



# ADAPTIVE LEARNING

## RAYTHEON PROFESSIONAL SERVICES

Raytheon Professional Services (RPS) develops and delivers adaptive learning solutions tailored to the unique requirements of your organization. To maximize employee performance, RPS aligns a data-driven approach with organizational infrastructure, and personalizes training content to each job skill and competency level.



**MEASURABLE  
RESULTS**

## SCENARIO

The digital age and widely available access to technology has allowed individuals to personalize preferences for virtually every aspect of their lives. Now, learners expect this same level of access and personalization with their training content. This is why Learning and Development organizations should consider adaptive learning technologies that provide a learning experience customized to an individual's job role and competency level. Adaptive learning also gives managers visibility into their employees' skill level and areas for improvement, and offers employees a just-in-time learning solution to troubleshoot a problem or find necessary information at the point of need.

## PRECONDITIONS

Adaptive learning can be a solution to numerous challenges, including:

- Increasing employee engagement
- Enhancing employee job satisfaction
- Reducing time to proficiency for learners
- Addressing knowledge gaps for individual learners
- Improving employee productivity

## STAKEHOLDERS

Designing adaptive learning usually involves instructional designers, courseware developers, subject matter experts, programmers and training managers.

## PROBLEM

Organizations often face the following challenges when implementing adaptive learning solutions:

- Training technology and infrastructure limitations
- Effectively evaluating training effectiveness
- Sustaining the impact of training through post-training
- Concerns about training and messaging consistency between learners and across departments and regions

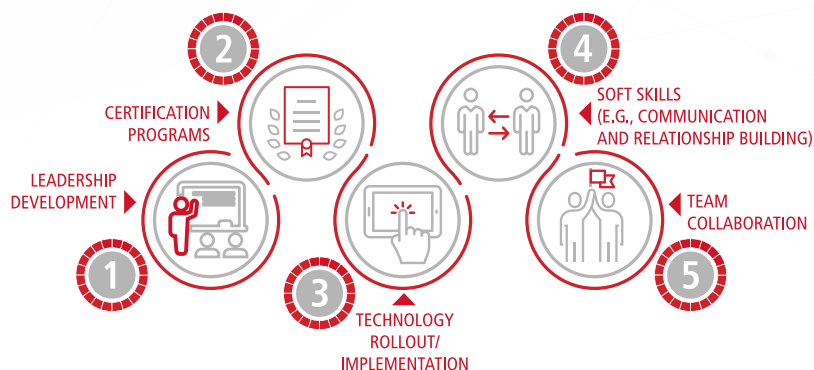
Common uses of adaptive learning solutions:

- Certification programs
- Regulatory and/or compliance training
- Diversity, HR and ethics
- Soft skills
- Team collaboration
- Product training, including operation and maintenance

## OUR ADAPTIVE LEARNING SOLUTION

RPS leverages decades of training expertise, spanning more than 153 countries and 35 languages, to create adaptive learning solutions that support learner centricity and are aligned with strategic business goals. Our data-driven approach creates adaptive learning solutions that meet the unique needs of the organization and the learner. In addition, RPS considers both system and operational readiness during development to ensure successful implementation.

### TOP FIVE AREAS WHERE ORGANIZATIONS USE ADAPTIVE LEARNING



## DESIGNED FOR SUCCESS

**Analysis and Strategy Planning:** RPS conducts a thorough analysis to establish a clear vision for the learning solution. Objectives are determined and issues such as learner skill level and expertise are identified. Additionally, a baseline for performance is established to measure learner success. RPS applies our robust data analytics approach to ensure we fully understand root causes of the organization's performance challenges, and are aligned with key goals.

**Design:** Instructional designers and developers work to develop a solution that is customized based on the client's organizational requirements and constraints. Key areas addressed during this phase include learning objectives, content, assessment tools, exercises and delivery method selection. Skills validation is also a key component to adaptive learning. As such, activities to assess performance are determined, including assessments or activities that enable the practice of key skills.

**Content Segmentation:** Designers and developers work together to transform training content into smaller, more digestible bites. This enables more flexibility for learners when consuming content. It is essentially a three-day classroom training that is broken down into sections to create more focused content.

**Delivery:** The most-effective delivery methods are leveraged to align with the company's existing infrastructure and systems. RPS' learning technology experts can assess, identify and consult with clients on any infrastructure required to ensure the program's success. Content is delivered via various methods, such as short videos, micro-learning, mobile learning or simulations most appropriate for the objective, measurement and infrastructure.

**Measurement and Evaluation:** Managers can access learner data and progress within the learning platform. Assessment scores, course progression and system engagement data are tracked and reported. By establishing a performance baseline during the strategy phase, leadership can assess employee performance and the overall impact of the adaptive learning initiative.

## OPERATIONAL READINESS

**Communication:** RPS collaborates with its clients to design comprehensive change leadership and communication strategies that ensure all impacted individuals and leadership remain apprised and engaged.

**User Training:** Learners and facilitators are trained on the use of the new system and software, and performance expectations are established and communicated to the workforce.

**Sustainment:** Processes and procedures are put in place to sustain the impact of the adaptive learning solution, including managing updates to systems, policies and courses, implementing assessments and gauging application.

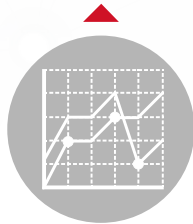
## RESULTS

### TOP BENEFITS OF ADAPTIVE LEARNING

AUTOMATED TRIGGERS  
PROVIDE PERSONALIZED  
LEARNING



ENGAGED  
WORKFORCE



IMPROVED  
RETENTION



INTEGRATED WITH  
ENTERPRISE SYSTEMS



RELEVANT,  
ACCESSIBLE CONTENT



## OUTCOME

The personalization of content can prove beneficial to the learner as well as the business. By leveraging adaptive learning technologies, learners can increase knowledge and typically reduce time to proficiency by 30 percent. Organizations can then use analytics and the training data to improve employee performance and drive bottom-line value for the business.

Popular adaptive learning features and capabilities include:

- Automated triggers to change learning paths based on experience and performance
- Instructor/moderator adjustment of content based on the learner's experience and performance
- Real-time collaboration
- Reporting and analytics
- Off-line capabilities
- On-demand or integrated library of resources

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