

Solution Provider Profile

Learning Pool

August 2023



Company At-A-Glance	
Name of Product/Offered	Learning Pool Platform
Headquarters	Derry, Northern Ireland
Year Founded	2006
Geographic Coverage	Europe and North America
Website	https://learningpool.com/learning-platform/

Learning Pool OVERVIEW AND VALUE PROPOSITION

Learning Pool is a full-service workplace eLearning company that offers companies a smarter way to prepare their people to deliver on evolving business objectives. They do it through the innovative use of intelligent data to deliver personalized learning experiences at scale. Global organizations across dozens of industries choose Learning Pool because they get workforce performance-ready. A passion for continuous innovation and investing in people is why they stay. The company delivers this value via three primary products:

- **Platform:** Our platform optimizes learning through the application of intelligent data. It gets people ready to perform through learning that is personalized and purposeful.
- **Content:** Our original content options allow organizations to tailor courses to their unique needs. Library, adaptive or custom content is available standalone or paired with our platform for a comprehensive solution.
- **Learning Record Store:** Modern learning requires the use of data from multiple sources. Our Learning Record Store (LRS brings) all of your learning data into a single space and aligns it to the xAPI standard.

Learning Pool's comprehensive solutions easily integrate with the most common enterprise technology stacks. An expert team offers 24/7 customer support. And a commitment to data-driven outcomes ensures that L&D, HR and Compliance teams can move beyond discussing learning as a cost center to harnessing its unique ability to produce a highly skilled workforce,

new competitive advantages and an organization prepared for whatever the future might bring. Wherever you find ambitious companies investing in their people, you'll find Learning Pool.

Learning Pool Platform: A smart, all-in-one solution

Our comprehensive learning platform optimizes learning at scale. Insights into who a learner is, what they know and what they need to learn are applied in real-time, producing more effective training and a team that's ready to take on the challenges of today and tomorrow. And as an all-in-one solution, the Learning Pool platform offers a 360° view of performance-readiness and the agility to pivot when change is needed. By making learning experiences relevant to each individual and connecting learning to performance, our platform creates extraordinary learning outcomes.

What is Intelligent Data?

The difference that underpins Learning Pool's platform is the use of intelligent data. Intelligent data refers to raw or AI-powered data that has been analyzed and processed in such a way that it can be used to make informed decisions. Organizations and individuals alike can use intelligent data to deploy smart automations that save time, reduce error and increase precision, and to access actionable insights that allow for better decision-making, strategic analysis and targeted learner support.

What Difference Can the Learning Pool Platform Make for an Organization?

Imagine:

- Instead of assuming someone's capability from their current job, you could use a platform powered by intelligent data to get a deep understanding of the skills each person has and what the complete skills map of your organization looks like. You could use that knowledge to close some of the skills gaps that exist in your organization using the people you already employ — getting them into new roles and filling some of your open opportunities.
- Instead of making everyone work through the same course content, you could use an intelligent data approach to adapt the content itself to the level of the user. By helping people to reach mastery in areas where they struggle, you can improve proficiency whilst dramatically reducing the time it takes to complete a learning experience.
- And, instead of reporting on the number of course completions you've had as a guide to how much people are learning, you could use intelligent data to understand what proportion of people are applying lessons in practice. You could measure the difference learning makes to performance.

Taken together, across all the functional areas of your business, the Learning Pool platform creates a 360° view of your team’s performance readiness — the skills they have today, the training they need to complete and how they measure up for the jobs of tomorrow. Using an approach powered by intelligent data, you could transform learning practice and meet all of your training and development needs, including compliance and other mandatory training, not with “one-size-fits-all” but “one-size-fits-one” approach.

Learning Pool delivers this “one-size-fits-one” experience for all of your employees with a platform that optimizes learning experiences using intelligent data. We get people ready to perform through learning that is personalized and purposeful. Using real-time market data, the Learning Pool platform helps employees develop a purposeful skills profile that helps them focus their development efforts. The platform personalizes learning through a wide range of formal and non-formal learning experiences, and clever automation that can adapt the learning content itself. And as the user progresses towards their personal goals, the Learning Pool platform can feedback clear and actionable data on who is performance-ready and where the gaps lie in your business. The Learning Pool Platform can serve as the single point of entry to performance-readiness across your entire business.

Learning Pool Platform: All-In-One Capabilities

The Learning Pool Platform is an enterprise learning solution for the modern workplace, used by global organizations across dozens of industries to serve their entire business. Its unrivaled capabilities make it the only learning solution you need. The platform blends the operational efficiency of an LMS with the learning experiences of an LXP, all while seamlessly integrating with all components of a true end-to-end learning ecosystem. And our commitment to continuous innovation rooted in practical application keeps customers at the leading edge of workplace L&D.

Key Learning Functionality

Learning Management

Learning Pool’s platform enables L&D teams to provide a variety of learning delivery mechanisms and surface the right learner that learners “must do”, “should do” and “could do.”

Blending single object learning experiences, multi-level course learning experiences (branching, linear and nonlinear) and playlists, the platform facilitates a variety of learning pathways, from microlearning performance support through the full longitudinal structured qualifications.

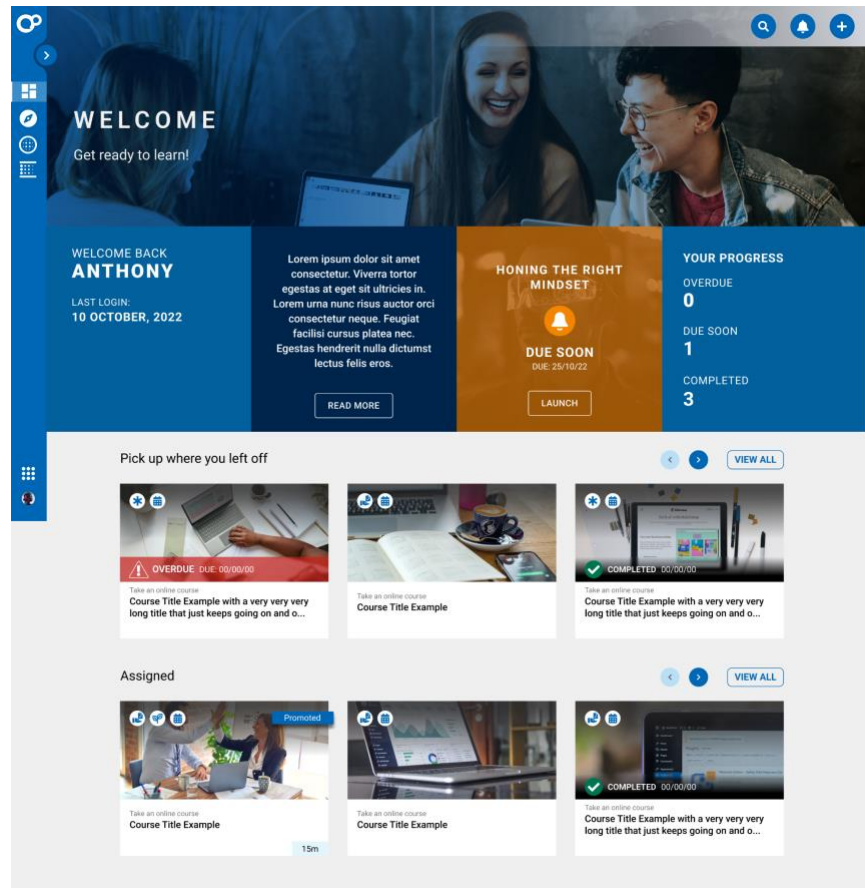
Learning pathways can be automatically adapted to each individual learner's needs, progress, and performance. "Nudge" communications and spaced practice can be easily implemented and managed automatically to drive engagement, improve efficacy, expedite completions and reduce administrative burden on learning facilitators.

Learning can be added to groups manually and dynamically via API, CSV and the administration UI, allowing enrollments and recommendations to be managed at scale, yet personal to each learner. Dynamic group membership can be controlled by an infinite number of user profile fields (including hierarchical frameworks), as well as learning completions and enrolments.

L&D teams can fully control access to every individual learning experience, ensuring sensitive materials are only viewed by the right learners, and that learning content is relevant to every viewer. The breadth, depth and flexibility of learning management functionality with the platform enable personalized, self-guided learning while facilitating compliance and statutory-based learning at scale.

Masterclasses and Collaborative Learning

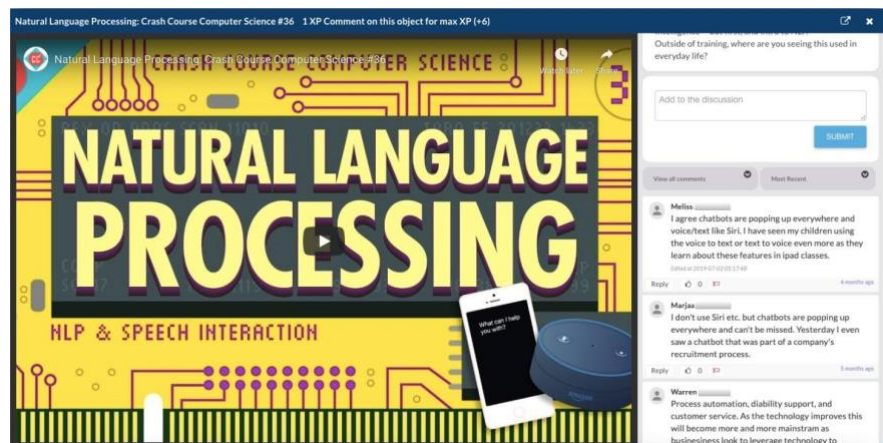
As the world moves increasingly to online learning, there is a need to transfer more long-form, difficult learning experiences from traditionally "face-to-face" workshops into the online realm. The Learning Pool Platform is redefining how organizations can make this happen, using a



combination of its platform, tools and content. Learning Pool calls this capability its “Masterclasses.”

At the heart of what makes the Masterclass approach successful is the platform’s use of social and collaborative learning as a core principle. World-leading gamified, social course functionality provides an effective, engaging user experience that supports well-established learning research and best practices.

Using social comments and user-generated content, the platform creates a community of inquiry around every organization’s learning content within both synchronous and



asynchronous learning environments. By gamifying user contributions and providing discussion starter questions, the platform triggers discussions and motivates learners to create a commentary on their thought processes and connections with a theory, idea or activity.

By capturing various types of user-generated content directly within the platform (video, audio, links, uploaded documents, direct text inputs), the platform aids learners in submitting their own learning content for peer review. Learners are actively involved in the learning experience, rather than being passive observers, and the community works together to discuss and evaluate ideas and submissions from every member. Clients have successfully implemented user-generated content activities in a wide variety of use cases:

Sales-presentation Training

- Self-guided research tasks and submission of findings to the learning community
- Onboarding introductions
- Examples of undertaking a physical task
- Long-form expression of opinion, theory and expertise

Learners can comment on each other’s submissions, applauding examples of best practices and challenging theories and misconceptions.

For peace of mind, Stream LXP provides learning facilitators with full moderation control over user-generated content and comments, but this is very rarely used across millions of comments and submissions.

By combining social discussions, authored content, curated content, user-generated content tasks and live webinar sessions within the platform, L&D teams can provide “learning as an event” with a blend of synchronous and asynchronous activities. Using Learning Tools Interoperability connections with webinar platforms such as Zoom, the platform provides simple session management for facilitators and a seamless user experience for vILT (virtual instructor-led training).

Learning Discovery

Supporting just-in-time learning through deep searching and delivering performance support in the workflow via a chatbot, the platform searches PDF documents and content using natural language processing and surfaces direct links, enabling learners to easily access the content they need, when they need it most. The platform indexes new content instantly, ensuring knowledge is no longer hidden from view and can be easily discovered by all users.

Platform administrators can also choose to surface new learning experiences on every learner’s dashboard, alongside highly targeted, personalized recommendations that support assigned and mandatory learning. This provides a self-guided discovery of learning content that learners “could” do, alongside content they “must” do. The platform’s advanced recommendation engine combines usage and ratings data from other users, with administrator suggestions and newness to constantly improve the recommendation algorithms and adapt to changing patterns and behaviors among learners.

Utilizing more than 40 learning experience activity types, learners can filter Deep Search results to suit their learning styles and preferences. The platform can act as the front door to all learning activity types within an organization, from “traditional” eLearning content, such as courses, videos, infographics, documents and audio files, to more active and involved activity types such as becoming a coach, writing user guides, speaking at an event, gaining a professional accreditation and finding a mentor.

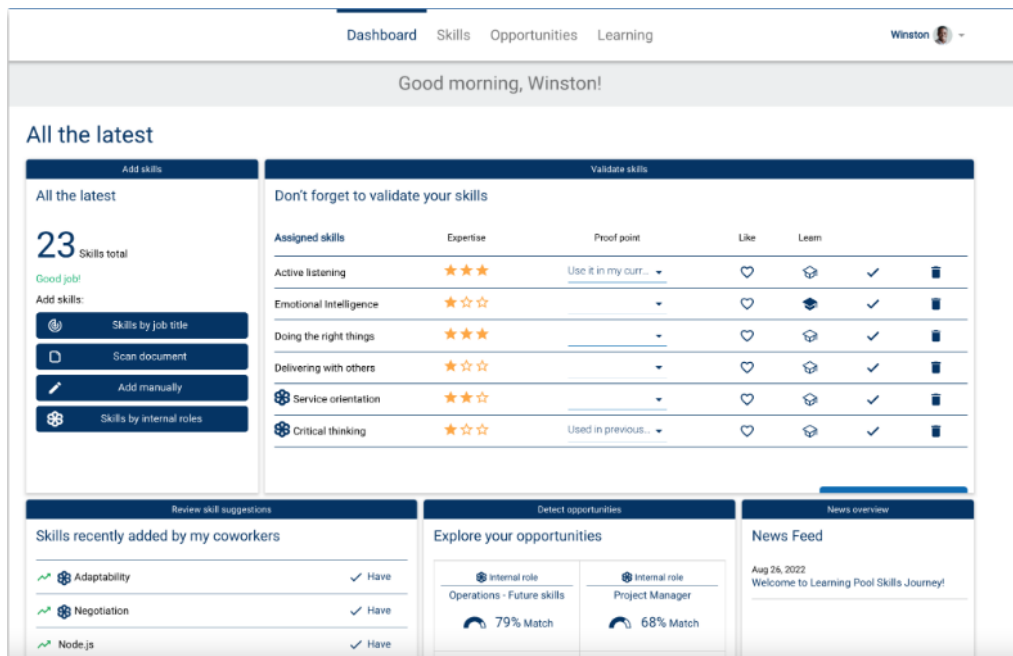
Key Capabilities

- **Skills Builder:** Identify the skills you have today and prepare for the skills you need tomorrow with a dynamic, AI-powered Skills Builder. (See Figure 1.)
- **Authoring:** Gain complete control over the creation, editing, and branding of beautiful course content that is flexible to the needs of the modern workforce. (See Figure 2.)
- **Automation:** Get the right message to the right people at the right time with automated communication workflows based on your chosen criteria. (See Figure 3.)
- **Analytics:** Find inspiration in your learning data through an innovative combination of actionable intelligent data visualizations and predictive AI.
- **Data Management:** Take control of your learning data with a dedicated instance of the world’s most installed Learning Record Store (LRS).

- **Administration:** Save time and effort with simple, intuitive administration that gives you flexibility over the amount of autonomy that’s appropriate for your learners.
- **Content:** Choose from a range of editable, adaptive, and custom content options built to seamlessly integrate with the platform for a turnkey learning solution. (See Figure 5.)
- **Integrations:** Connect learning with your organization’s wider tech stack through flexible, enterprise-scale integration options.

Screenshots

Figure 1: Skills Builder



Dashboard Skills Opportunities Learning Winston

Good morning, Winston!

All the latest

Add skills

All the latest

23 Skills total

Good job!

Add skills:

- Skills by job title
- Scan document
- Add manually
- Skills by internal roles

Validate skills

Don't forget to validate your skills

Assigned skills	Expertise	Proof point	Like	Learn
Active listening	☆☆☆	Use it in my curr...	♥	📦 ✓ 🗑️
Emotional Intelligence	☆☆☆	-	♥	📦 ✓ 🗑️
Doing the right things	☆☆☆	-	♥	📦 ✓ 🗑️
Delivering with others	☆☆☆	-	♥	📦 ✓ 🗑️
Service orientation	☆☆☆	-	♥	📦 ✓ 🗑️
Critical thinking	☆☆☆	Used in previous...	♥	📦 ✓ 🗑️

Review skill suggestions

Skills recently added by my coworkers

- Adaptability ✓ Have
- Negotiation ✓ Have
- Node.js ✓ Have

Detect opportunities

Explore your opportunities

- Internal role: Operations - Future skills (79% Match)
- Internal role: Project Manager (68% Match)

News overview

News Feed

Aug 26, 2022
Welcome to Learning Pool Skills Journey!

Figure 2: Authoring

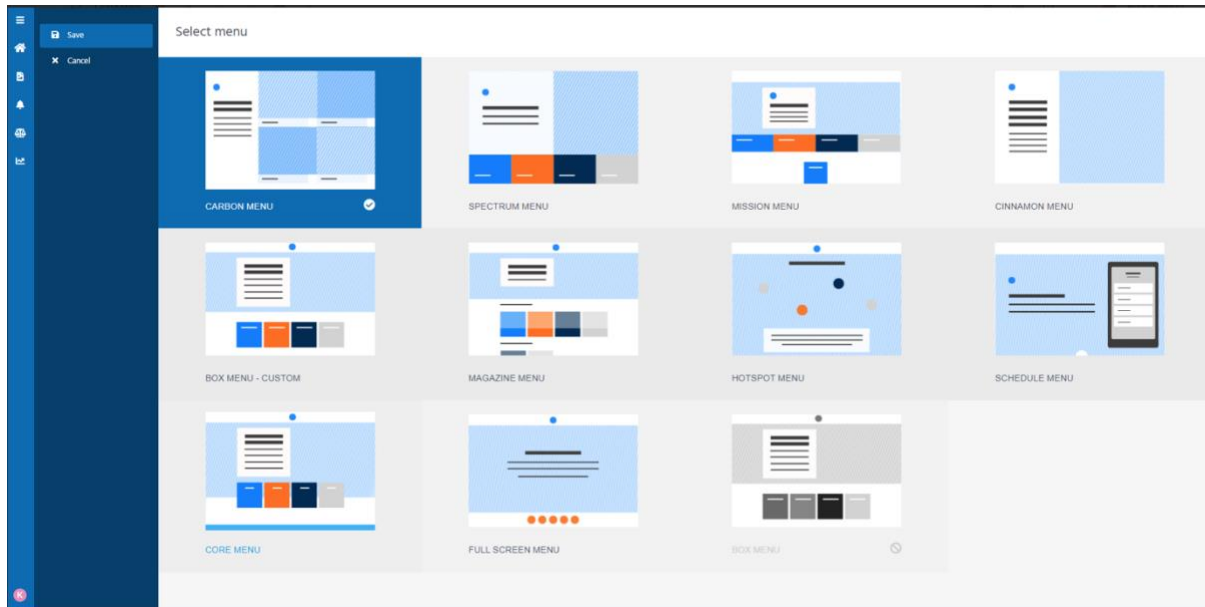


Figure 3: Automation

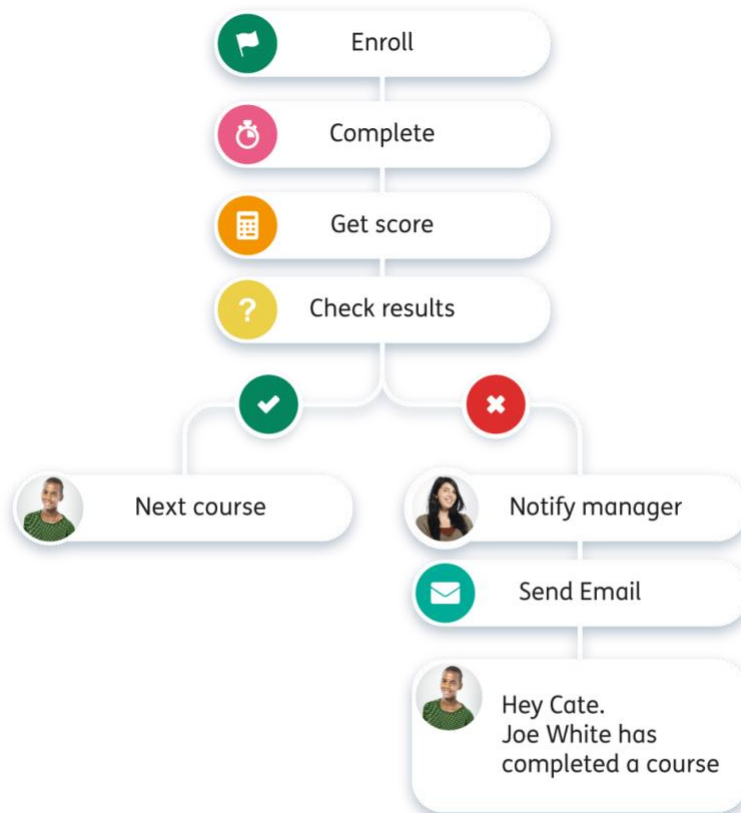
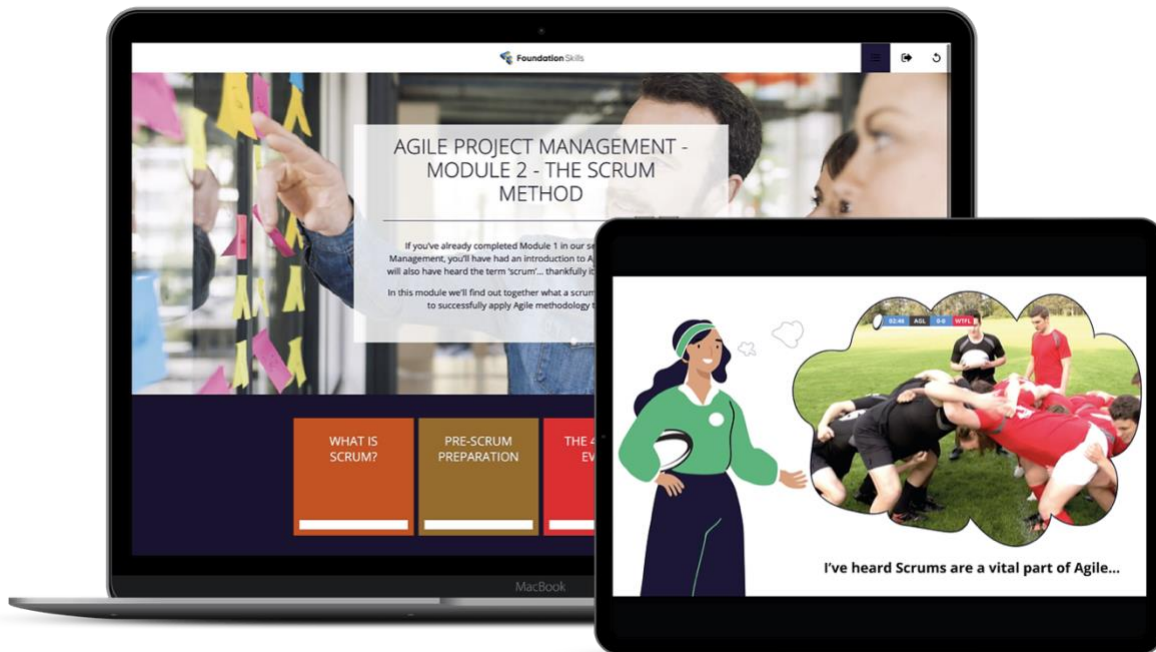


Figure 4: Analytics



Figure 5: Content



Analysis by Brandon Hall Group™

Situational Analysis

The Learning Management System market has witnessed significant growth due to the rising demand for eLearning solutions. Within this market, the integration of Artificial Intelligence (AI) technology has emerged as a transformative force, enabling LMS platforms to deliver personalized learning experiences, automate administrative tasks and provide intelligent analytics for enhanced decision-making.

Challenges to the Business

Despite the potential benefits of AI in the LMS market, some challenges need to be addressed. One major complication is the ethical use of AI in learning, such as ensuring fairness, transparency and avoiding biases in algorithmic decision-making. Another complication is the need to strike the right balance between human intervention and AI automation to maintain the human touch and preserve the instructor-learner relationship.

Implications for the Business

If AI in LMS platforms is not ethically deployed and monitored, it can perpetuate biases and create unfair learning experiences. Additionally, over-reliance on AI automation without human intervention may result in a loss of human connection and personalized guidance for learners.

Questions to be Answered by the Business

When evaluating LMS providers, companies should consider:

- What are the most important capabilities for our needs?
- What is their approach to AI and how are they ensuring safe use?
- What does the product roadmap for a provider look like in the near term and longer term?
- What level of customization will a provider support in terms of look and feel and learner experience?
- What level of services and support do we need to ensure a successful implementation?

Learning Pool as the Answer

Learning Pool has spent the last year focused on repositioning, reimagining and reintroducing themselves as the solution provider of choice for both learning platform and learning content. By offering both sides of the coin, so to speak, they have crafted a strong value proposition for enterprise organizations. They accomplished this through an accelerated product roadmap bringing more than 90 new and updated features to market.

From the experience and ease of use perspective, there is an updated UX design that is customizable, able to be personalized and features common navigation. Within this updated UX is the inclusion of more branding elements in the system meaning customers can configure landing pages, color schemes and navigation terminology to suit the preferences and needs of the company. They have also moved to a single, integrated profile inclusive of all products and offerings and SSO access for administrators.

Learning Pool has also integrated some new capabilities through the acquisition of their Skills Builder platform. Skills Builder maintains a library of over 22,000 skills pulled from job role data and tracked across markets for 10 years. The library is machine learning-enabled and human-curated. The machine learning engine pulls skills from resumes, and based on user self-evaluation, evidence of expertise, and the proof point (showing where the skill came from), creates a skills profile that can be used in a variety of applications. One key difference is the inclusion of a measure of user preference for using a particular skill.

This measure factors in learner preference, so when the system recommends learning paths, courses or job opportunities, it will do so through the filter of the individual's preferences, not just historical career path. The Skills Builder platform also enables development in a variety of ways — including recommended learning paths and projects — which is a marketplace approach to short-term assignments within the company that provides on-the-job experience to grow skills, as well as opportunities — which are permanent positions in the company that help match skills and customized development plans related to skills needed for a targeted role. Future releases will integrate performance data into this process as well.

The Manager View within the Skills Builder tool allows managers to understand both the current and aspirational skills profiles of their team. The tool can also highlight the ease of replacing a skill from the team should a team member move on to another role mixing both internal and external insights. Managers can also keep track of their team's readiness based on the skills data in the system. The tool can be integrated with an MS Teams chatbot allowing reminders, notifications, and content searches.

Learning Pool has also added an AI-driven chat-based coaching tool that will be launching in Q4 2023. This ChatGPT integration utilizes custom scenarios and personas to allow individuals to practice conversations before they happen. Using the tool, you can either participate as the manager or the employee to experience both sides of the scenario to help learn what to do. Once you complete the scenario, the tool generates a feedback score based on the interaction. The difference between Learning Pool's AI-driven coaching tool and other products on the market is the ability to fully customize the scenarios and the personas for the simulations to your environment. It is a completely bespoke configuration based on customer preferences.

What Learning Pool has brought to life in their offerings is a modern learning and development platform solution that leverages smart technology to enable the execution of a solid, data-driven and skills-focused learning strategy in an easy-to-navigate ecosystem.

- *Matt Pittman, Principal Analyst, Brandon Hall Group™*

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About Brandon Hall Group™

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