

Commercial Learning Platform

After Launch – How do you maintain Engagement?

- Sunder Ramachandran @sundertrg

Commercial Learning Platform (Launch Strategy)

The whole is greater than the sum of the parts...

Context

Enhancing the employee experience



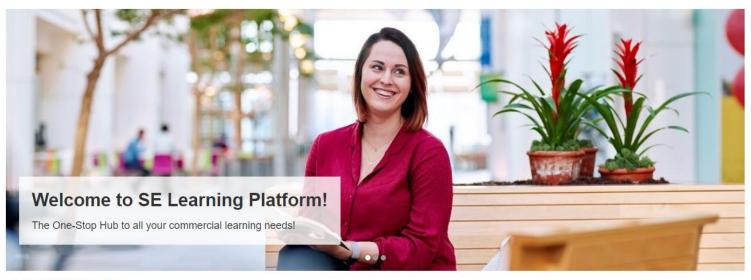
Launch Experience

Clever content Strategy



Welcome to SE Learning Platform!

The One-Stop Hub for all your commercial learning needs



Learning Tracks

Access a library of learning resources, tailored to your role







Search this Group...



This is where, we left last time?

Way Forward...



Dedicated Community Manager to scale things up.



Regular monthly connect with all admins to bring vision in practice.



Better Partnership with all learning partners.



Dynamic content refresh



Built and sustain robust on-going communication plan



Integrate with existing HR processes (Perf. Appraisal. Perf. Management)

5 Strategies Which Should help You to Drive Your Learning Platform







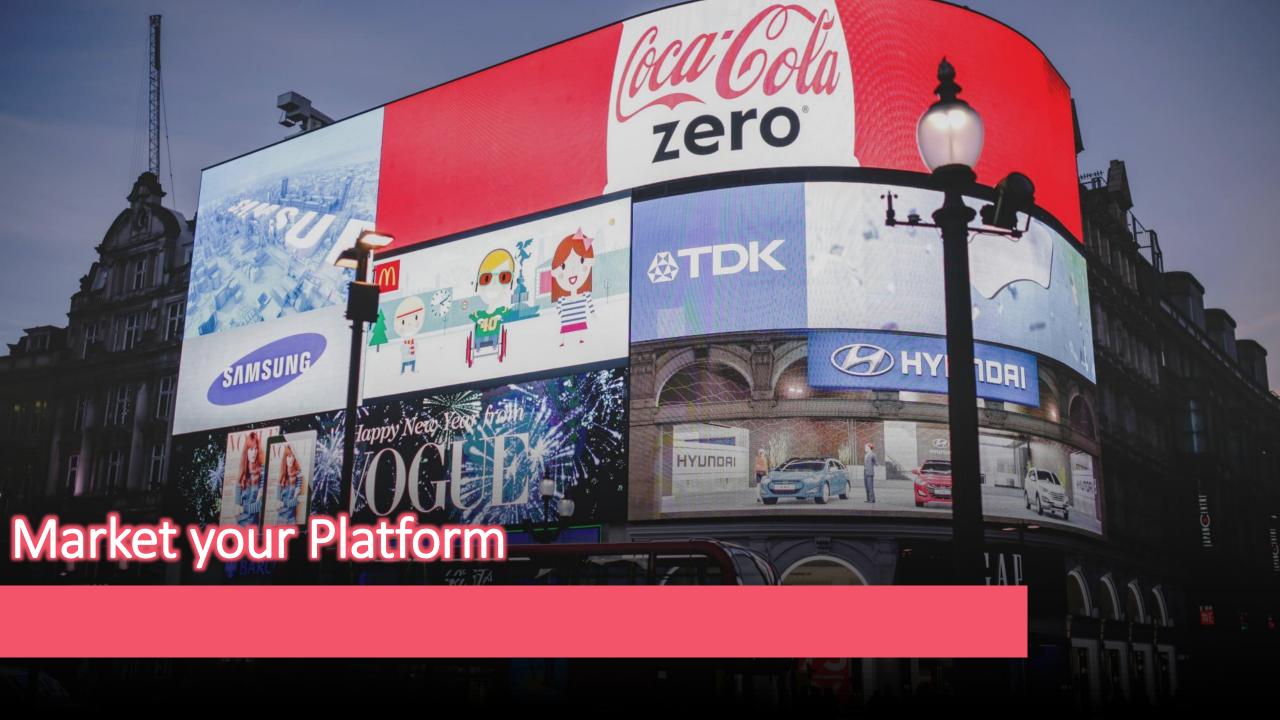
Proprietary

In house developed eLearning for technical competencies, values, ways of working mostly mandatory in nature

Off the Shelf

Specially curated drip feed content in combination of read, watch and listen.

Learning Journey with clear objective of WIIFM.



3 strategies to market Learning platform successfully



Know Your Learner

It's essential to understand your target audience, your desired learners. An effective way to do this is by creating a learner persona.

Let Your Learners Know the Value of Your Course

Clearly communicate how the program addresses learners' needs, and convince them of the relevance of the training.





Give Sneak Peaks to Your Content

Use sneak peaks to enable learners to see what they can expect from your course and to make them curious. This is where all your communication plans comes in picture



Repeat Visitors

These repeat visitors are the key to success for any platform. Though there is no one-size-fits-all strategy to attract repeat visitors, there are some important points which should be considered.

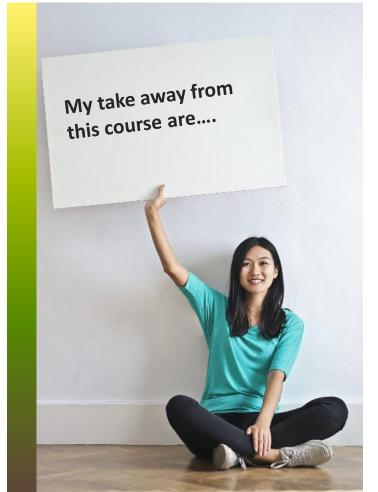
Tips for Engagement

- Surface unique & relevant content
- Provide useful links
- Build community
- Using social network tools (like Workplace by Facebook)
- Track learners and activities regularly



User generated content (UGC) improves organisational knowledge

On a social LMS, every piece of content your learners share with each other can be commented on and rated. This helps relevant content to gain popularity, and the more popular the content, the more visible it will be.



Benefits for learners

- 1. Recognition for users
- 2. Better acceptability
- 3. Real and relevant
- 4. On demand
- 5. Can be "pulled" rather than the traditional "push"





CORE Ecosystem Marketing
Capabilities create a framework within
which provides a guide to the skills and
behaviors that are expected of
professional marketers at varying levels
of proficiency to identify, analyze and
define best practices in terms of way of
working, solutions, tools, strategies and
executions.

CORE Ecosystem is an ideal marketing capability tool with its intuitive Interface, ease of use and interactive

Cem Isildak - CEP Portfolio Manager, Turkey



I aspire to grow and for that I need resources to sharpen my skills and improve capabilities. I came to know about this platform. I found this one very useful for all my Learning needs.

- Inderpreet Singh, India

Feedback and Endorsements

Ask for testimonials from early adopters that you can feed into your courses to boost credibility.



The good part of this learning platform is that all the course are aligned with sales competencies and I can easily search the content which is best suited to my need.

- Honey Gupta, India



From the first visit to CORE ecosystem during pre-launch trials, I realized it would be the platform we are looking for. Exciting developmental journey in your fingertips. Waiting for the great launch!

Mohamed Hashish - Marketing Manager - Classic Respiratory



For the first time, in my many years in GSK, I was able to find a real one-stop-shop of content and training for the benefit of the marketing team. Not only is the content available very useful and robust, but it is also supported and powered by well-known global learning platforms. The platform is easy to access and has a very nice and bold design. I am ready to continue my learning path, on track!

Carlos Alvarado - Customer Marketing Manager, Mexico



Monthly Dashboarding and Analysis

Headline Stats





6,282
Unique Visitors
121% Up from March



436k **Activities** 1 0.5% Up from March



77% User Engagement

7,084 members







points

▲ 2 (3%) from previous period



Mos	Most Engaging Items	
	Myth 1.mp4	243
G	Business Planning Training	172
G	Sales Representative Competency Framework	161
	myth 4.mp4	158
	myth 5.mp4	102
e a	FLSL Sales Competency Framework.pptx	84
2	Busiess Planning Template	61
	myth 3.mp4	53

Collaboration Score

Membership Trend May - Jan

Most Engaging Content

Membership



ROI is generally a difficult measurement in Learning and Development but larger impact can be evaluated in Organisational annual culture survey results. Some are like these.

- +5% on "Developing capability of it's people"
- +6% on "I have the opportunity to Grow and Develop"
- +7% on "Leaders in my department demonstrate that personal development is important"