



PLAN

Info-Gathering

- Skills assessments
- Skills ratings
- Informational interviews
- Critical skills for the org

Development Planning

- Career coaching
- IDPs
- Goal setting / action planning



DISCOVER

Centralized "Push" Communications

- Emails
- Newsletters
- Assignments / required training

Employee Browsing / Searching

- Internet
- Intranet (e.g., SharePoint)
- LMS / LXP

Recommendations

- Automated (e.g., from LXP or LMS)
- From senior leaders
- From manager
- From colleagues / peers



CONSUME

Passive Consumption in Groups

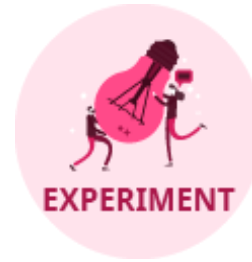
- Instructor-led courses (virtual, in-person, hybrid)
- Town halls
- Live webinars / webcasts

Passive Individual Consumption

- Self-paced online courses
- Books
- Articles / blogs
- Videos
- Podcasts
- On-demand webinars / webcasts

Interactive Consumption

- Gamification
- Bite-sized learning (e.g., SMS, messaging apps, chatbots)



EXPERIMENT

Experimentation In Current Role

- Stretch assignments
- Job shadowing
- Simulations / role plays (incl. AR/VR/immersive 3D)

Experimentation Outside Current Role

- Job rotations
- Talent / "gig" marketplaces
- Volunteering outside work

Experimentation Processes

- Practices for developing and testing hypotheses
- Systems for employees to reflect on failures



CONNECT

Individual Development

- Mentoring
- Coaching
- Professional / personal networks

Team Development

- Team-based training
- Team coaching
- Virtual collab. channels (Teams, Slack)

Knowledge Sharing

- Communities of practice
- Employee resource groups
- Professional organizations
- Discussion forums
- Conferences
- Subject-matter-expert directories
- Knowledge sessions (e.g., brown bags, lunch & learns)



PERFORM

Pre-Defined Instructions

- Job aids
- Standard operating procedures / desk procedures
- Job safety analysis

Quick References

- Wikis
- File sharing
- Reference materials

Feedback

- After-action reviews
- Performance statistics (e.g., NPS, time to resolution)
- Customer feedback
- Manager feedback
- Peer feedback

