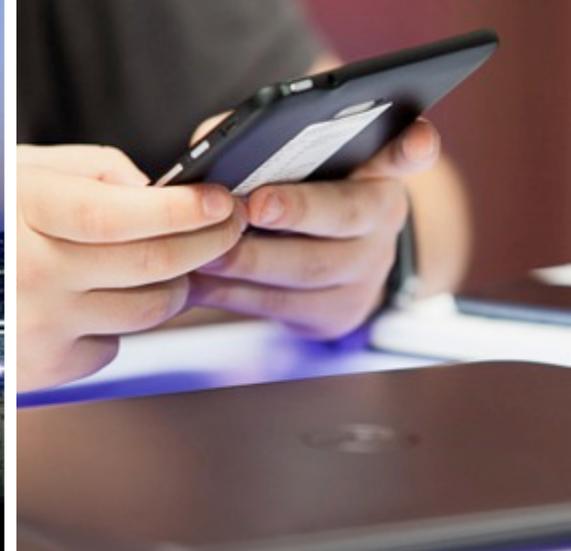


***GOVDELIVERY*** 



Learning, Mentoring and Leadership Development  
in One Online Platform

# TODAY'S AGENDA

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A

**INTRODUCTIONS AND OVERVIEW**

B

**5 TRENDS IN LEARNING AND GOVERNMENT**

C

**3 INNOVATIONS WE'RE BETTING ON**

D

**Q & A**

# YOUR HOST AND SPEAKERS TODAY

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**Erin Hargrove**

---

Account Executive, Learning  
GovLoop | GovDelivery



**Andrew Krzmarzick**

---

Vice President,  
Learning and Development  
GovLoop | GovDelivery



**Adam Johnston**

---

Senior Product Manager  
Learning Platform  
GovLoop | GovDelivery

# POLL 1

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**WHICH OF THE THREE ELEMENTS OF TODAY'S WEBINAR TITLE MOST INTERESTED YOU?**

- a. VIRTUAL LEARNING**
- b. MENTORING**
- c. LEADERSHIP DEVELOPMENT**
- d. ALL OF THE ABOVE**

# 5 TRENDS IN LEARNING TECHNOLOGY

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**Unfiltered**



**Flipped**



**Rewarded**



**Tailored**



**Measured**



# WHAT WE'VE LEARNED

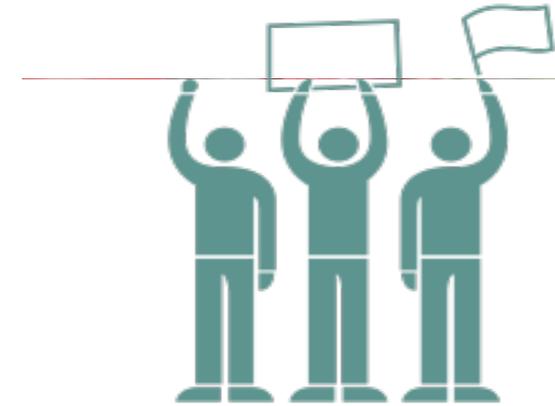
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**Our  
Research**



**Your  
Participation**



**Agency  
Demand**

# THE LEARNING REVOLUTION IN GOVERNMENT HAS BEGUN

**govloopACADEMY** COURSES LEARNING PATHS ABOUT SCHEDULE A DEMO REGISTER LOG IN

Advance your government career.  
Free online training for public sector professionals.  
[View Courses](#)

**FEATURED COURSES**

- A Guide to Cloud Success**  
This 30-minute course is designed to get you up to speed on Amazon Web Services (or AWS, as we'll refer to it throughout) cloud offerings. We'll be discussing cloud computing ... [View Course](#)
- Making Smarter IT Investments**  
Cloud is a common buzzword in the IT world, and in our daily lives we use the cloud to do everything from check email, to access work files, to ... [View Course](#)
- Your Brain on Conflict**  
Why is it so much harder to make a decision in the afternoon? Why did you suddenly remember the name of your client you've been trying to recall all day? ... [View Course](#)
- DevOps Fundamentals**  
Let's start with the basics. What's the definition of DevOps? And what does it do, anyways? You might have heard the phrase before, but not be sure of what it ... [View Course](#)
- The Human-Centered Approach**  
Course Description In order to implement human-centered design in your agency, you're going to need a toolbox of methods, techniques, and resources, as well as a process to guide you ... [View Course](#)
- Editing Tips and Tricks**  
If you work in government, chances are really good that you read and write a lot every day. One of the pitfalls for people who produce or preview pages of ... [View Course](#)

**GET UPDATES**  
Be the first to hear about new courses in GovLoop Academy. Sign up here!  
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**COURSE CERTIFICATES** [Help](#)  
When you complete a course on GovLoop Academy, you'll see a link on the course page to view, download, and print a certificate. You can access all of your certificates on [your profile](#) as well! Just look for the green icon next to the course titles.  
We built this new feature after many of our early adopters asked if we offer certificates. Do you have other ideas or suggestions for improving GovLoop Academy? Just click the green "Help" button below and send us a note!

**LEARNING PATHS**  
Not sure where to start? These collections of courses will help you dive in and start learning. You'll earn a badge when you complete each path.

- Tech Essentials** [View This Path](#)
- Personal Growth** [View This Path](#)
- Engaging Citizens and Communities** [View This Path](#)
- Career Advancement** [View This Path](#)

**SFTI** PROGRAMS LEADERSHIP DEVELOPMENT COACHING EXECUTIVE EDUCATION ABOUT PROFILE

Welcome to TEI Connect  
[PROGRAMS](#) [COACHING](#)

**FEATURED PROGRAMS**  
**Building Your Generational Competency** (3 hour Online)  
Leaders who understand and appreciate how different generations impact the workforce can inspire others to work collaboratively and achieve organizational results. Learn how to take advantage of a multi-generational workforce ... [View Course](#)

**CATEGORIES**

- All Categories
- Access Method: Online
- Access Method: TEI Classroom
- Building Coalitions
- Business Acumen
- Coaching
- Innovation
- Leading Change

**U.S. Customs and Border Protection** REGISTER LOG IN

Welcome to the CBP Mentoring Portal

**Returning Users**  
Do you already have an account? Sign in here. [Log In](#)

**New Users**  
Do you need to create a new account? Sign up here. [Sign Up](#)

You are about to access a Department of Homeland Security computer system. This computer system and data therein are property of the U.S. Government and provided for official U.S. Government information and use. There is no expectation of privacy when you use this computer system. The use of a password or any other security measure does not establish...

**NATIONAL LEAGUE OF CITIES UNIVERSITY** HOME ABOUT CONTACT CERTIFICATE PROGRAM REGISTER LOG IN

Welcome to the NLCU Federal Advocacy Workspace  
Resources for Legislative Advocacy

**WORKSPACE CONTENT**  
**The Power of Advocacy**  
The best person to advocate for your community is YOU! Find out who you should be the one to advocate for your city to Congress, and how you can make ... [Read More](#)

**USER SURVEY**  
I would like to receive credit for this course in NLC University's Certificate Program \*

**LEADERSHIP JOURNEY** HOME ABOUT CONTACT MEMBERS ACTION PLAN PROFILE

Welcome to the FRTIB Leadership Journey  
A program designed to help you understand your strengths and weaknesses, better define success, create a winning culture, set the right goals, communicate a vision, and deliver results.

**SESSIONS**  
**Launch Session - January 20th**  
The Launch Session is designed to describe the Leadership Journey program and each step of the Journey to ensure everyone involved understands what is expected throughout the program. Each student's ...

**RESOURCES**  
**Accountability Trios**  
**Leadership Reading List**  
**Talinsights Group Results (Coming Soon)**

# OUR GOAL: SUPPORT YOU WITH INNOVATIVE TECH + TALENT

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Communications  
Cloud



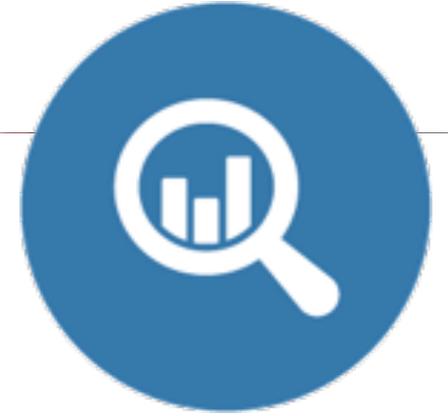
Network and  
Engagement  
Services



Learning  
Platform and  
Content Services



Learning  
Community



Open Data  
Solutions

# POLL 2

---

**WHICH OF THE 5 TRENDS ARE EMERGING AT YOUR AGENCY?**

- a. UNFILTERED ACCESS**
- b. TAILORED CONTENT**
- c. FLIPPED EXPERIENCES**
- d. MEASURED ACTIONS**
- e. REWARDED BEHAVIOR**
- f. ALAS...NONE (BUT I CAN DREAM!)**

# THREE INNOVATIONS WE'RE BETTING ON

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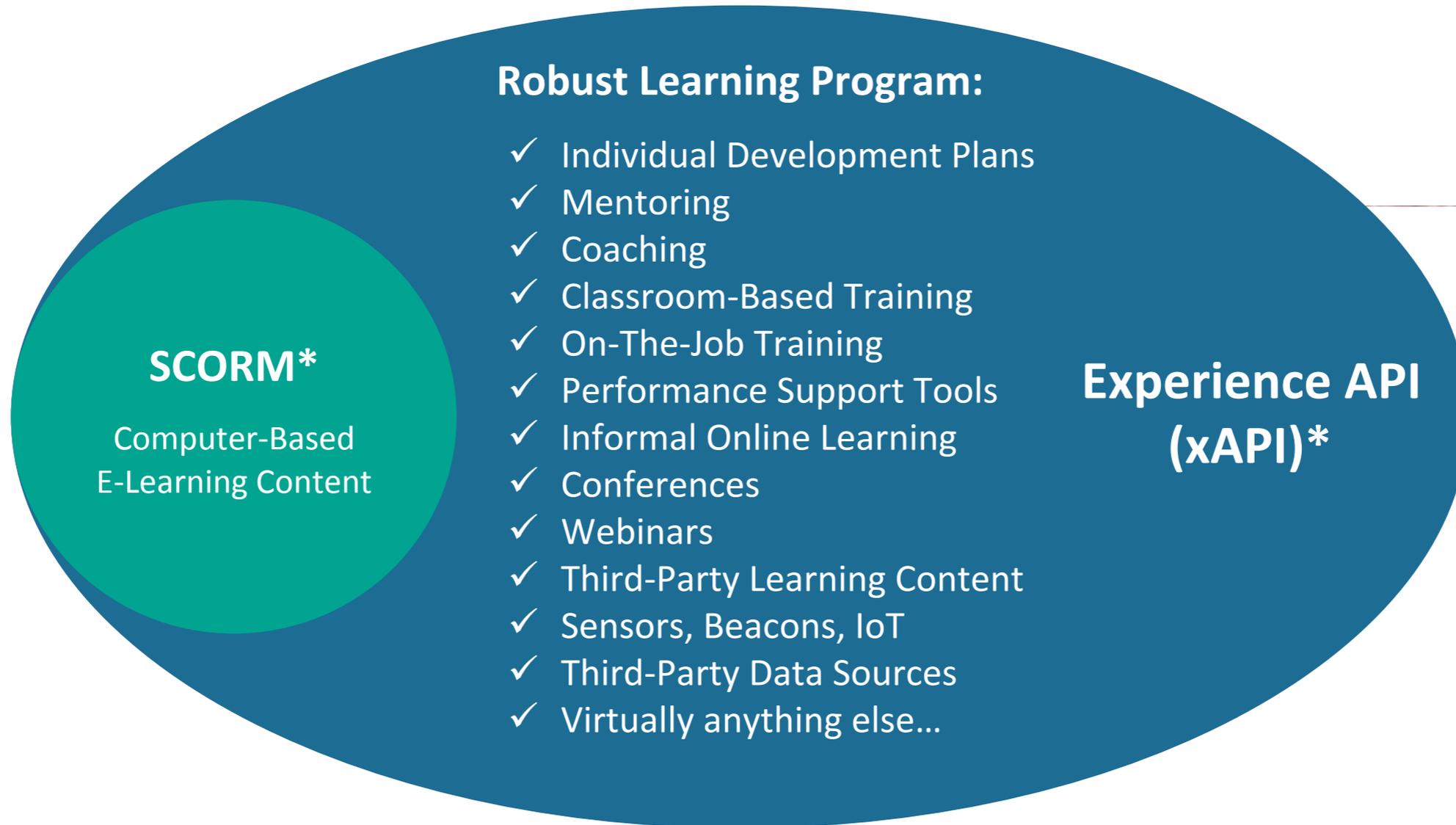
**1 DATA AND ANALYTICS**

**2 SOCIAL LEARNING AND BADGING**

**3 ADMINISTRATOR AND LEARNER EXPERIENCE**

# DATA AND ANALYTICS

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# DATA AND ANALYTICS – TEI COACHING



## TEI Coaching Services

- Coach Training and Certification
- Coaches “pay it forward” by providing coaching to other participants in TEI’s broader programs.
- Need to track:
  - Enrollment and completion of training sessions
  - Coaching assignments with specific participants
  - Hours for length of each coaching assignment
  - Total hours provided by each coach

### SCORM:

Enrollment  
&  
Completion

### Through xAPI:

- ✓ Status of each coaching assignment
- ✓ Coaches self-report hours for each assignment
- ✓ Reports pull course completion and coaching hours data together

# SOCIAL LEARNING AND BADGING

---



## Great Classroom Learning is Social

- Learners interact with instructors
- Peer engagement and discussion among learners
- Project-based learning
- Meaningful assessment
  - Both formative and summative
- Self-paced reading and assignments



## Great Online Learning is Social

- Synchronous and asynchronous interaction
- Collaboration tools
- Flexible assessment and evaluation
- Discussion, chat, voice, video
- Share and track experiences
  - Both online and offline
- On-demand and scheduled content

# SOCIAL LEARNING AND BADGING



## Collaborative Document Tool

- **Similar to a Google Doc**, but tailored for learning use
- **Multiple users** working on a document simultaneously
- Housed within a **secure, FedRAMP compliant** environment
- **Detailed activity tracking** via xAPI



## Digital Classrooms

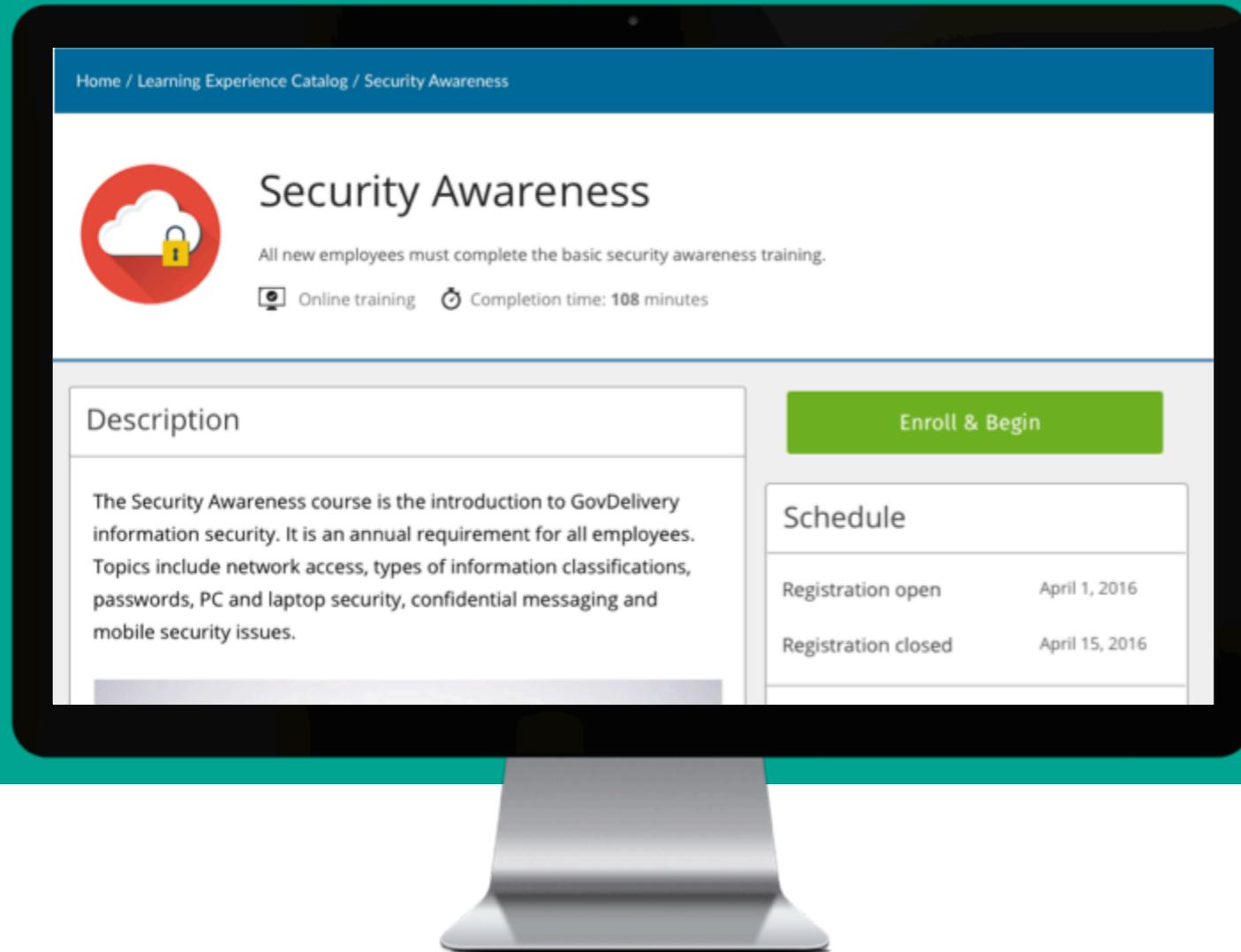
- Collaborative **learning space for groups** of participants
- Space for **multimedia content, synchronous chat, video conference** and discussion
- **Scheduled or open-ended**



## Badging

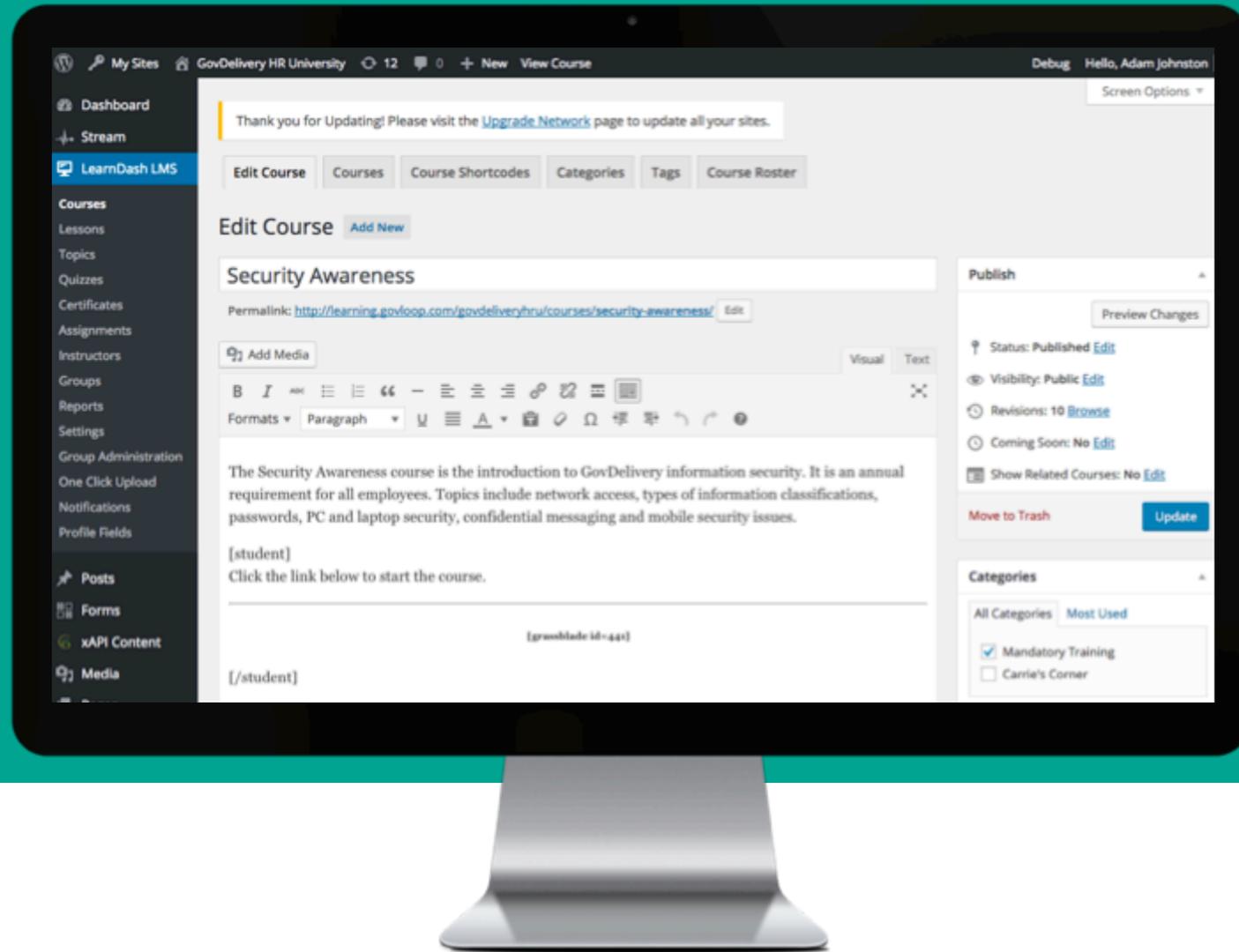
- Aligned with **Mozilla Open Badges** specifications
- Flexible criteria allow **badges to be issued for virtually anything**
- Imagery and award criteria are **configured for each client**

# ADMINISTRATOR EXPERIENCE – PROVIDING CONTEXT



An administrator wants to edit this course description.

# ADMINISTRATOR EXPERIENCE – PROVIDING CONTEXT

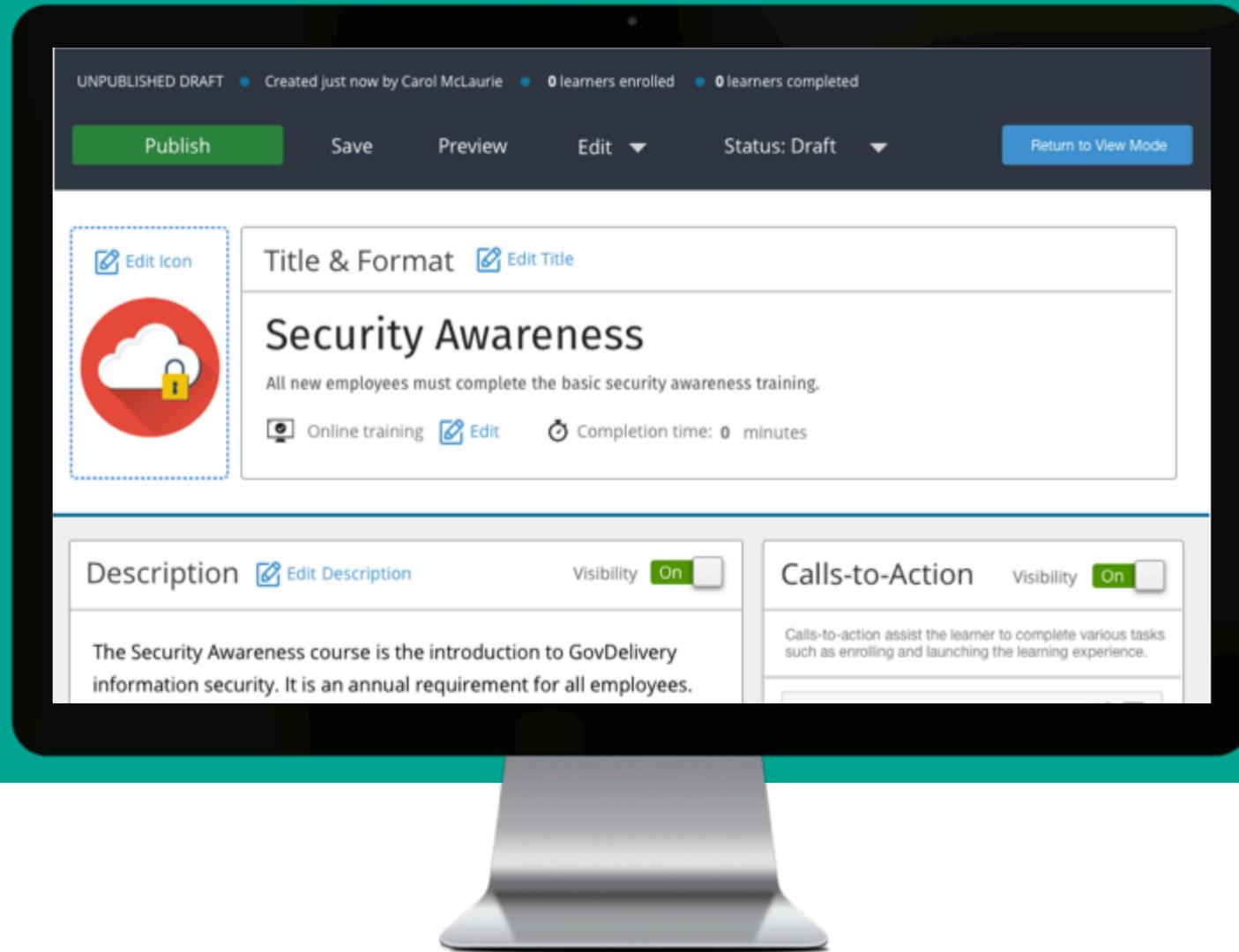


Most LMS/CMS systems send them to a form in a dashboard.

➤ This can be confusing, overwhelming, and stressful.

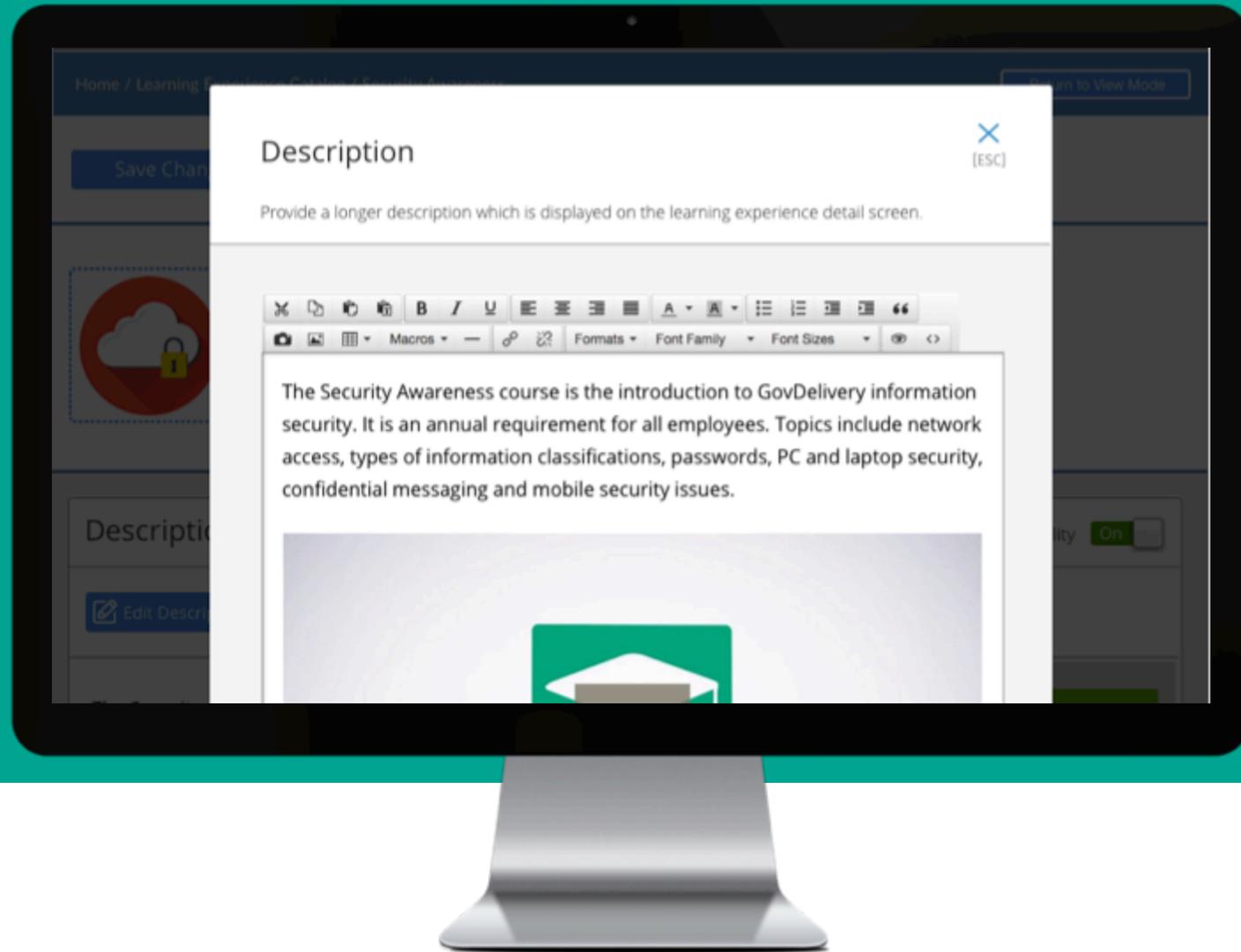
It's like having to go under the hood of your car to change the radio station.

# ADMINISTRATOR EXPERIENCE – PROVIDING CONTEXT



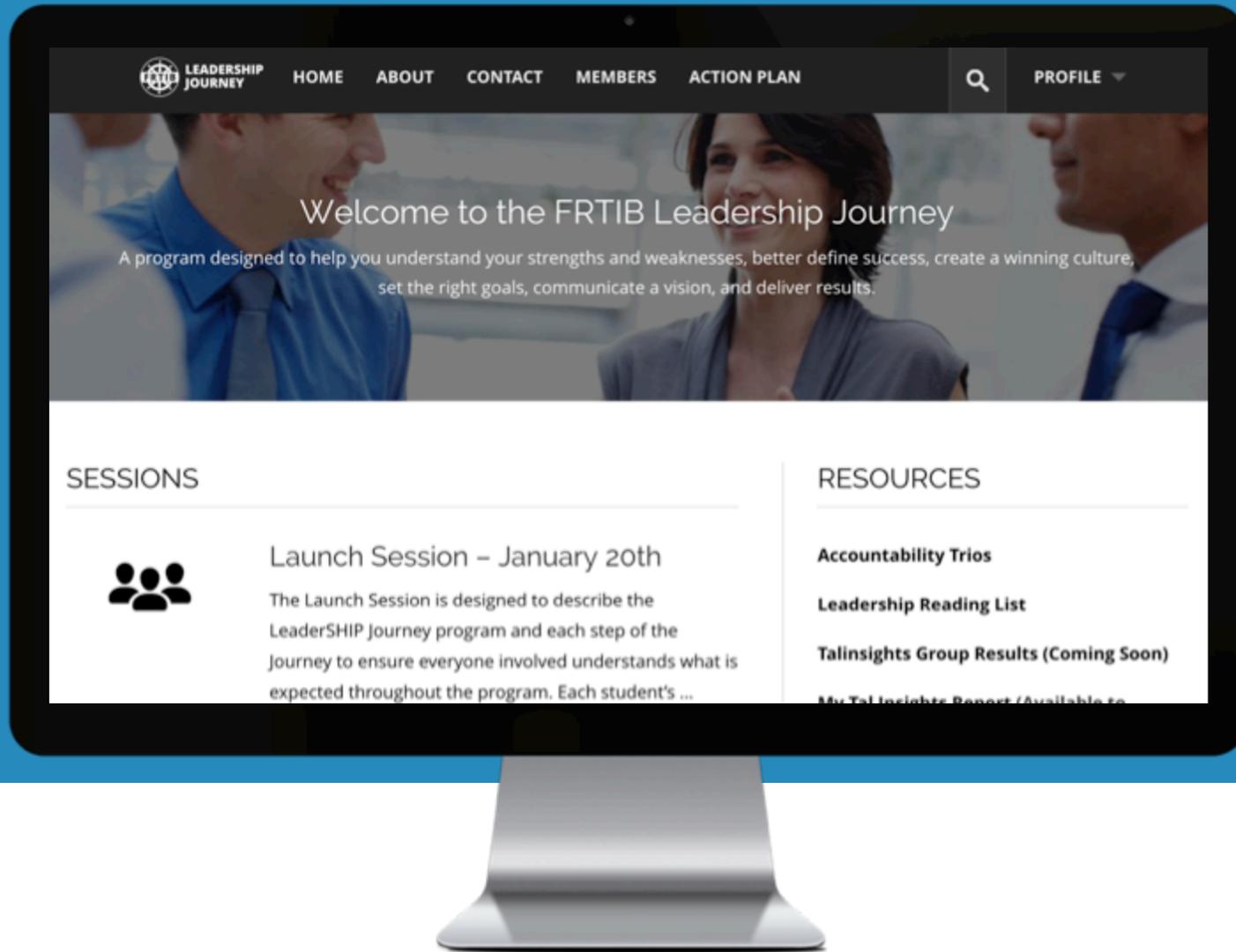
➤ Inline, in-context editing streamlines workflows for administrators.

# ADMINISTRATOR EXPERIENCE – PROVIDING CONTEXT



> You always know where you are, where you came from, and what your changes will look like.

# LEARNER EXPERIENCE – FORM FOLLOWS FUNCTION

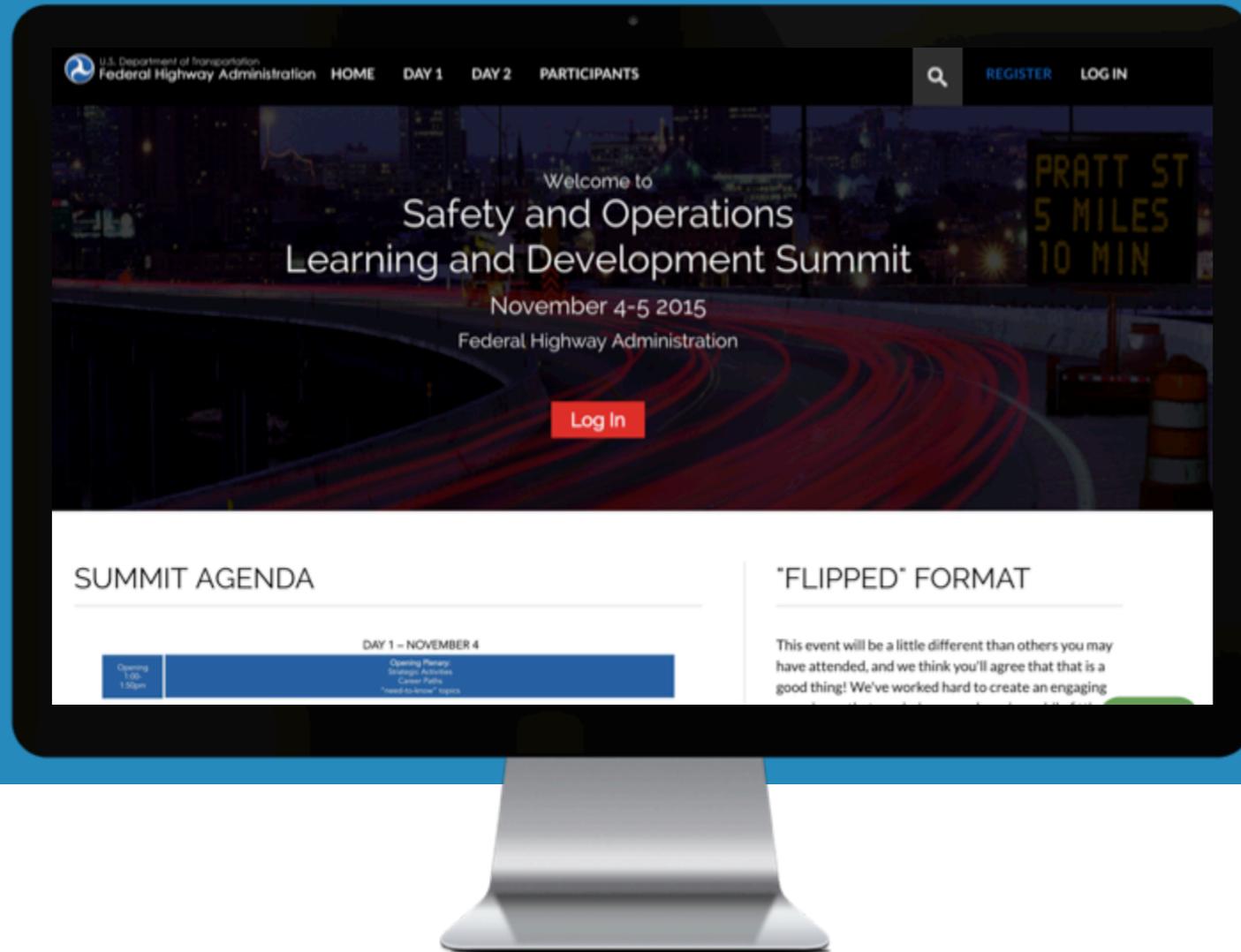


One size does not fit all.



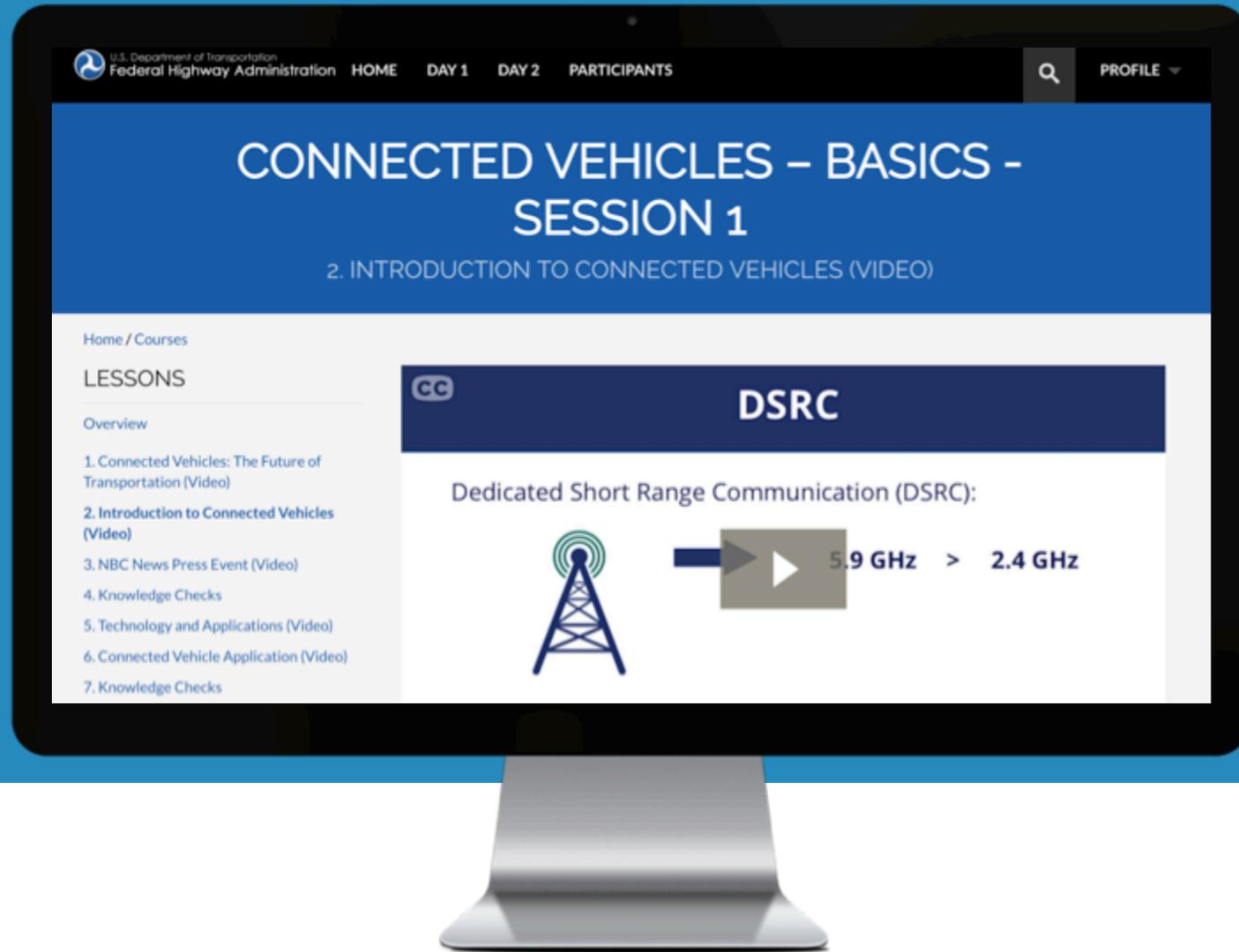
Create layouts that emphasize specific “calls to action” and align with program goals.

# LEARNER EXPERIENCE – FORM FOLLOWS FUNCTION



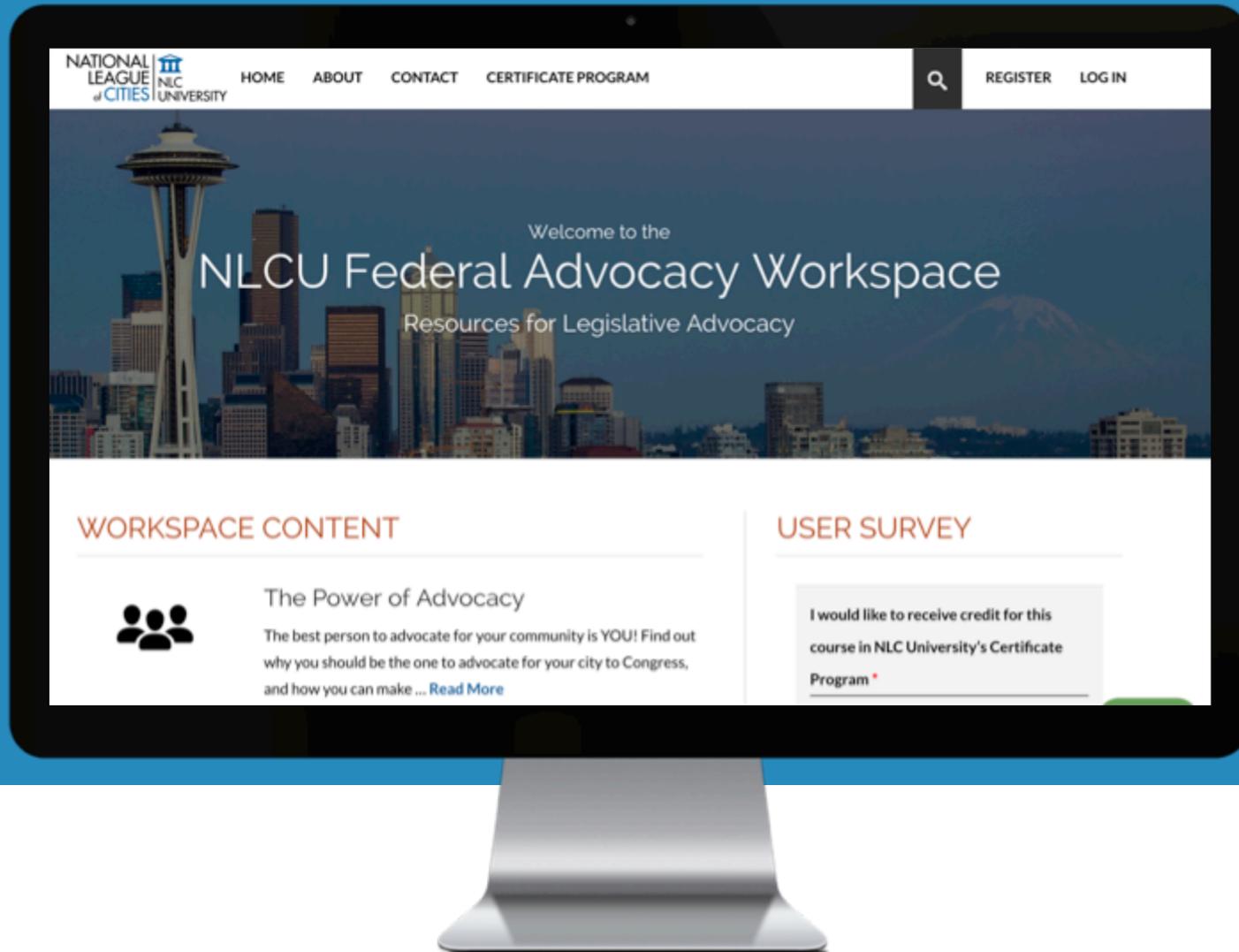
Content, functional elements, and action buttons are arranged based on the priorities of each program.

# LEARNER EXPERIENCE – FORM FOLLOWS FUNCTION



Learning activity layouts put content at the center of focus for learners.

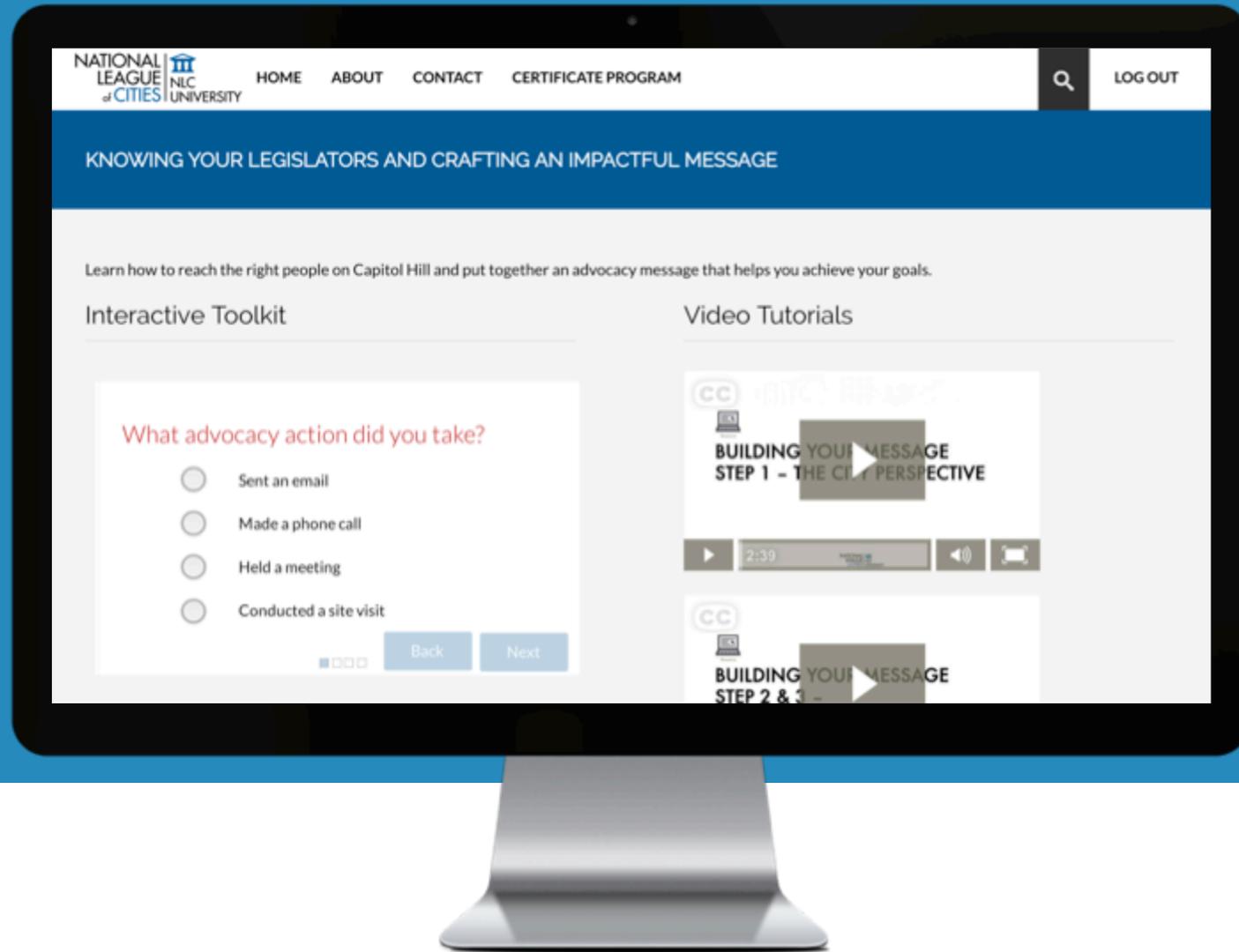
# LEARNER EXPERIENCE – FORM FOLLOWS FUNCTION



Some sites require users to register.

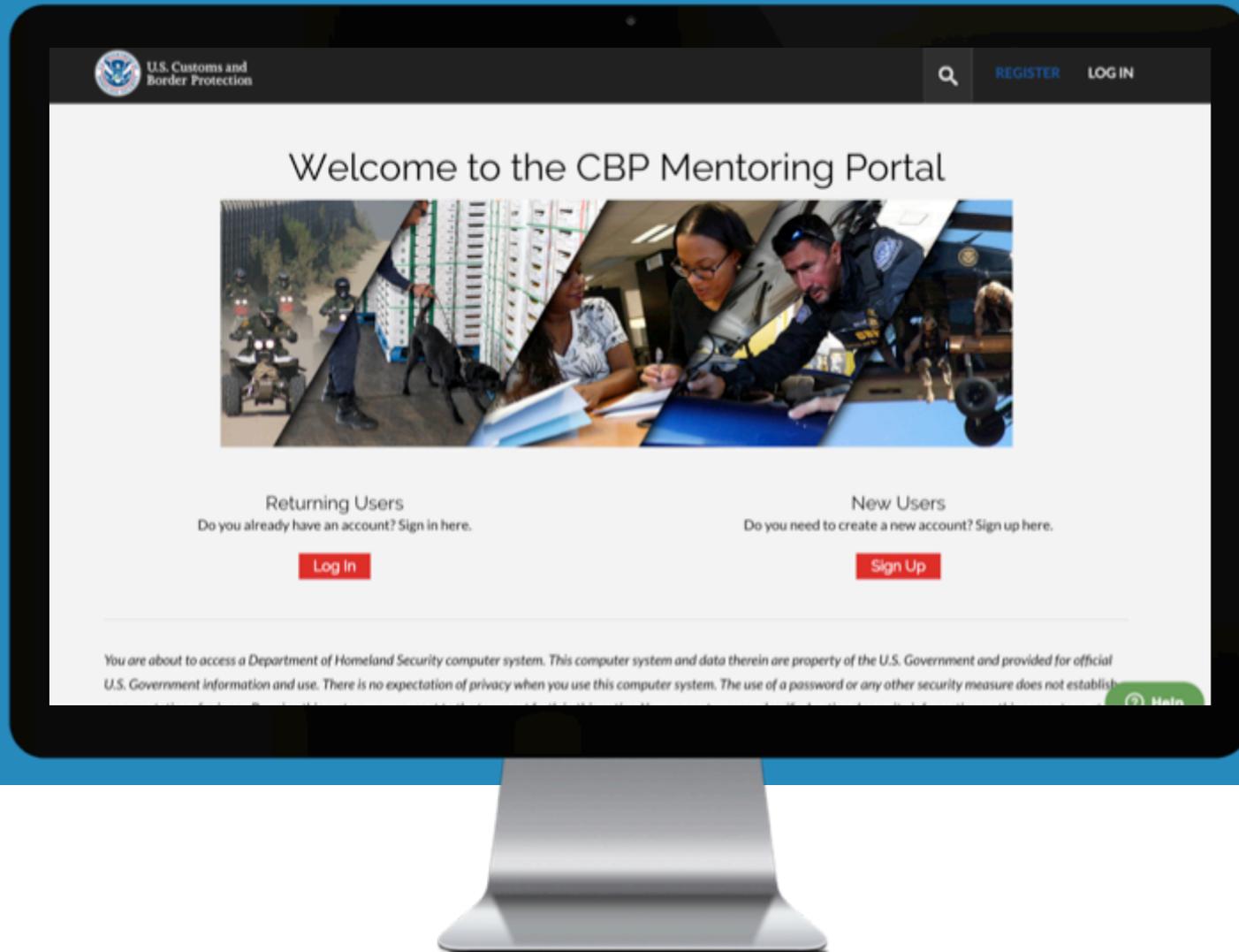
Some sites make content open to the public.

# LEARNER EXPERIENCE – FORM FOLLOWS FUNCTION



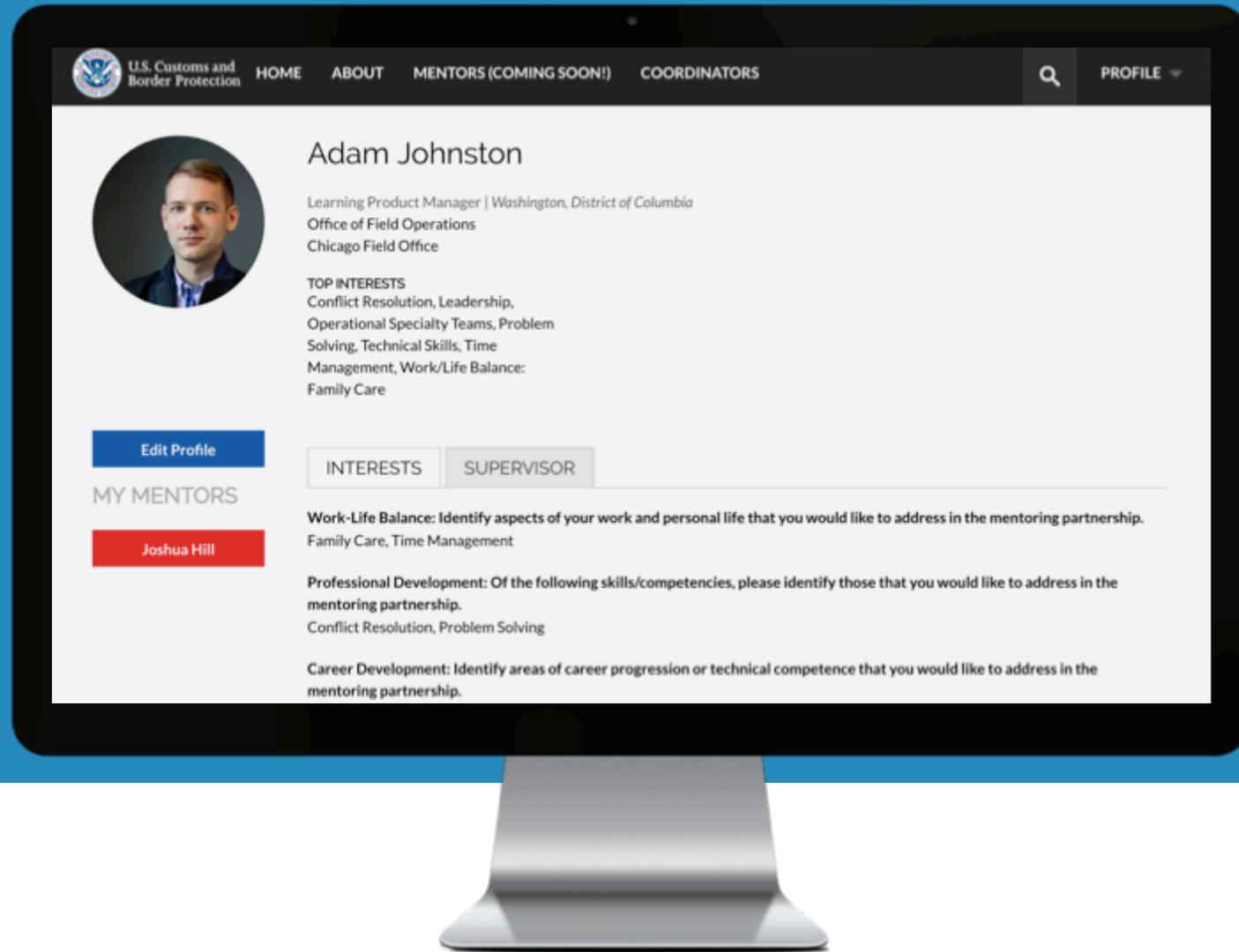
Learning content layouts are tailored to the needs of each experience.

# LEARNER EXPERIENCE – FORM FOLLOWS FUNCTION



➤ The platform includes a powerful mentor module that facilitates matching and ongoing communication, including a mentee action plan.

# LEARNER EXPERIENCE – FORM FOLLOWS FUNCTION



Some programs are less content-driven, and more focused on interaction or social engagement via participant profiles.

# POLL 3

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**WHICH OF THESE AREAS DOES YOUR CURRENT LEARNING SYSTEM HAVE THE MOST TROUBLE WITH?**

- a. DATA AND ANALYTICS**
- b. SOCIAL LEARNING AND BADGING**
- c. ADMINISTRATOR AND LEARNER EXPERIENCE**
- d. ALL OF THE ABOVE**

# YOUR QUESTIONS?

---



**Erin Hargrove**

---

Account Executive, Learning  
GovLoop | GovDelivery



**Andrew Krzmarzick**

---

Vice President,  
Learning and Development  
GovLoop | GovDelivery



**Adam Johnston**

---

Senior Product Manager  
Learning Platform  
GovLoop | GovDelivery

## WOULD YOU LIKE TO LEARN MORE?

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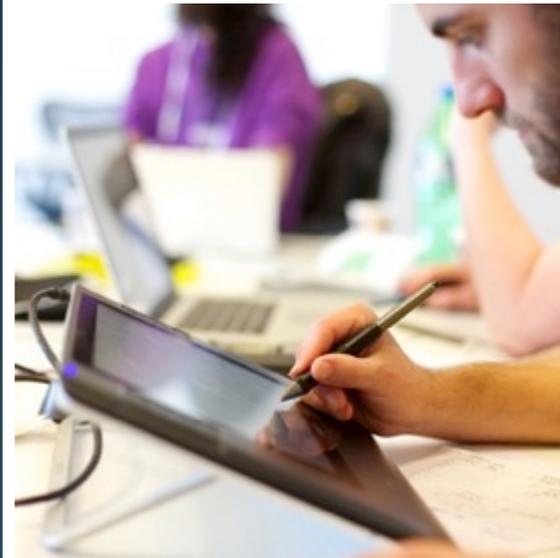
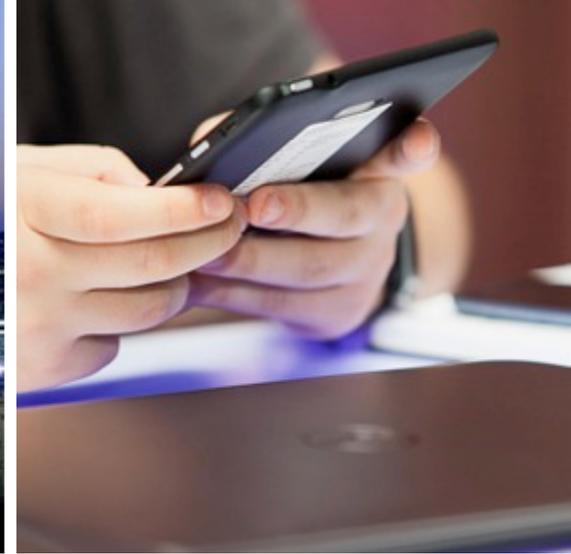
1. Schedule a demo with us.
2. Experience our platform for yourself:

[academy.govloop.com](https://academy.govloop.com)

[learning.govloop.com/fhwalearningsummit/](https://learning.govloop.com/fhwalearningsummit/)

[learning.govloop.com/nlcuniversity](https://learning.govloop.com/nlcuniversity)

# *govDELIVERY*



**THANK YOU FOR  
YOUR TIME**

**FOR MORE  
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