

Employees can't remember what they learned in training, and business performance is suffering – **so now what?**

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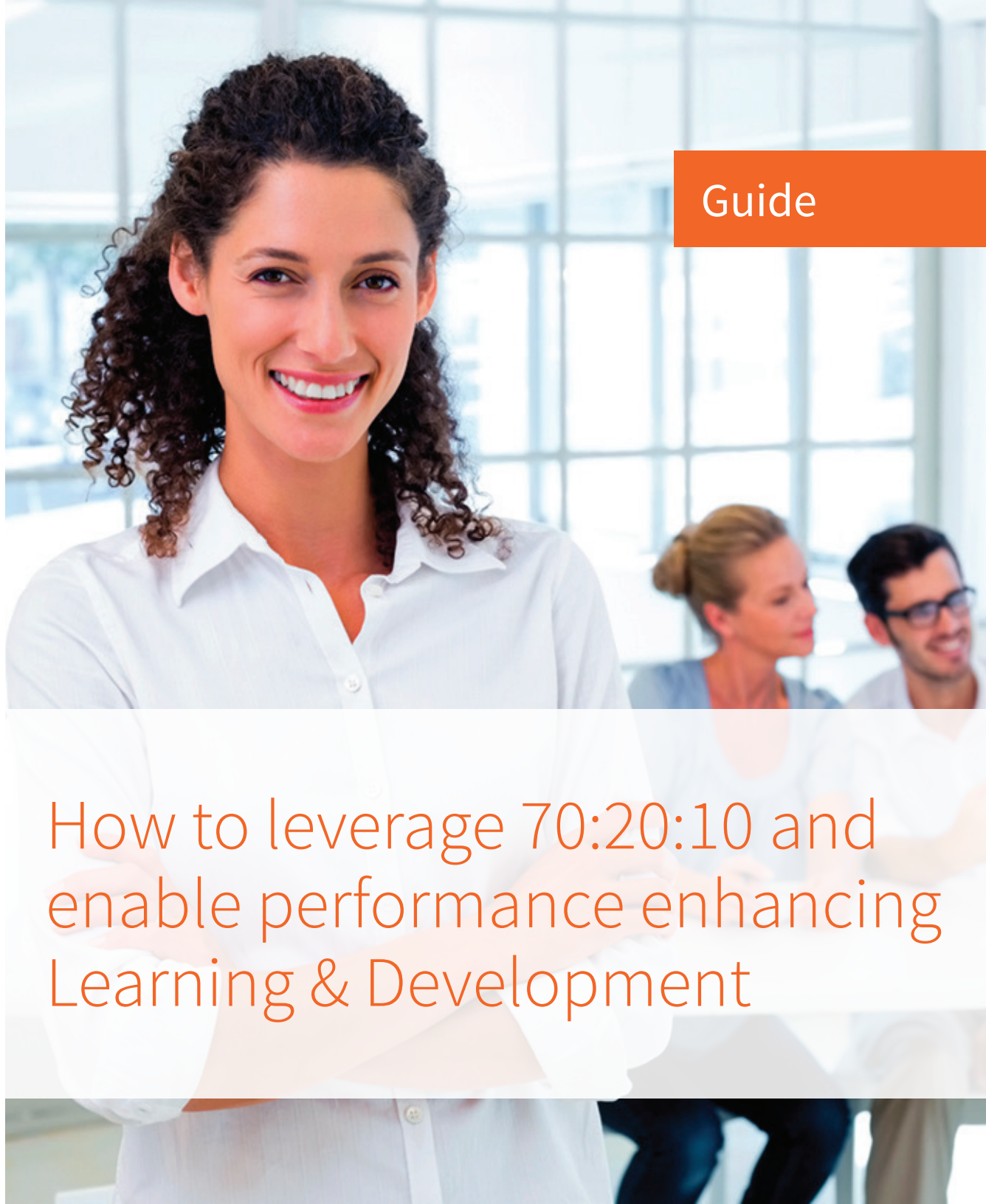
“*Panviva's SupportPoint fits the 70:20:10 model like a glove.*”

**Charles Jennings**

*Past Chief Learning Officer at Reuters,  
Co-Founder of the 70:20:10 Institute and  
Author of 70:20:10 towards 100% performance*

Guide

How to leverage 70:20:10 and enable performance enhancing Learning & Development



# Employees\* at organizations using the 70:20:10 learning model were:

**4x** more likely to demonstrate *a faster response to business change*;

**3x** *more motivated* and

**2x** as likely to report *improvements in customer satisfaction*.

*The 70:20:10 model is one of the most successful frameworks used in Learning and Development (L&D), however many businesses struggle to implement it. Read this short Guide to explore how L&D teams across the globe leverage Panviva's SupportPoint to extract full value from their 70:20:10 based programs. Find out how you can easily enable a multi-skilled, accurate and high performance workforce – who deliver a competitive edge to your business.*

\* [www.towardsmaturity.org/article/2016/02/02/in-focus-702010-100-evidence-behind-numbers/](http://www.towardsmaturity.org/article/2016/02/02/in-focus-702010-100-evidence-behind-numbers/)

## What is the 70:20:10 model?

A framework that acknowledges that most learning occurs as part of the daily workflow in this way:

**70:**  
through on-the-job experiences, tasks and problem solving



**20:**  
through feedback and from observing and working with others



**10:**  
through formal training such as classes, courses or eLearning modules



# 70

You don't win at Wimbledon just by learning shot selection theory

**Half of all surveyed\*** organizations still deliver live training in a traditional classroom. Yet the 70:20:10 model clearly demonstrates that context is vital to learning and accelerates competency achievement. Just as top tennis players hone their skills on the court, employees learn critical job skills best on the job – **but how do you give your employees the opportunity to learn as they go, without causing costly errors?**

### Moment of need guidance creates multi-skilled experts

*Pay Television Service reduced new hire training time by 50% through its implementation of SupportPoint. Just like a GPS, SupportPoint delivers simple directions, or moment of need guidance, to enable every employee to efficiently accomplish any task. A powerful, context specific search also provides additional information, relevant to his or her role and the task at hand. This allows your staff to easily self-serve whenever additional information is needed and confidently complete even unfamiliar tasks to expert standards.*

Pay Television  
Service reduced  
training time by **50%**

“  
*Before SupportPoint we had to go through every procedure, rule, guideline and script – it took time. With new staff I now just train for 1 day...and then it's all SupportPoint.*”

Information Management and Training Specialist



# 20

## Mentors shouldn't be just for the 'lucky few'

63% of surveyed\* organizations said coaching improves skills-to-performance transfer – yet 73% do not emphasize it in their talent development portfolio. Enabling your employees to learn from their highest performing colleagues or your Subject Matter Experts (SMEs) ensures that critical knowledge and expertise from all employees is systematically captured and shared – **but how do you achieve this without distracting your SMEs from their own work? And how do you enable this when your business has distinct departments, with silos of information and expertise or, geographically distributed operations?**

### A guide on the side improves accuracy

A Large National Bank avoided 83% of identified compliance breaches by giving their employees SupportPoint. All process guidance material in SupportPoint reflects best practice because it combines the knowledge and experience of all your SMEs. This effectively gives each employee, whether they are in-house, outsourced contractors, or offsite, all the benefits of a personal SME, sitting by their side, guiding them to accurately and efficiently complete every task. Your SMEs are never distracted or overwhelmed by competing support requests. Additionally, SupportPoint functionality such as document ratings allows your content owners to receive direct user feedback enabling the continual refinement of content to improve employee productivity and business performance.

**83%** of identified compliance breaches avoided in Large National Bank

“  
I used to have issues reworking a package in our business application, but not anymore thanks to SupportPoint. The steps were easy to follow and I am now able to perform that task in just a few seconds.”

Bank Employee, Large National Bank

# 10

Classroom training shouldn't be your 'go-to' to enable change

**48%** of surveyed businesses\* and learning leaders say the pace of change is faster and more unpredictable, creating enormous pressure on them to keep employees up-to-date with the details they need to complete their tasks accurately. Businesses typically fall back to using classroom training to achieve this – **but how do you enable rapid learning to cope with the breadth and pace of change when employees struggle to remember all the out-of-context instructions and facts that are often crammed into training sessions?**

## Achieve a perfect 10: Train less; support more

With SupportPoint, Stellar BPO increased soft skills training for employees by 300% – just by redirecting the training time consumed by the delivery of ever-changing instructions. This resulted in a measurable improvement in staff performance. Guide your employees to adapt to change with easy-to-follow, up-to-date directions for reliable performance at their fingertips. Then you can refocus valuable training time on improving other skills such as conflict management or sales techniques.

Stellar BPO increased soft skills training for employees by **300%**

“

With SupportPoint we hire agents with great people skills instead of great memories and now use our training time for soft skilling instead of memorisation. This is more efficient and service-focused.”

”

Chief Information Officer





Watch how SupportPoint can help your L&D team deliver greater business value – or read how Panviva helps L&D leaders achieve greater success.

Panviva is the developer of SupportPoint, a powerful combination of business process and knowledge management we call Business Process Guidance. Like a GPS, SupportPoint determines an employee's location in any task and then guides them through the process by delivering concise, up-to-date information and directions. This improves accuracy, compliance and customer experience while reducing training time and support costs.



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