining needs, 70 20 10 focuses on learning in the context of the workplace. It aims to make good employees great by providing a diverse range of opportunities to learn through different methods.

It's important to note that the 70 20 10 ratios aren't set in stone. They should be viewed as a general guide to each type of learning. The specific breakdown may vary depending on your organization's learning and development needs.

The 70 20 10 model states that people obtain:

- 70% of their knowledge from job-related experiences,
- 20% from interactions with others, like coworkers and managers,
- 10% from formal learning events.



70% of Learning is Experiential

Experiential learning happens through completing daily tasks, resolving issues, and regular practice. This learning is [informal](#), typically self-directed, and enables employees to learn through on-the-job experiences. It's beneficial for employees as it allows them to explore and refine their job-based skills. It also enables them to make their own decisions in order to complete assigned tasks. Employees are encouraged to address challenges, ask questions, learn from their mistakes, and be open to feedback on their performance.

By completing a task, your employees are more likely to pick it up more easily and quickly than they would if they were just instructed on how to do it. And they're more likely to retain that learning as they've experienced it first hand.

Ultimately, this part of the model is about [autonomy](#). Your employees are learning through doing. And in the process, they're becoming more knowledgeable and prepared for future challenges.

20% of Learning is Social

[Social learning](#) happens by interacting with and observing other people. In the workplace, this occurs through co-workers and managers. By completing tasks or projects and overcoming challenges together, your employees learn from their peers while working towards a common goal.

Learning from others can also be achieved through mentoring and coaching. For example, if a given role requires strong negotiation skills, the best way for an employee to learn this skill is by being guided through a negotiating scenario by a peer or manager who's adept at this skill. The employee could first observe a mock negotiating scenario and then be coached through one. It's trial by fire, without the real-world danger of course! The employee learns through observing and interacting under the guidance of others, an opportunity that may not be possible to achieve through a more formal type of training.

The effectiveness of social learning heavily depends on the [culture within your organization](#). It's important to look at how you can support and facilitate social learning. Embracing it can lead to a more productive work environment and stronger culture through building teams who are willing to support and learn from each other.

10% of Learning is Formal

[Formal learning](#), the most well-known aspect of the model, is learning that's delivered in a structured way. Used to improve employee performance through goal-orientated and [instructor-led training](#), it complements the experiential and social learning methods. It's also great for establishing baseline knowledge for a given topic.

Formal learning falls into two buckets, face-to-face and online.

Face-to-face takes the form of training sessions, tutorials, seminars, workshops, and group presentations delivered in one place, that's typically a classroom-like setting.

Online learning, delivered through [a learning management system \(LMS\)](#), allows you to provide training in a wide range of formats, from [SCORM](#) or [xAPI](#) based courses to webinars to videos. Your teams' can learn in their own time, at their own pace, wherever they are. And you can easily track training progress to measure the impact of your programs on workforce performance.

Meeting Your Employees' Learning Needs

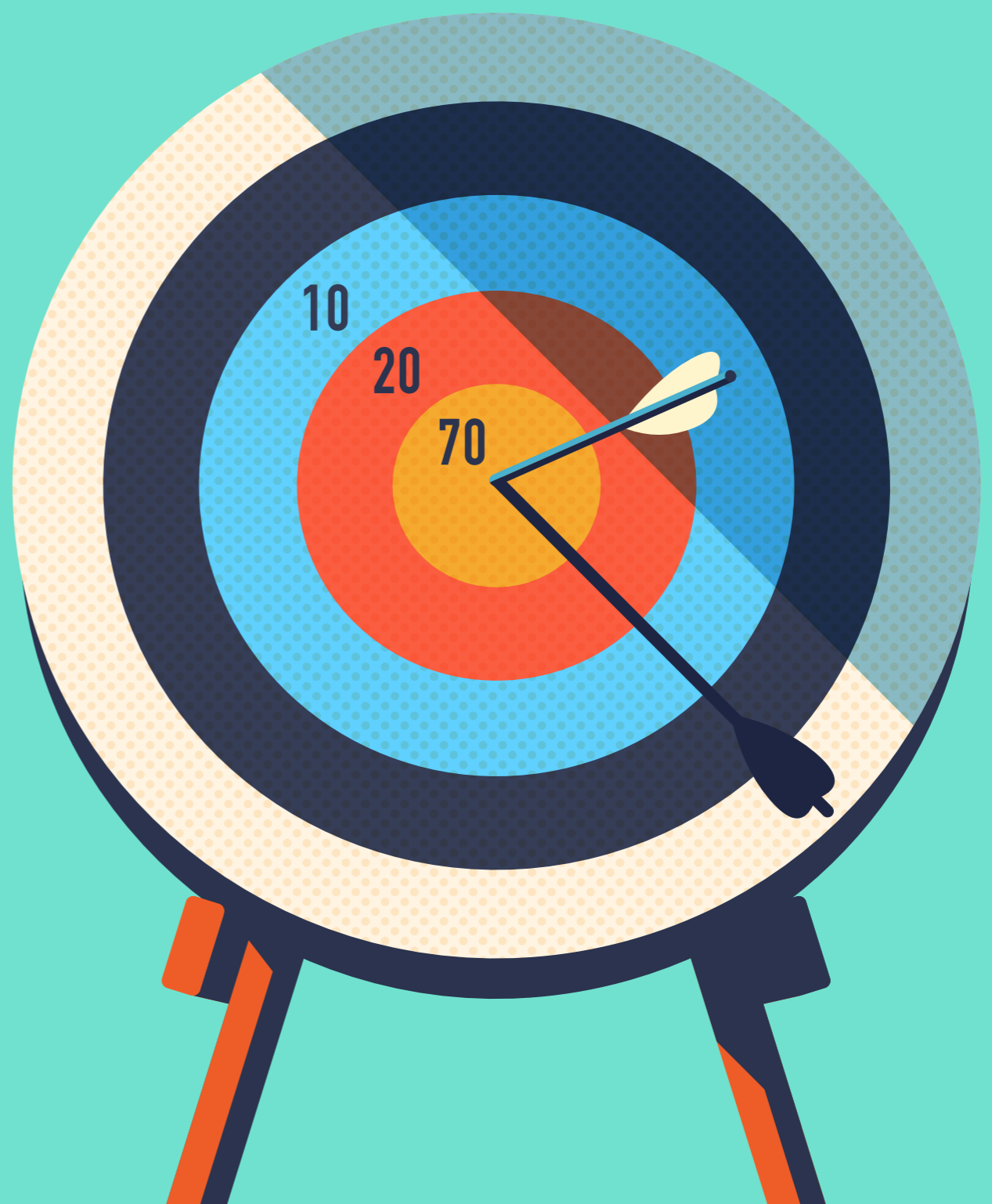
Learning and development according to the 70 20 10 model primarily happens through on-the-job experiences and socialization.

However, it's argued that this model doesn't focus enough on more structured learning methods. Formal learning, even though it makes up the minority 10%, is vital for achieving your corporate learning objectives.

Get started with this model by identifying how it can help your organization to achieve its employee development goals. Experiment with different breakdowns to see if it will meet your workforce's needs. You'll soon discover if it's the right learning strategy for your organization.

Chapter 2

7 Ways the 70 20 10 Model Can Help You Achieve Your Employee Development Goals Faster



The 70 20 10 model allows organizations to maximize the effectiveness of learning through experience, socialization, and formal training. Let's take a look at how adopting it can benefit your organization.

Benefits of the 70 20 10 Model for Your Organization

Using this strategic learning framework provides you with a holistic way to acknowledge and support all of the learning and development activities that happen within your organization. This helps you to account for, and measure, the impact of each so you can ensure your business is on track to achieving its employee development goals.

1. Offers Flexibility

The 70 20 10 model is more of a flexible guideline than a set formula so organizations can adopt it in a variety of ways. Some use it to target specific outcomes, like improving employee performance. Others use it strategically, to help employees with wider learning, like professional development. Having a flexible

L&D model is crucial to supporting the diverse learning needs of all of your employees, where a one size fits all model may hinder your workforce's professional development.

2. Enhances Employee Engagement

Organizations that implement the 70 20 10 model [observe an increase in employee engagement](#). This is primarily down to the fact that it supports multiple learning styles. Learning through experience enables your employees to better understand what they need to do to complete their assigned tasks. [Social learning](#) enables them to interact with their peers so that they can learn from, and with them. Formal training, when planned, designed and delivered correctly, encourages employees to learn so they can perform their role to the best of their ability. Supporting all of these different learning methods results in an engaged workforce and improves your organization's productivity levels.

3. Increases Manager Involvement

By using the 70 20 10 model, organizations can increase supervisor and manager involvement in day-to-day employee training and development. Think about it; social learning, which makes up 20% of the model, requires employees to learn from their peers or higher ups. This means managers and co-workers are best placed to transfer on-the-job knowledge by demonstrating tasks and facilitating questions. This approach to learn-

ing, in turn, creates an environment of mutual respect, understanding, collaboration, and team spirit.

4. Faster Productivity

Supporting employee development in all its forms enables your organization to nurture a high-performing workforce. 70 20 10 is a catalyst for change, it takes learning and turns it into productivity. Learning doesn't just happen when an employee is completing a course - they're always learning. And as they're [continuously learning](#) how to do their job better, they're fully equipped to execute their role within your organization.

5. More Efficient Way of Learning

As employees can learn by observing, consuming and doing, using this model is a great way to support active learning. For example, if you're stuck on a task at work, you're likely to ask a colleague you trust and know to help you. Through on-the-job experiences and guidance, employees are more likely to both acquire and retain the information they need in a timely manner, making it an efficient and effective way for them to learn.

6. Encourages Collaboration

The social learning side of this model encourages employees to share their learning experiences with each other. Learning with and through others, sometimes without being conscious of it, creates a collaborative working environment. Employees can exchange different ways of approaching a given task, enabling

them to determine the best way to tackle it. Collaborating in this way also creates a strong culture of learning within your organization.

7. Fuses Different Ways of Learning

The 70 20 10 model combines different learning methods into one model, allowing for a more [blended learning experience](#). By supporting experiential, social, and formal learning, you're ensuring your workforce are more likely to acquire and retain the information they need to become high performing employees than if they were learning through a single method.

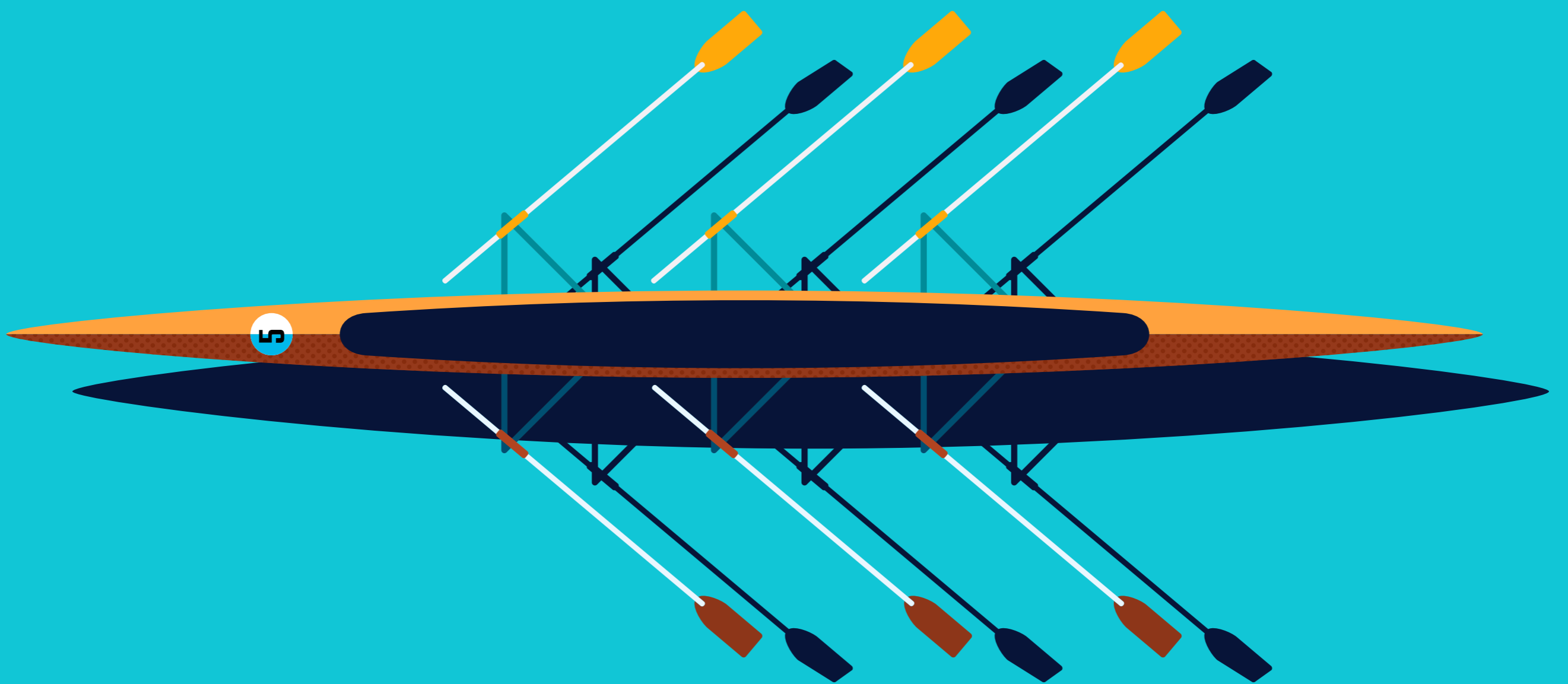
Achieving Your Employee Development Goals

Organizations engaging with this model understand that a purely training-based approach to learning may not work for all their employees. 70 20 10 recognizes that learning new skills and retain knowledge isn't just about formal training.

Before you can use 70 20 10 to support workforce learning and achieve your employee development goals, you need to know it's fit for purpose. Think about how you'd apply it to your current learning and development strategy and, more importantly, identify if it will meet all of your workforce's learning needs.

Chapter 3

5 Steps to Apply the 70 20 10 Model in Your Workforce Training



Applying the 70 20 10 model in your workforce training requires more than just showing your employees how to complete a task. It's about creating a holistic learning environment for them, where they can learn through experience, a supportive team, and formal training.

Applying the 70 20 10 Model in Workforce Training

Do you remember when you first started working? How much of that job did you learn on-the-go? Maybe you worked in a café and had to figure out how to use the coffee machine. Or perhaps you worked in a shop and learned how to complete the monthly stock take by observing your manager.

Whatever your role, you likely had to do a lot of learning on-the-job as well as completing training. And these same ways of learning can be applied when incorporating the 70 20 10 model into [your employee training](#). Let's run through 5 simple steps you can take to apply this to your workforce training.

Step One: Identify One Skill

Identify a critical skill that you'd like your employees to gain or improve on. You can do this by talking to senior managers or team leads within your organization. Ask them about the areas or skills they'd like their teams to improve. Then, go to the employees that make up each team to find out what their skills needs are.

Track all of the information you gather, like in the example below, to get a clear picture of the areas that need attention. To start, select one skill to focus on, preferably the one that's most needed.



Team



Skills to be improved

Marketing

Presentation Skills
Time Management

Sales

Business Writing
Presentation Skills

Customer Success

Report Writing
Time Management

Operations

Change Management
Presentation Skills

For this example we're going to use 70 20 10 to improve presentation skills.

Step Two: Create a Job-based Learning Project

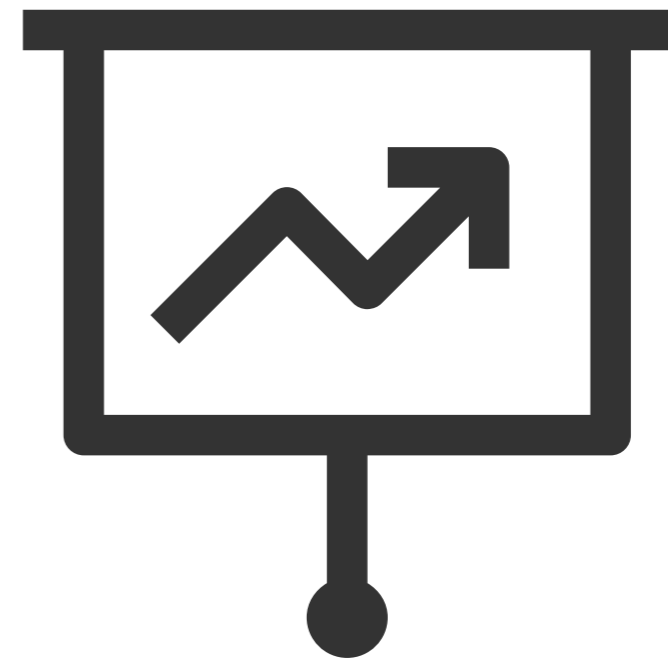
Now you've identified presentation skills as the skill you want to improve, you need to create a job-based project that your employees can work through. Break this project into three distinct areas: one for formal learning, another for social learning, and a final one for experience based learning.

Organizing the project in this way allows you to support each discipline within the model. Let's start with the 10% as it makes sense to supply your employees with the information they need to prepare themselves for the social and experiential aspects. This will vary depending on the skill or knowledge you want your employees to gain, so try to ensure you select the most logical approach.

Your plan to improve presentation skills could look like this:

Skills to be improved

Presentation Skills



Formal Learning Tasks

- 1.** Create a course for employees on how to build a PowerPoint presentation.
- 2.** Run a live webinar on how to deliver a presentation, complete with tips for preparing slide notes, how to practice presentation delivery, and how to overcome nerves.

Social Learning Tasks

- 1.** Ask employees to observe their manager delivering a presentation.
- 2.** Encourage them to take notes on what they think did/didn't work well.
- 3.** Ask them to share this feedback with the presenter and their peers for discussion.

Experiential Learning Tasks

- 1.** Get each employee to build their own presentation on a topic that relates to their role within the organization.
- 2.** Ask them to prepare for presenting by doing a practice run through of the slides and their speaker notes.
- 3.** Each employee should present their slide deck to their team and, if possible, some people from the wider organization. Feedback from managers or mentors should be shared with the employee so they can learn from this experience.

Step Three: Communicate

Engaging those who will be responsible for delivering and supporting your job-based project is crucial. However, it's not enough to just engage managers or mentors, you must engage your employees too.

You can achieve this by clearly communicating the importance of the 70 20 10 model, so everyone understands why this approach is being used and what they will gain by taking part. It's also a good idea to educate your employees on the different ways that learning happens. This will help them understand the learning model, making it easier for them to adjust to it.

Once you've fully engaged your mentors and employees, it's time to investigate how to go about building up support networks for your employees. Managers need to be willing to have employees learn from them, and should allocate time to share their knowledge to facilitate this. The 70 20 10 model results in your workforce becoming more productive, but managers may have to consider that the initial transfer to this model may slightly lower productivity as everyone adjusts to this new way of learning.

Step Four: Launch Your Job-Based Project

Now, you're ready to create the course content. For this, you'll need to think about the goal you're setting. For example, if the goal is to improve presentation skills, you could create a script and collect visual aids for a live webinar. For this your visual aids could take the form of two videos, one showing a not-so great

presentation and the other featuring a well presented, cohesive one. Your employees need to have these visuals so they can understand what a good presentation looks like.

Once you've got your course set up in your LMS, it's essential to outline the project plan and timelines for any managers that are involved, as they'll need to take ownership of the social learning aspect. Similarly, make sure your employees know what's expected of them as part of the experiential and formal elements of the project. Yes, they'll need support from managers, but the rest is down to them. After all, they'll be the ones getting the experience they need by creating, preparing, and scheduling their presentation. It's also up to them to ask for feedback from their peers so they can learn from this experience.

Step Five: Monitor and Improve

You'll need to monitor the performance of each area of the model so you can see how each employee is progressing, and make changes to areas that aren't working as well as planned. For instance, if you see a large number of employees struggling with a particular part of the project, you can examine it further to identify why that might be.

You'll also need to track the performance of each area of the project or task you've set. Formal training can be tracked using reporting within your LMS, while the social and experiential elements can be tracked by gathering feedback from managers and employees. With this feedback in hand, you can use it to

update the original job-based project plan and run it again, focusing on another skill that needs to be improved.

Now that you know how to use this model in your workforce training, remember to regularly review how you're applying it. You need to understand the impact it's having on your organization and whether it's achieving the results you want. Don't be deterred if the results aren't what you'd expected. Use your findings to revise and optimize how you apply 70 20 10, making necessary changes as you go.

Your Organization's Learning Culture

When applying the 70 20 10 model, you need to take stock of how your organization currently conducts workforce training and what type of learning culture you have. If your learning culture needs attention you should ask yourself what your organization can do to support your workforce before implementing changes. Start by sharing the benefits of supporting this learning model with everyone in the organization. Your workforce may be more receptive to making a change if you can demonstrate how it enhances employee engagement, increases manager involvement, and allows for faster productivity.

By completing the 5 steps we've outlined, you can use this as a working example of how learning in this way can benefit the entire organization. Ultimately you're enabling employees to learn new skills, in a flexible, collaborative, hands-on way.

Chapter 4

Building a Culture of Collaborative Learning with the 70 20 10 Learning Model



Changing the way your organization learns can be challenging. Applying the 70 20 10 model, is ultimately about transforming the learning culture of your business. And nurturing a collaborative working environment is crucial for making this model work.

Building a Culture of Collaborative Learning

A healthy learning culture needs to be nurtured by everyone within your organization in order for it to be effective. Organizations who successfully implement the 70 20 10 model show [improved processes and better efficiency overall](#).

Let's look at how you can achieve these results using 70 20 10.

Experiential Learning

As this type of learning happens by completing daily tasks and overcoming challenges, it's important to support self-directed,

experience based learning. This enables employees to take ownership of improving their performance through on-the-job learning.

This learning by doing, helps your employees put new skills into practice in solo tasks or through projects that require collaboration with others.

By learning through experience, employees may find a new or better way of completing a task without being consciously aware that they're acquiring new skills. By building an open and collaborative culture, you're creating a space where employees can share new ways of approaching tasks and projects that will benefit your company as a whole.

Social Learning

As social learning is all about learning from others this can't happen if your employees don't have to work, or interact with others, either within or outside of their own team.

To nurture this form of collaborative learning, you'll need to prioritize and facilitate the sharing of knowledge and resources with others, usually mentors or peers, within your workforce.

You can achieve this by:

- encouraging managers to make time to mentor and coach their direct reports,

- creating communication channels for teams using messaging software,
- [using a forum within your LMS](#) to encourage conversations around learning.

Each of these elements will help you to build a collaborative culture where your employees can record, store, and share their learnings with each other.

Formal Learning

Formal training is necessary to establish your employees' baseline knowledge so you know everyone is starting with the same level of information. However, just because it's formal, this doesn't mean it has to be any less collaborative than social or experiential learning. Formal training can be delivered face-to-face or online, using a tool like [a learning management system \(LMS\)](#).

Regardless of how you decide to implement your formal learning, it can often be viewed by employees as a task they have to complete in addition to their day to day ones. It's important that you let them know that completing training is just as important as any other task they have on their to do list. This shows them you understand how important formal learning is for providing them with the skills they need to confidently fulfill their role.

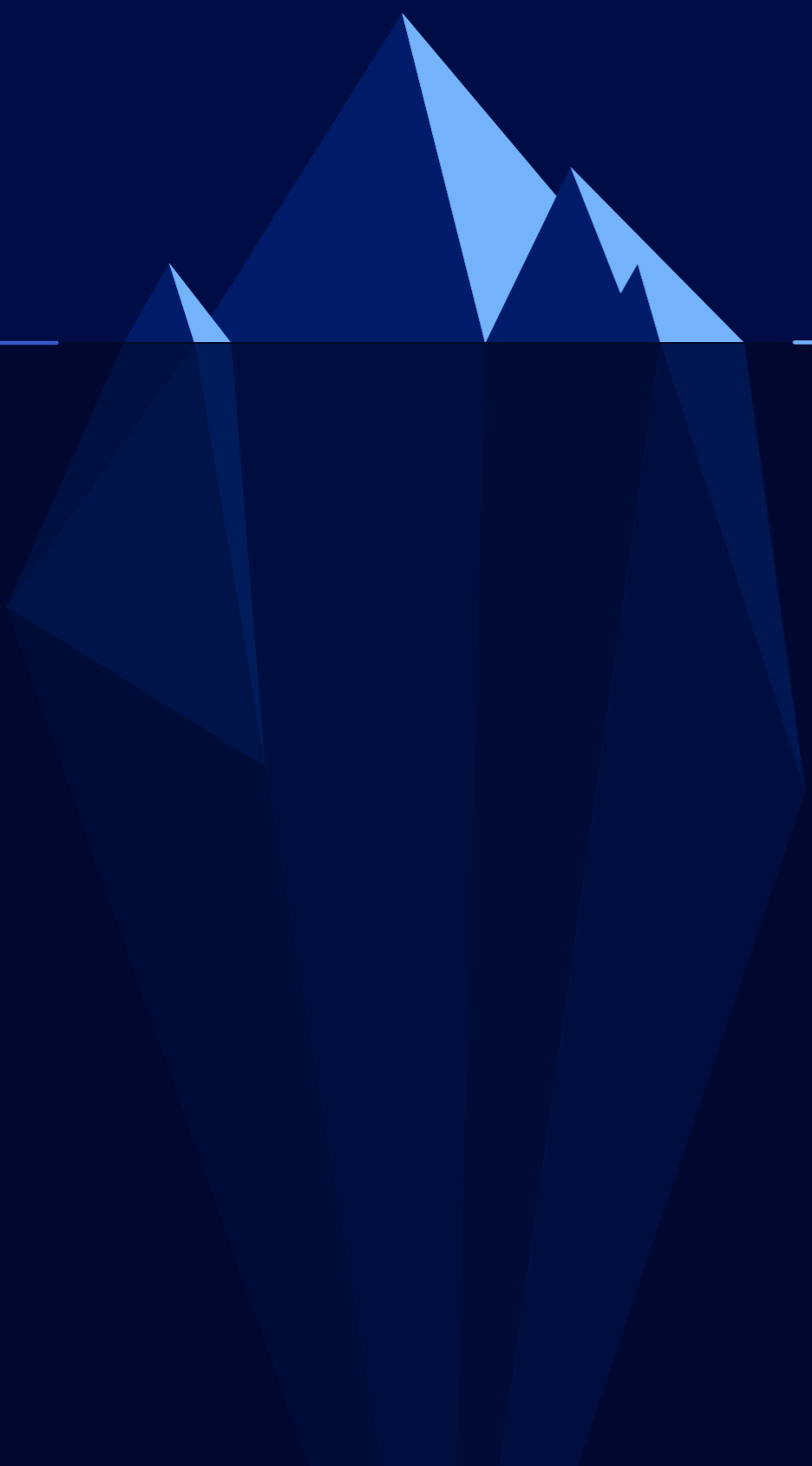
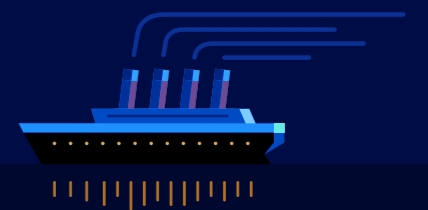
Nurturing Collaborative Learning

Your organization's learning culture needs to be collaborative and open in order for you to reap the benefits of the 70 20 10 model. And it's not just about having engaging course content; in fact, you could create award winning courses, but without allowing others to share the knowledge they've gained with peers, its impact is lessened.

Your employees will be less likely to learn and engage in tasks and jobs if they feel their experiences and opinions won't be heard. Having this collaborative culture can only benefit your company through the continuous production of new ideas and ways of getting work done.

Chapter 5

3 Myths About the 70 20 10 Learning Model



Many organizations use the 70 20 10 model to support and accelerate learning and development within their workforce. But for all those who support it, there are as many who don't due to questions surrounding how effective it is. Here's how you can overcome three of the most common 70 20 10 myths.

Tackling and overcoming the 70 20 10 myths

Is this learning model really as straightforward as it seems? Well, at first glance, it is. The theory behind it is simple: when it comes to learning the model states that 70% should happen through doing, 20% through interacting with peers, and 10% through formal training.

Myths surrounding the effectiveness of this approach vary from questioning the breakdown to taking the model too literally. Let's dispel three of the most common 70 20 10 myths, namely:

- every professional learns according to 70 20 10,
- the percentages are fixed,
- formal learning isn't worth doing as it's such a small portion of the model.

Every Professional Learns According to 70 20 10

There are lots of ways people learn new information. Some learn better through repetition, others visually, and some hands-on through trial and error.

Many people will have experienced formal learning from their time in school. This learning style doesn't always meet the needs of all learners and schools don't always allow for a blended learning experience. This results in some people struggling to do well during their schooling years. However, as you move into university and beyond, more emphasis is put on group-work and self-directed learning. The 70 20 10 model goes a step further, allowing for a multi-disciplined learning experience, that supports learning in all of its forms.

Experiential learning gives those who learn through doing, a better chance at retaining the information they're acquiring and processing. Learning through peers will suit those who enjoy talking and sharing their ideas and thoughts with others. And, if

you have employees who prefer to learn by listening to a subject matter expert or by completing an online course on a given topic, formal learning will work for them.

But the power of the 70 20 10 model is in the cumulative effect of these three learning disciplines. Combining experiential, social and formal learning means your employees are far more likely to acquire new knowledge than if they were learning through a single method.

The 70 20 10 Ratios are Fixed

Those lovely round numbers just seem too good to be true, don't they? Let's be honest: learning can't really be limited to a set checklist or bound by numbers, no matter what the style. Don't get caught up in planning your workforce's learning by matching the exact ratios to the time spent on each. The percentages were never meant to be interpreted in this way. Think of them more as a guideline rather than a rule.

How you manage the breakdown within your corporate learning strategy may also vary depending on the role of each employee. For example, a new hire may learn better in those first few months through formal rather than informal learning. This makes sense as they have to gain knowledge about their role and the organization in a short space of time. They need to quickly get up to speed on what your company does, who's in their team, and what their responsibilities are within their new role. And formal learning is a great way of achieving this.

On the flip side, a more senior member of your team might not need to complete as much formal training. In theory, they already have a baseline knowledge, so it's more beneficial for them to focus more on social and experiential learning.

Before you implement the 70 20 10 model, identify how your team currently learns and create your own ratio from that analysis. You could even go a step further and identify ratios for the different roles and seniority levels within your organization. Then use these ratios as a guideline to support your workforce's diverse learning needs.

Formal Learning isn't Worth Investing in

Formal learning might only be 10%, but that doesn't mean it's not worth investing in or isn't as impactful as the 90%. 70 20 10 is a holistic approach to supporting your workforce's learning and development. Formal training provides the baseline knowledge that supports experiential and social learning.

Some may think that only spending 10% of time on formal learning isn't enough, but this breakdown was never intended to be taken literally. The myth that the 70 20 10 model makes formal learning less of a priority for organizations just isn't true. While there's definitely a greater focus on social and on-the-job learning, it's not meant to be at the expense of formal learning methods. Combining all of these learning styles supports employees in their day to day roles, creates a culture of learning

within your organization, and helps to build a high performing workforce.

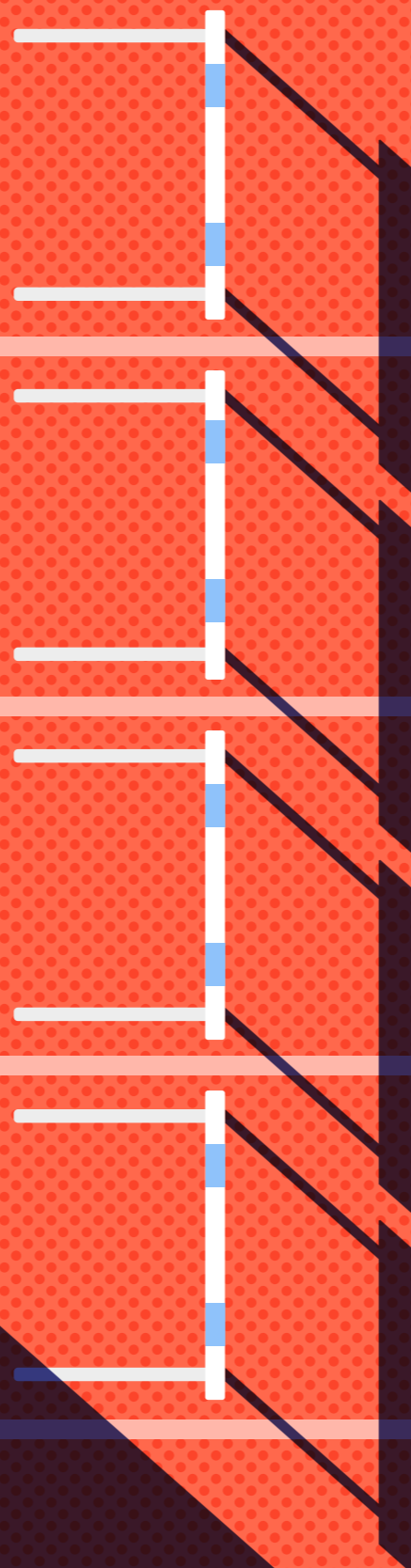
Staying Informed

We've only covered three of the myths surrounding the 70 20 10 model here. While helpful, it's also important to be as informed as possible when selecting a learning model to implement within your corporate learning strategy.

Before implementing it, assess its pros and cons to understand how effective it will be for your employees. By doing this, you'll be better prepared to answer questions and address challenges you may face when you roll it out to your workforce.

Chapter 6

5 Biggest Challenges of Using the 70 20 10 Model in Your Workforce Training



Changing how your organization trains can be a real challenge, particularly when it requires implementing more than just a formal training strategy. However, these hurdles are not insurmountable. Each one can be overcome to ensure you're providing your employees with a great 70 20 10 learning experience.

Challenges of Using the 70 20 10 Model

While the learning model seems simple, it can be tricky to put into practice. Let's address the challenges and explain how each one can be overcome.

1. Lack of a Learning Culture

Before you start to implement the 70 20 10 model, you need to ensure your company has a [good learning culture](#). At the very least, this culture should be able to adapt to change, particularly when this change results in better support for your workforce learning. A healthy learning culture doesn't just happen overnight; it needs to be nurtured by everyone in your organization, from top to bottom.

The culture you want to build, or change, needs to be open and collaborative. Collaboration enables employees to learn with, and from, others. And that's more likely to happen when they're in a supportive working environment.

Your employees shouldn't be afraid to ask questions; they should feel confident carrying out tasks, and comfortable with making mistakes and learning from them.

2. Senior Management Aren't Involved

You shouldn't be alone in deciding to change how your employees learn. If you are, then the support you need just won't be there.

Think about the experiential side of the model; how will your employees learn from others if no one is willing to answer their questions? Your managers should be fully engaged with this model, leading by example, before it's rolled out to the wider organization. By showing that they need to continuously learn in order for them to become better at their role, it signals to their co-workers and direct reports that this behavior is the norm.

Get senior management involved in communicating the benefits of this model to their teams and also making sure it's clear that learning is just as much of a priority as their daily to do list. They should have input on creating course content for formal training programs. Their insights on what is and isn't working for their

teams is invaluable feedback for you to gather so you can continuously improve how you use 70 20 10.

3. Employees Don't Have Easy Access to Training Tools

Without the proper tools for a job, how can it be carried out and completed? Imagine calling a plumber, only for them to arrive at your house without the tools they need to fix your leaky sink.

Now apply this situation to your workforce. If you want to get the most out of the 70 20 10 model, you need to provide your employees with the tools they need from the start.

It could be messaging software, like Slack, where they can share knowledge, troubleshoot problems, and learn from each other. Or a project management system, like Trello, where they can collaborate and work together to take a project from ideation to completion. However, the most important tool you need in your workforce toolkit is a [learning management system \(LMS\)](#).

An LMS allows you to easily manage, deliver, and track the learning happening across your organization. Of course, you need more than just tools, you also need a plan.

4. No 70 20 10 Learning Plan

Supporting workforce learning needs to start with a plan upon which you can build your [corporate learning](#) strategy. It's important to [assess all of the ways in which your organization currently learns](#), noting areas of strength and weakness. With this

information in hand, you'll be better prepared for identifying and planning how the 70 20 10 model will work for your organization. Finding out the strengths and weaknesses of how your employees are being trained, will better inform how you're going to use the 70 20 10 model.

5. No 70 20 10 Implementation Strategy

Planning your 70 20 10 learning strategy is a complete waste of time if you don't know how you're going to implement it.

The challenges we've covered here all play into the effective implementation of this model. To successfully implement 70 20 10 you'll need to ensure:

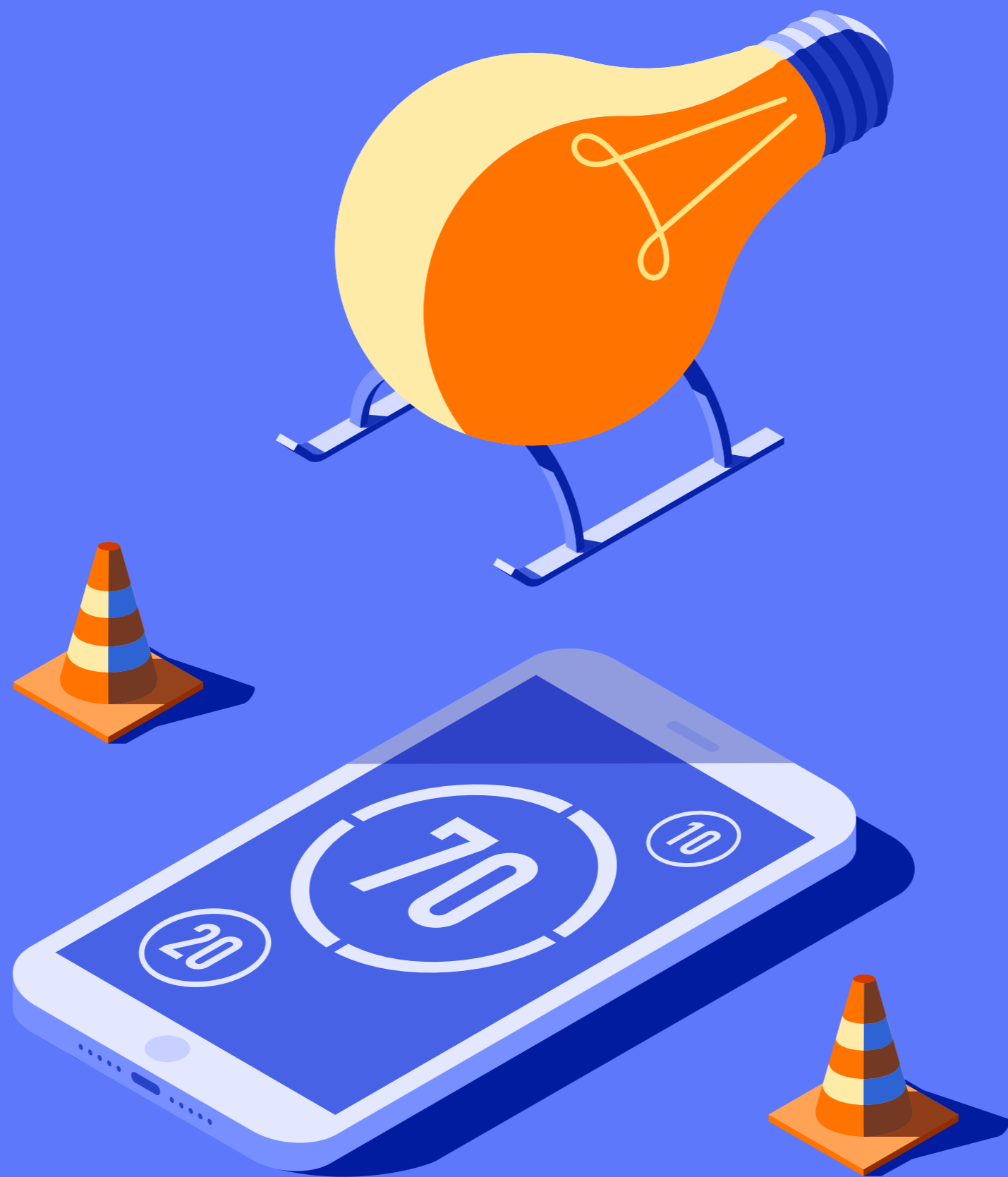
- your learning culture is open and adaptable to change,
- that all employees, regardless of seniority, are invested in supporting these new ways of learning,
- and you've got the tools and plan in place to successfully facilitate this change.

Getting More Out of Corporate Learning

None of these challenges are insurmountable. The hard work you put in at the start to support 70 20 10 learning and development across your workforce will certainly pay off in the long run, benefiting both you and your employees.

Chapter 7

How to Design Effective Employee Training with the 70 20 10 Model



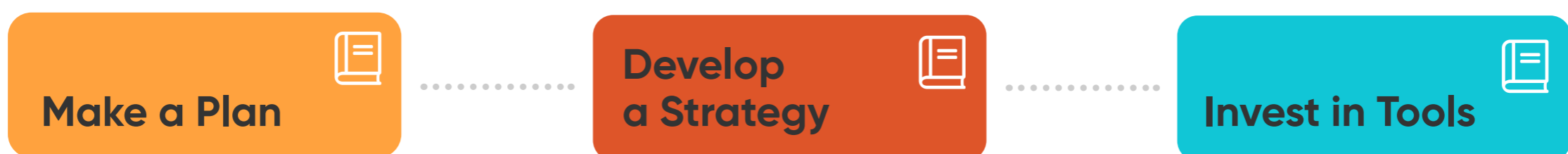
Deciding to incorporate 70 20 10 into your corporate training strategy is easy. But figuring out how to use it to design effective employee training can be a really difficult task, especially if you're new to this learning model. Let's walkthrough three simple steps you can take to get started.

70 20 10 for Effective Employee Training

Before we jump in, let's recap on what 70 20 10 is. This blended learning model proposes that:

- 70% of learning is experiential, which happens through completing daily tasks, challenges, and practice. This learning is usually self-directed and allows employees to learn through on-the-job experiences.
- 20% of learning is social, which occurs through interacting with others, by completing tasks and overcoming challenges together.
- 10% of learning is formal, which can be achieved through face-to-face training, or engaging online courses.

Designing effective 70 20 10 employee training for your organization takes time. So it's important not to feel too overwhelmed; you're not going to get it completely right the first time. Keep it simple to start: make a plan, develop a strategy, and invest in the tools you need.



Step 1: Create your Plan

It's difficult to complete a task if you don't have a plan in place. So, before you start designing [employee training](#) with the 70 20 10 model, you should look at how you're currently delivering it. You may even find that you're already supporting informal and social learning without intentionally doing so.

Clearly identify what you want to achieve by applying 70 20 10 learning. This can be one or multiple outcomes depending on the knowledge and skills your workforce needs.

If you're unsure about what the outcome or objective of delivering employee training should be, ask your peers. This is particularly important if you're creating training programmes for teams or roles you're not familiar with.

Ask managers what resources they recommend or give to employees. And ask employees where they feel there's a gap in their job-based knowledge. Getting input from others will en-

able you to create a plan with clear outcomes, making it easier for you to identify the strategy you'll need.

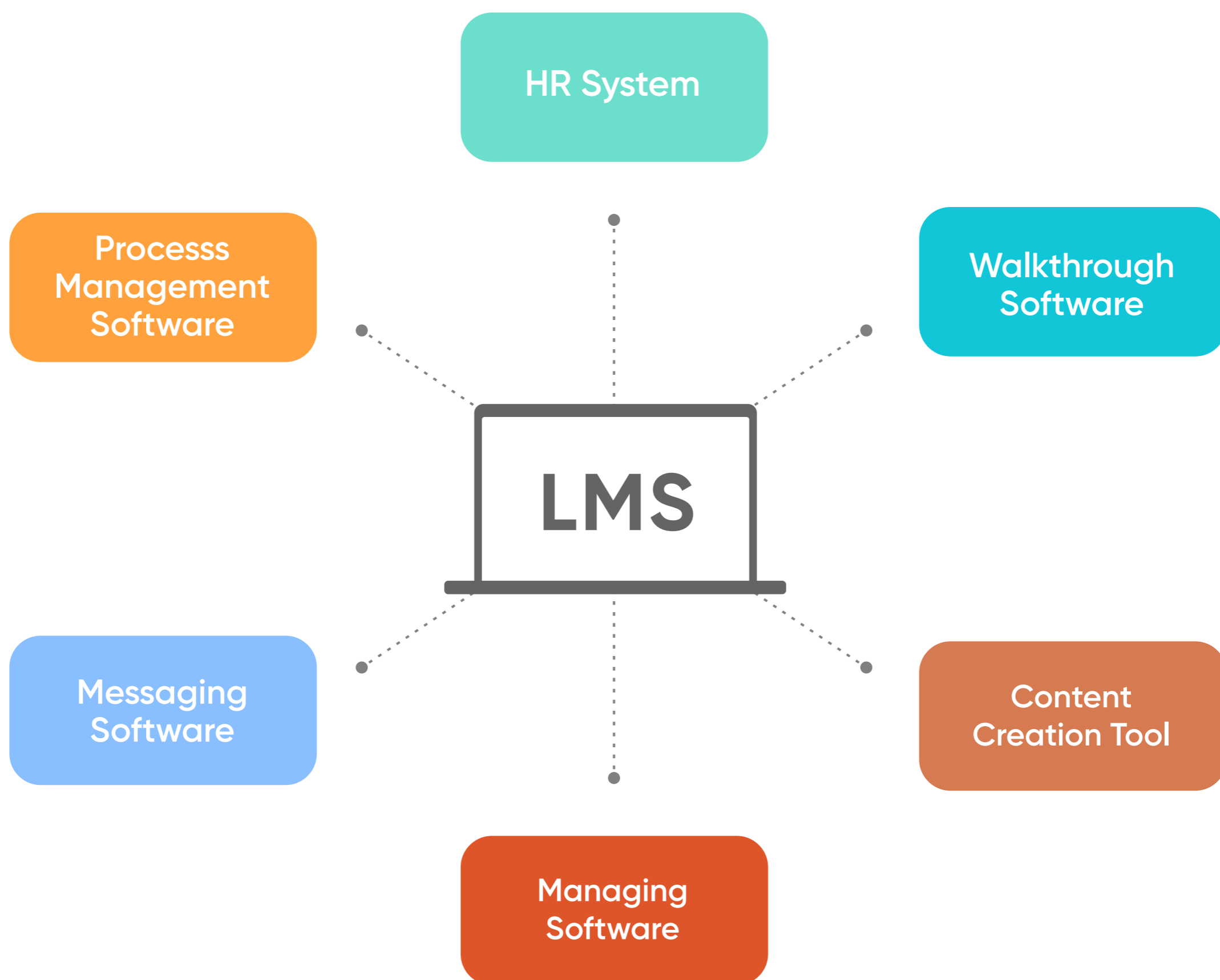
Step 2: Develop your Strategy

The best way to develop a strategy, is to [identify the learning objectives](#) you want or need to achieve. You can use the plan you've already created to inform your strategy. At its most basic, your strategy is a more detailed version of your plan in which you establish exactly how you're going to achieve your goals. It's important to tie the different ways of learning within the 70 20 10 model, back to these goals. These may vary depending on whether they're the desired outcome of an individual course, a group of courses, or a combination of different learning methods. The goals you set should all work towards improving your employees performance to meet your organization's growth targets.

So, if one goal is to improve employee presentation skills, consider how you can relate this objective back to the three learning styles of the model. For example, you could create a formal training course for employees that shares tips on how to speak clearly, how to keep nerves at bay, and how to stay on topic. Socially, you could [set up a forum](#) where employees can share their fears, ask others about their presentation experiences, and get tips. Lastly, employees could be assigned a presentation to deliver either to their team or to the wider organization via a live webinar so they can put their newly acquired knowledge into practice, and learn from the experience of doing so.

Step 3: Identify the Tools You Need

Before investing in the right tools, you need to figure out what purpose each tool will serve for you and your employees. Realistically, you're not going to need every single tool out there, and you may already have your core tools in place. Depending on your organization and its needs, there are a number of software options that will help you to support and deliver effective employee training through the 70 20 10 model.



1. Project Management Tool

There's so many [great project management tools](#) out there that can help collaboration between employees, allow group leaders to effectively communicate, and keep teams on task. They can assign roles, monitor group progress, and share any important documents employees need to see the project out.

Project management software also allows you to assign tasks and send automatic reminders. Everyone has access to their to-do tasks. And these can be categorized by teams, departments or level of importance. Managing projects in this way facilitates a culture of collaboration that you'll really benefit from when you start to roll out the 70 20 10 model.

2. Messaging Software

Messaging software, like Slack, can be found in just about every organization. It's important not to take this software at face value. Instead look at it as another way of cultivating collaboration within your organization. You can create groups for each department or for a specific task or project. Messaging software allows your employees to ask questions they may find difficult to raise face-to-face. There's also a more informal tone when communicating in this way thanks to the use of emoticons, memes or gifs, making it a great tool for having some fun while building employees' trust with each other

3. An LMS

A [learning management system](#) is one of the most powerful solutions you can use to build a strong culture of collaboration. An LMS helps you to effectively deliver, manage, and track employee training. Purpose-built LMSs like LearnUpon allow you to create engaging courses, set exams and assignments, collate resources, create a forum, automate the day to day management training, and much more.

An LMS supports the 70 20 10 model by:

- providing employees with the opportunity to share and access resources easily whenever and wherever they are,
- encouraging employees to interact with each other via an LMS forum where they can ask instructors and peers questions and engage in learning related discussions,
- enabling you to [create, manage, deliver, and track](#) formal learning in the form of courses, [live webinars](#), learning paths, self-selected learning, and much more.

Getting Started with 70 20 10 Workforce Training

When it comes to trying anything new, there'll be some trial and error, it's all part of the learning curve. This rule also applies

when it comes to designing impactful 70 20 10 workforce training. Start small and build from there. Once you've got the groundwork in place you'll be off to a great start.

Chapter 8

How an LMS Supporting the 70 20 10 Model Can Engage Your Employees



Knowing how an LMS engages employees and supports the 70 20 10 model is crucial to effectively utilize this blended learning strategy. Let's run through the must have features you should look for when selecting an LMS to implement 70 20 10 learning and development.

Using an LMS to Engage Your Employees in 70 20 10 Learning

By investing in a system that supports workforce learning through the 70 20 10 model, you're showing your employees that you understand learning happens in many different ways, and you want to give them the tools they need to successfully fulfil, and progress, in their role.

Here's the most important LMS features and functionality you'll need to successfully deliver 70 20 10 learning to your workforce.

Accessible

First and foremost, regardless of the learning model you're using, your LMS has to be easy to access for every single employee. If employees find it difficult to get to the courses and resources they need, they're going to abandon training before they've even started. It's frustrating for them, and all that time you spent planning and creating courses and resources will go to waste.

Ensure your employees have friction-free access to your LMS with [a feature like SSO](#). Each employee has their own credentials (email and password) with which they can access multiple applications. This is achieved by integrating your LMS with the business tools your workforce is already using.

Getting into the LMS is just the first step. Ensure your employees know exactly what training they need to [complete with notifications](#). Triggered emails notify an employee of the courses they're enrolled in and any approaching due dates.

And finally, accessibility should also encompass when and where they complete training. By providing them with [a mobile-friendly solution](#) you're empowering them to choose when, where, and how they learn.

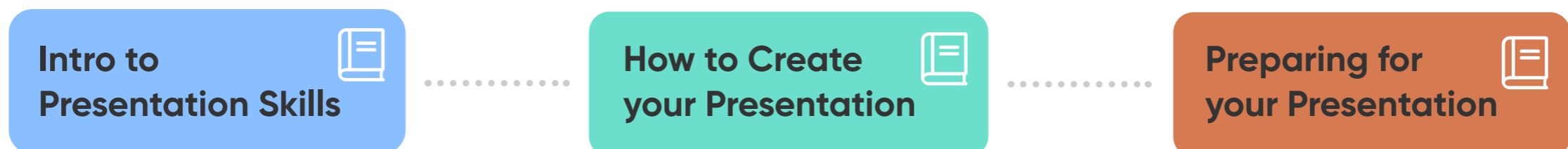
Learner-Friendly Experience

Having an easy to use LMS is key. Once your employees can easily access the learner dashboard and get around, they'll

spend less time figuring out where everything is, leaving more time for learning.

Courses that each employee is enrolled in appear right in their learner dashboard. They'll see the essential learning they need to complete as soon as they login.

A feature like [Learning Paths](#) enables you to group a set of related courses together. As your employee completes a course on a specific topic, they are automatically moved forward to the next relevant one.



Not only is this a learner-friendly way to train, it gives your employees a sense of achievement. This encourages them to learn more so they can further expand their knowledge on a given topic or area.

Informal learning

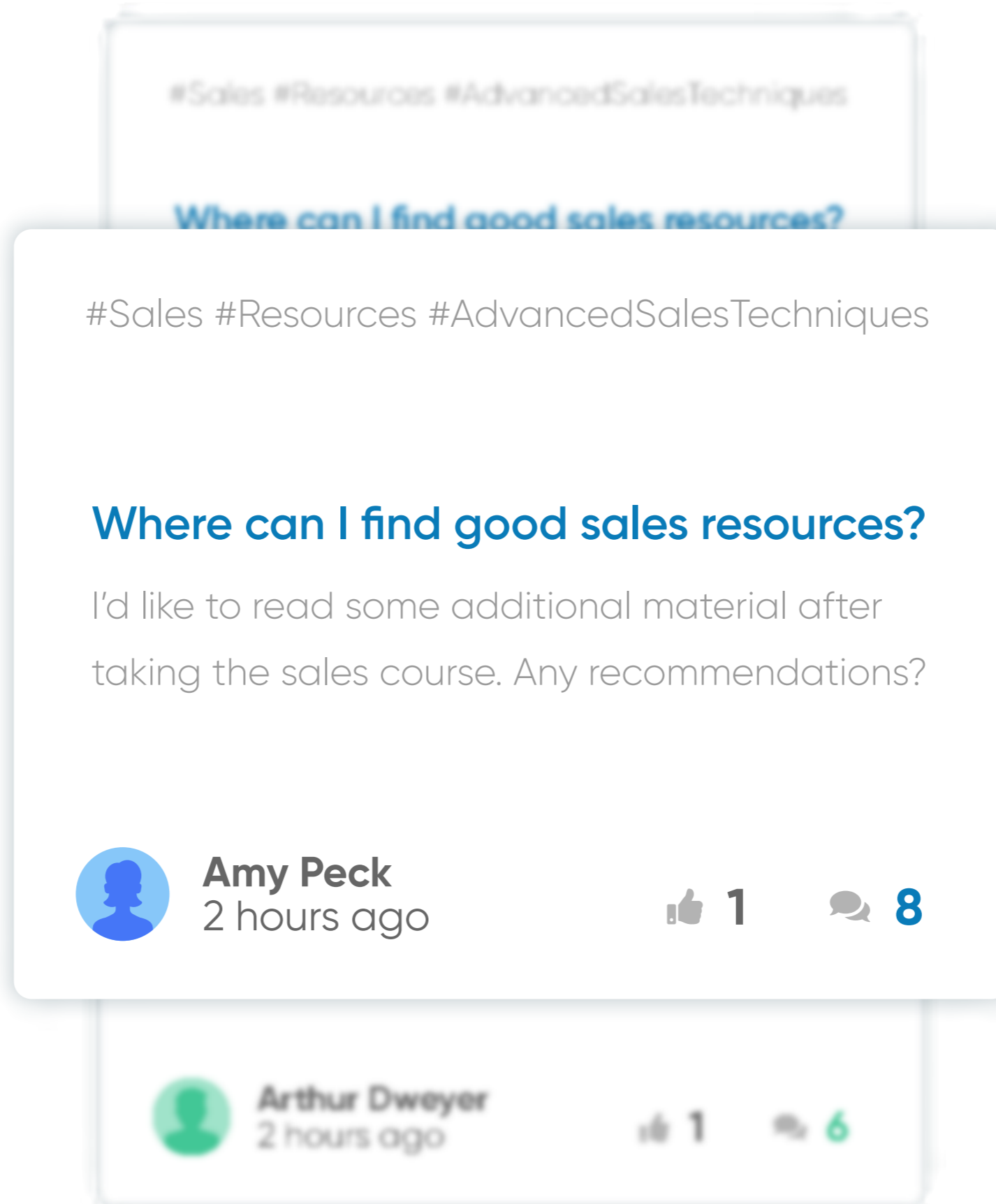
The 70% of the 70 20 10 model is all about learning through experience. While the majority of this learning happens outside of an LMS, there are features you can use to support this self-directed learning style.

You'll want an LMS that lets you create a catalog filled with courses, which your employees can browse by category to select the optional training they're interested in. Providing this 'add-on' training, on top of their mandatory training, empowers them to self-direct their learning. By making these additional courses available, you're indicating to them that learning is a vital part of their day to day role.

Collating resources within your LMS is another way to provide your employees with a place they can go to to learn more about a specific subject that interests them, or relates to their role.

Social learning





For social learning, the 20% of this model, your LMS should support interaction and knowledge sharing between learners and instructors. An LMS [forum](#) is a great way to achieve this. Your employees can not only talk to each other, they can also give you feedback on their learning experiences.



Encouraging employees to share their knowledge, thoughts, or recommendations in this way should be a top priority. After all, if you're not aware there's an issue, how can you fix it? Through consistent feedback, you can improve the training process, with both you and your employees reaping the benefits.

Gamification is also a great tool that can be utilized to support social learning. Put simply, this enables employees to see the learning progress of their peers. This can take the form of points, badges, leaderboards or levels. Using this feature supports learning through observation, as they're able to see how others

are progressing. It instills a healthy sense of competition and motivates your employees to learn more.

1.		Amy Peck eLearning Master	☆ 1252	🏆 48
2.		Arthur Dwyer eLearning Master	☆ 1189	🏆 41
3.		Frankie Royce eLearning Master	☆ 1164	🏆 40
4.		Tia Decker Community Leader	☆ 1103	🏆 36

Formal learning

Formal learning, the 10% of the model, is the most conventional form of learning. Training delivered, managed and tracked through an LMS, is a flexible way to learn. Your team can train and learn in their own time, at their own pace, wherever they are.

You're also less likely to lose employee engagement as you can use a variety of content, such as webinars, video tutorials and interactive elements, to keep their interest throughout training. And you have the ability to track each employee's training progress, so you can measure the impact it's having.



Building a High Performance Workforce With 70 20 10

An LMS supporting the 70 20 10 model can help make introducing this new way of training more efficient and trackable. It's important to remember that this isn't just a new way for you to train your workforce. It's also a new way for your employees to actively engage with learning. Support your employee learning and development with 70 20 10 and you'll soon see the benefits for your entire organization.



Learning as it should be



About LearnUpon

LearnUpon LMS helps businesses train their employees, partners, and customers. By combining industry-leading capabilities, unmatched ease of use, and unrivaled customer support, organizations can manage, track, and achieve their diverse learning goals—all through a single, powerful solution. It's learning as it should be.

[Learn more](#)