

Microlearning Webinar 2: Data driven coaching and peer learning

What we covered in [module 1](#)



- What is microlearning and why care about it
- When and how to set up
- The effects and related learning factors of spaced learning
- Spaced learning in action

Learning objectives of **module 2**



**By the end of this webinar,
you will have learned:**

- How **staged learning reinforcement** delivers meaningful coaching with data-driven insights to know who, what and when **to coach**
- How adding **peer learning** increases retention and adoption

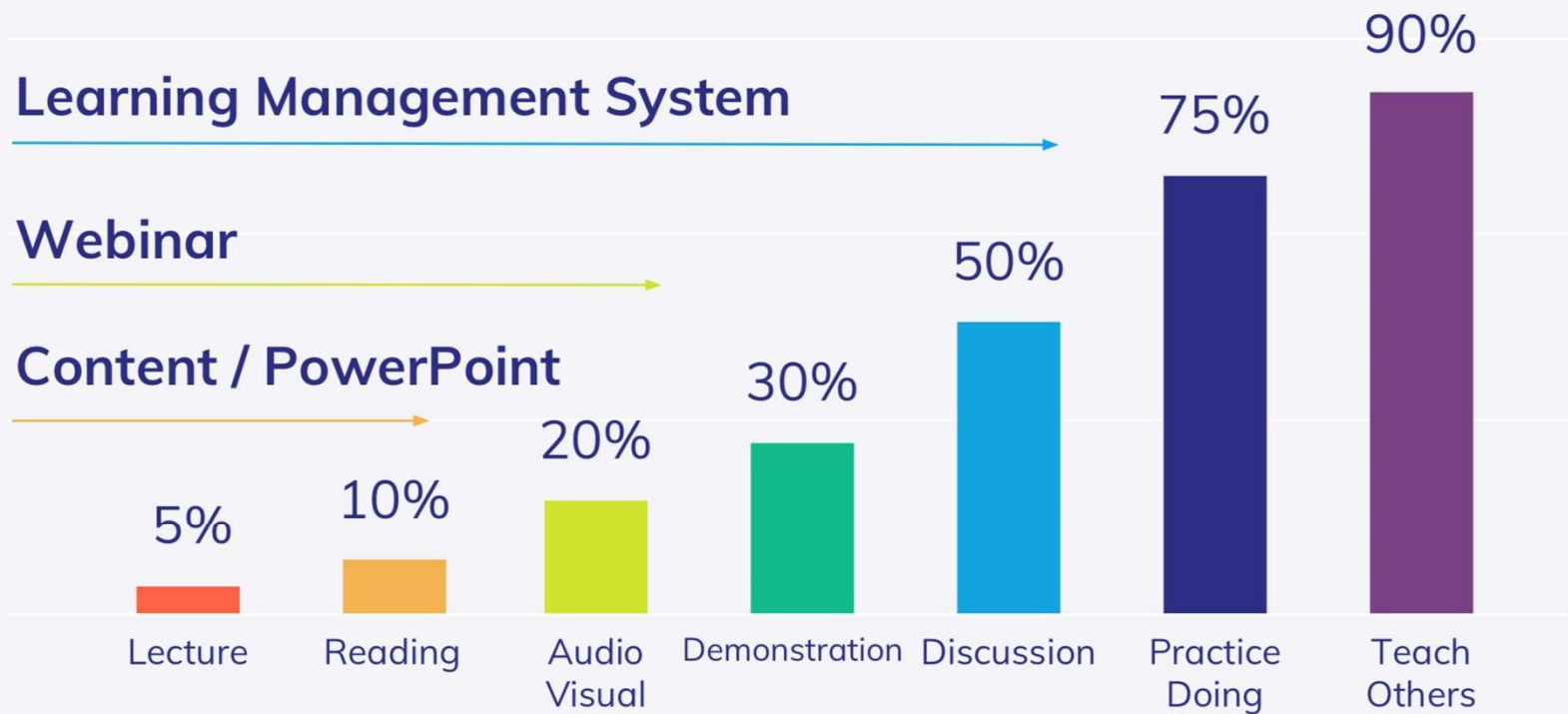
Learning Pyramid – Retention after 25 hours

Modern Training & Coaching

Learning Management System

Webinar

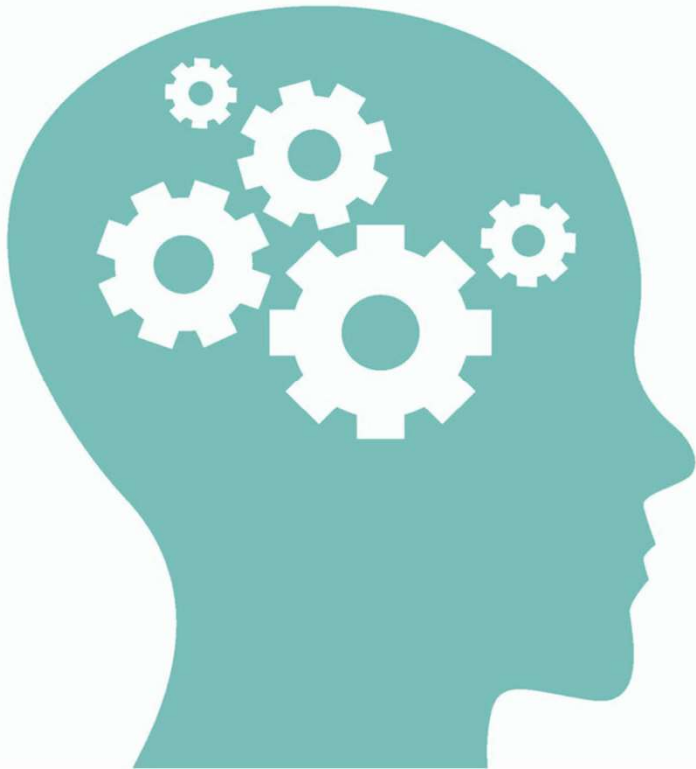
Content / PowerPoint




(Adopted from the NTL Institute of Applied Behavioral Science Learning Pyramid.)


SPACED & MICROLEARNING:

BREAK IT DOWN, MIX IT UP





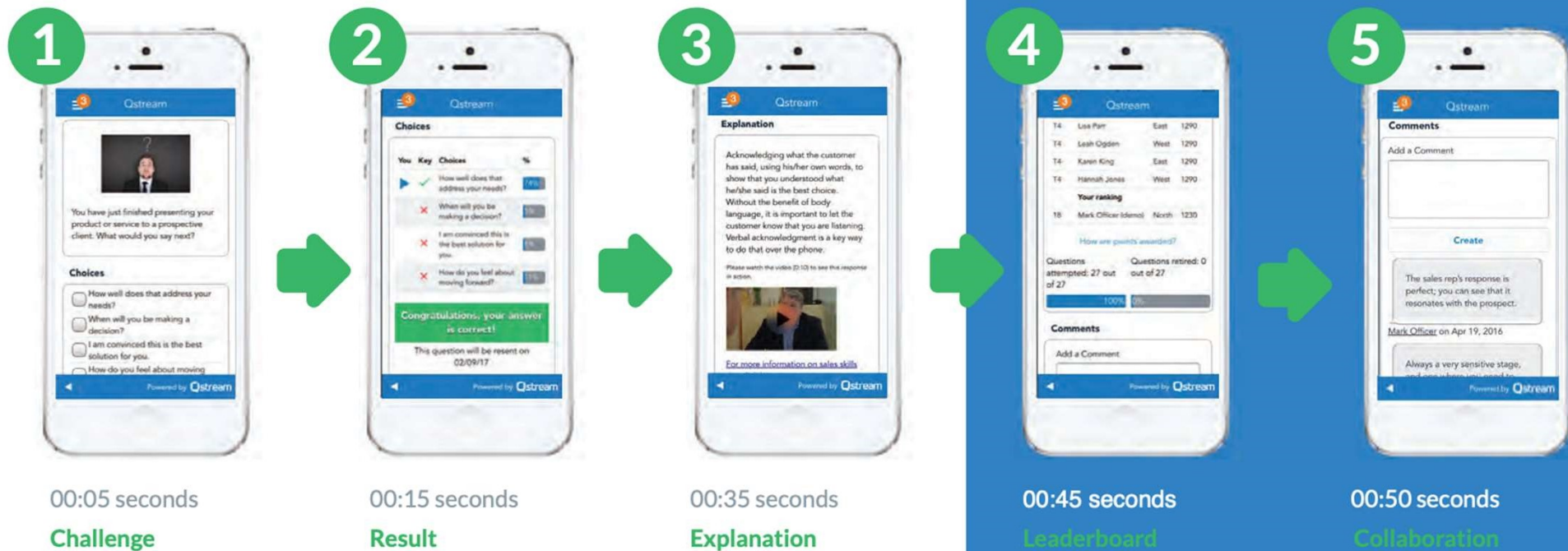
We therefore need a tool
showing where people are strong
and where they need help.



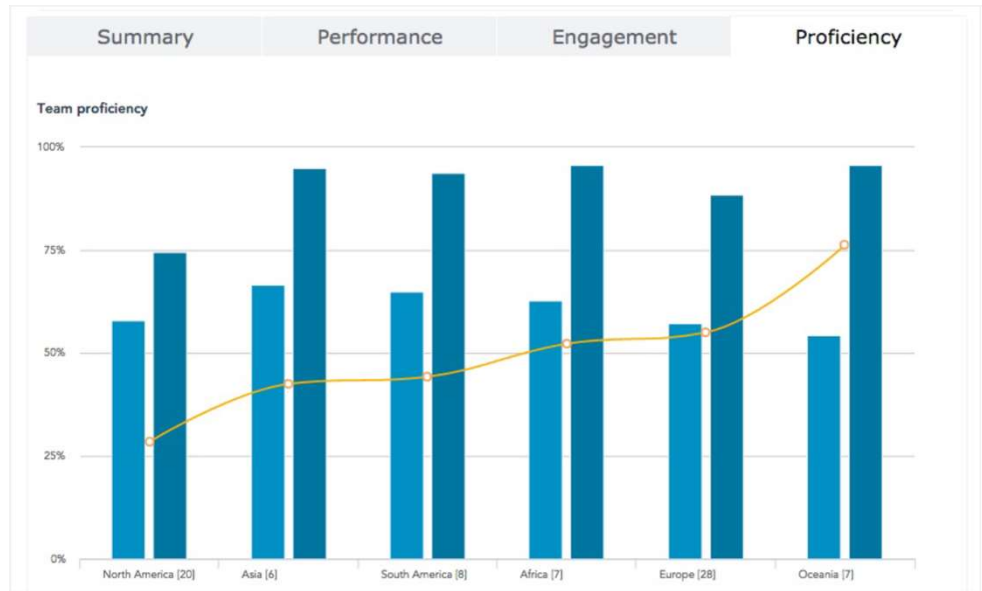
Proficiency is the mastery of
specific behaviors or skills
demonstrated by consistently
superior performance **measured**
against established standards.

...but how to measure it?

Step 1: Engage learners



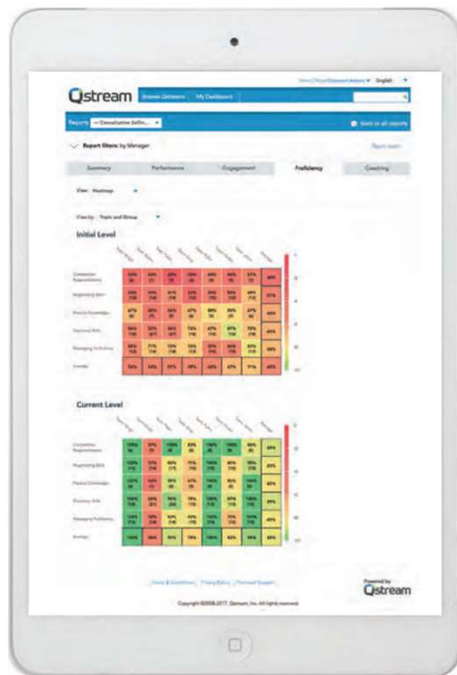
Step 2: Capture dynamic data



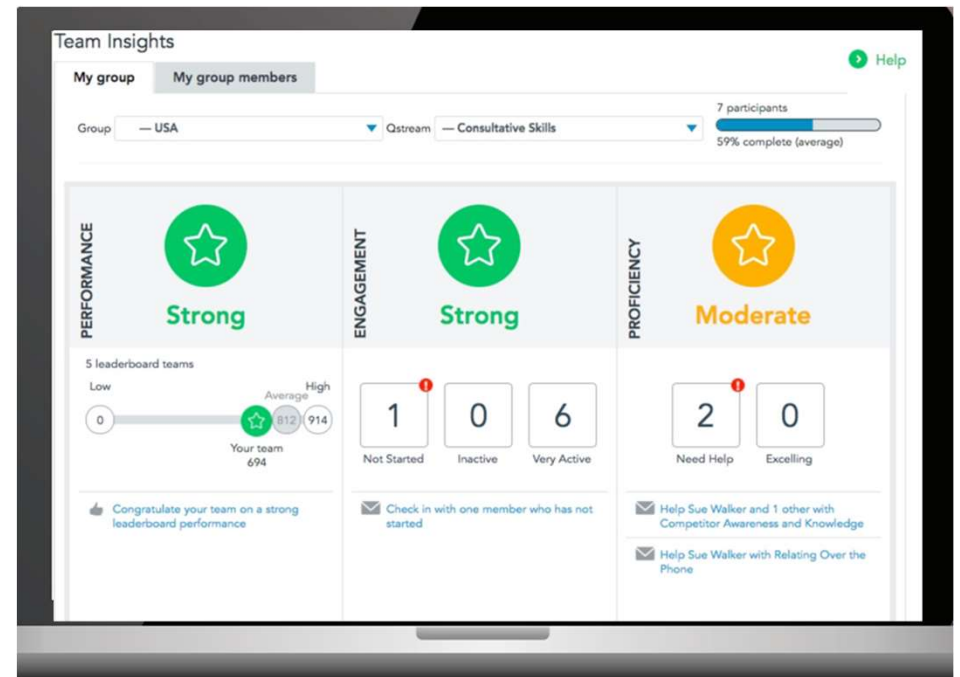
Key dimensions:

- **Performance:** individual or team scores compared to average score for all teams
- **Engagement:** activity level by individuals and by team
- **Proficiency:** % of current responses per question and for all questions, by individuals and by team

Step 3: Identify weaknesses



Multi-Dimensional insights

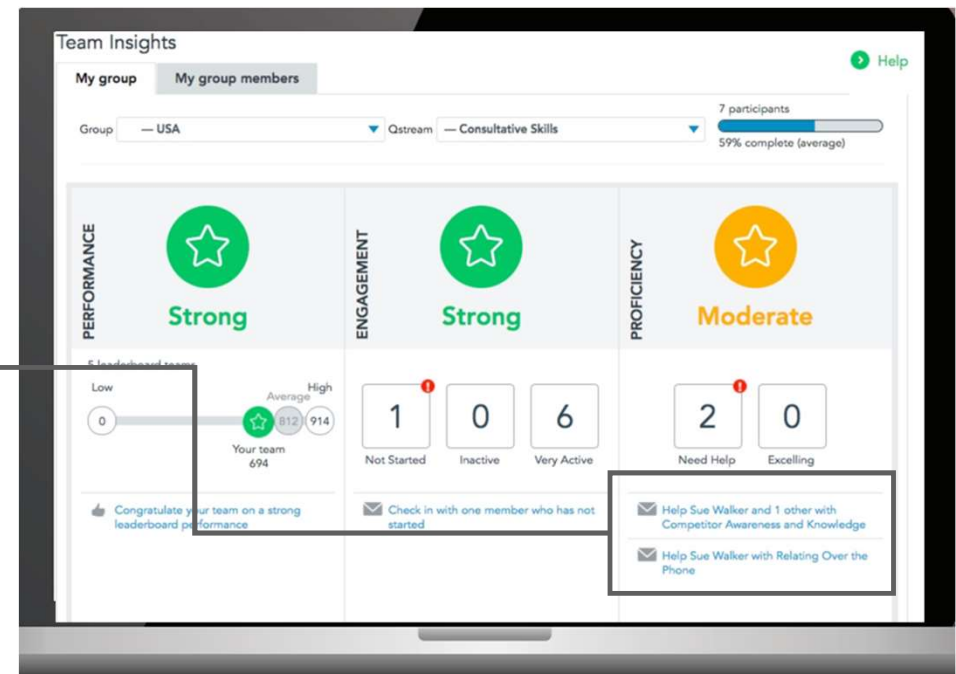


Manager Dashboards

Step 4: Coach on the spot

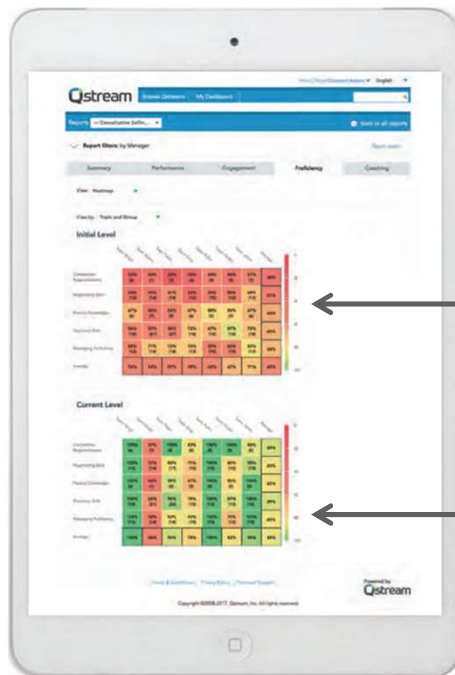
Recommended coaching actions:

- click the individual links provided in each category to contact participants
- access an on-screen email template to contacting the participants and suggest learning or corrective actions



Manager Dashboards

Step 5: Track proficiency evolution



Multi-Dimensional insights

Results are compared:

- Over time between the initial (1st attempt) and the current level
- Across teams, regions and any other relevant dimension



Some practical cases other
than sales skills

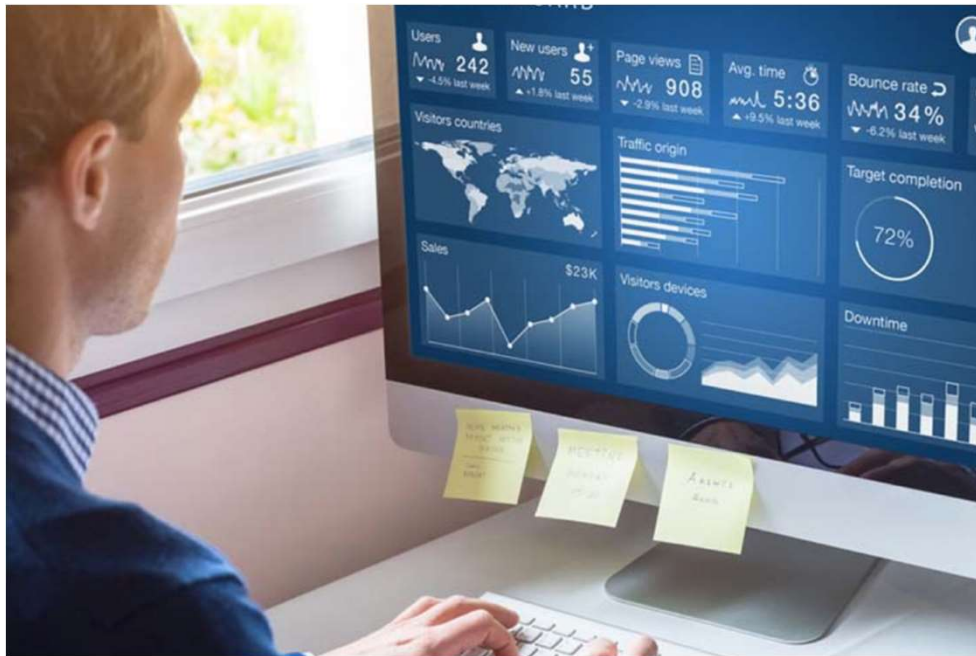
Help clinical Reps Retain Important Product Knowledge



“With Qstream, we had the answer to how people were performing, and the data to back it up.”

read full story on: <https://qstream.com/customer/intuitive-surgical/>

Improving sales knowledge of critical product features



Philips' Sales Operations team was able to improve sales knowledge of critical product features and functions with 99% engagement using Qstream.

read full story on: <https://qstream.com/customer/philips-healthcare/>

PEER LEARNING

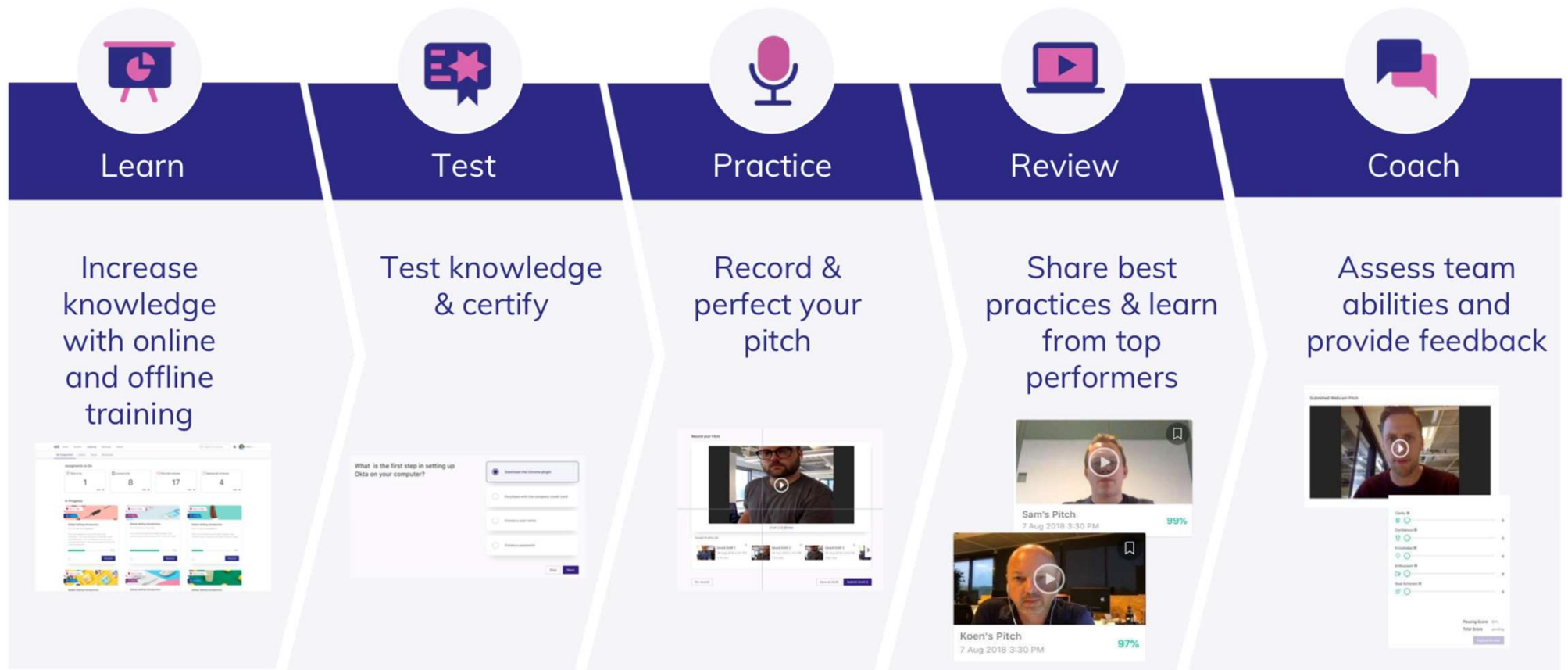


Peer learning

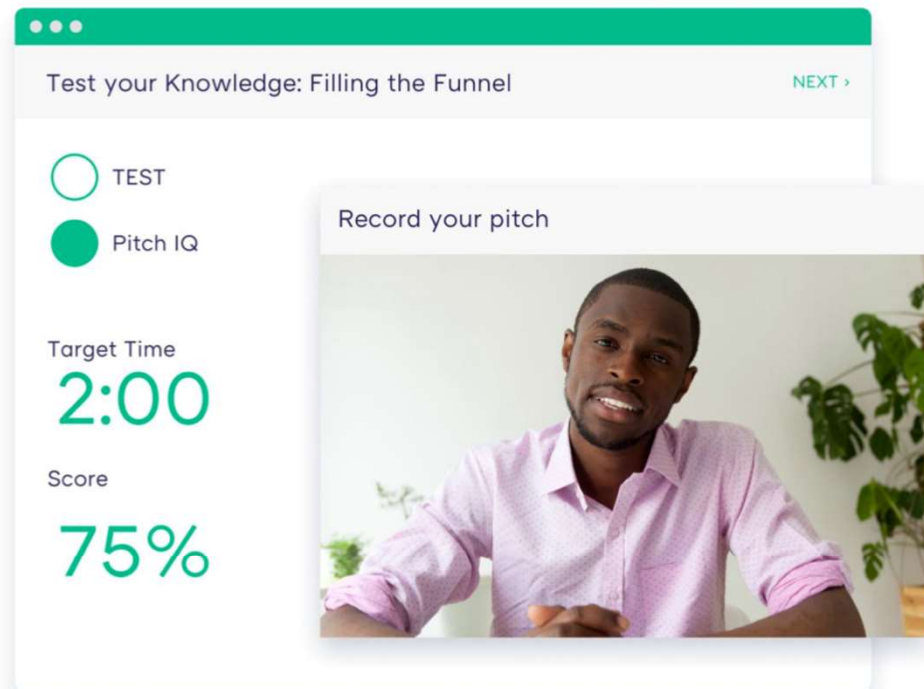


- Peer learning is an effective method of knowledge transfer
- Learners share similar experiences, employees understand the issues they face on a day-to-day basis better than any consultant or trainer could

Peer learning with technology



To practice coaching PitchIQ



And getting coaching on recorded & transcribed customer calls

Follow up with SolEng Manufacturing

Wed 14 Nov, 2:30-3:00 PM | SolEng Manufacturing | 1 Invitee | Download | Share | More

Search | Chat | Help | Close

My Review | Official Average | Total Average

Scoring Criteria

Clarity	<div><div></div></div>	0
Confidence	<div><div></div></div>	0
Knowledge	<div><div></div></div>	0
Enthusiasm	<div><div></div></div>	0
Goal Achieved	<div><div></div></div>	0
Total Score	pending	

Positive Feedback

(optional)

Constructive Feedback

(optional)

Submit Score

Contact Us

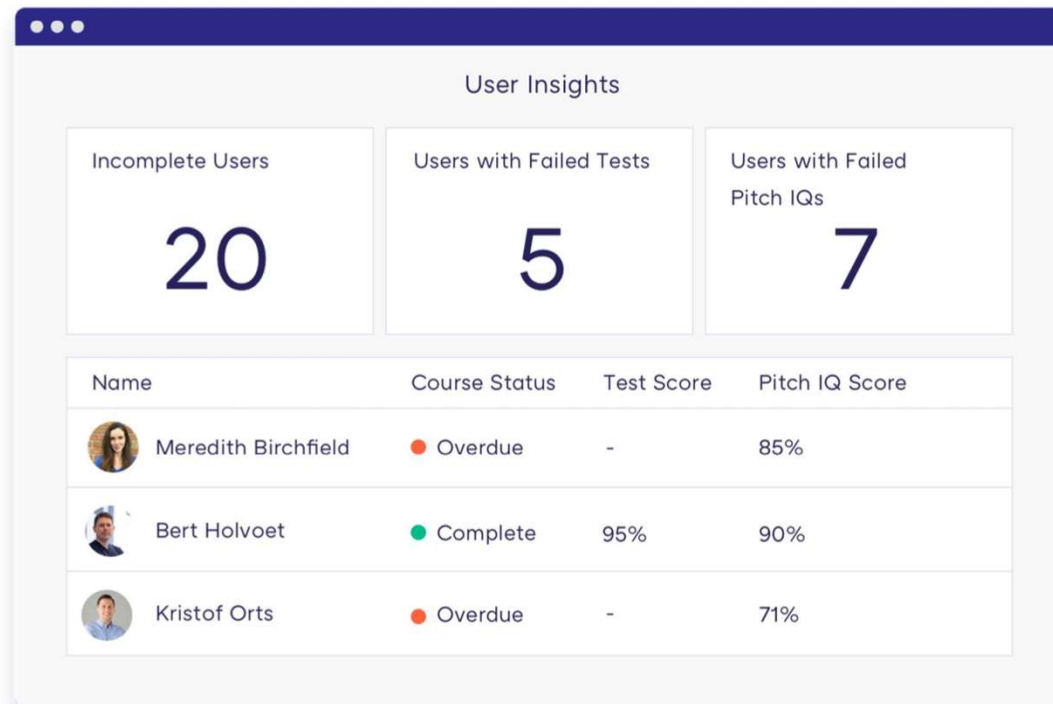
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Michiel Denis Spoke 40% of the time

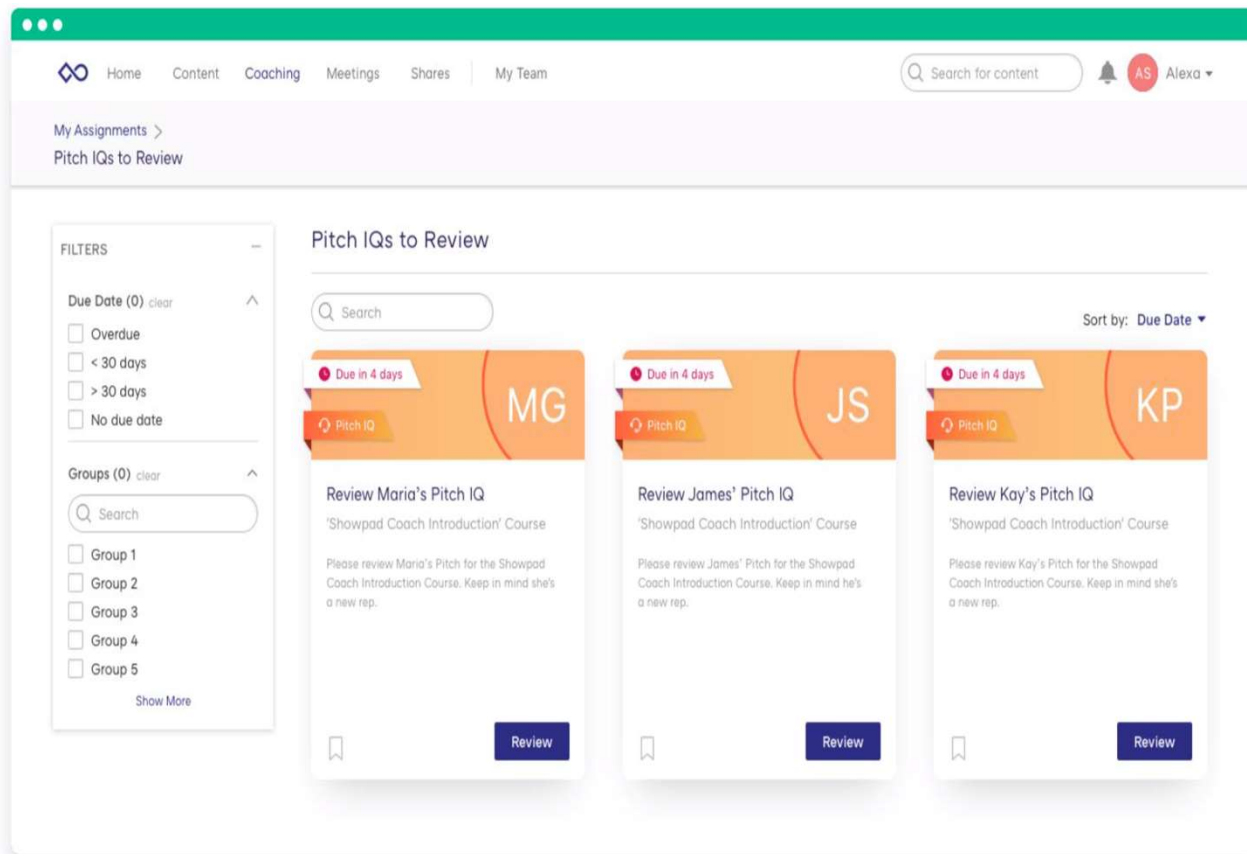
Meredith Birchfield Spoke 20% of the time

Keyframes

With analytics that show learning progress



And a manager hub for the sales manager



- Learning-focused
- Onboarding insights of sellers



Applicable for multiple scenarios

1. On-boarding

2. New product launch

3. Acquisition (product and/or people)

4. Sales methodology change

5. Certifications

6. Manager promotion

7. Creation of coaching culture

8. Cross-sell / up-sell



Wrap up

What you have learned in module 2



- How **spaced and micro learning** delivers meaningful coaching with data-driven insights to know who, what and when **to coach**
- How **peer learning** increases retention and adoption of new behaviors

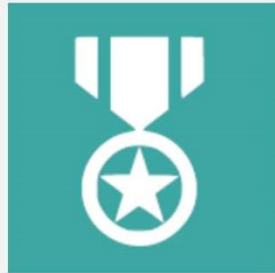
Spaced & micro learning: **benefits for leaders**



- Supports learning without distracting managers
- Delivers actionable, real-time insights into the capabilities
- Provides actionable recommendations on who, what, and where to coach
- Includes easy-to-use templates and communication tools



Download our know-how for free on <https://perpetos.com/resource-center/>



Sharpen Proficiency

Increase knowledge retention
and change behaviors to impact
performance

Download E-book



Enable Precision Coaching

Data-driven insights to know
who, what and when to coach

Watch Video



Impact Performance Continuously

Identify proficiency gaps and
insights to improve training and
enablement program
effectiveness and measure ROI

Download Checklist

