Project Connect Learning Series: Transitioning to a 70-20-10 Learning Structure

There are many steps on this journey, and the benefits will include:

- Single source of truth, through superior technology
- Talent management, strategic workforce planning, and employee engagement are the focus
- Efficiency and effectiveness are the norm and employee experiences are consistent
- Partnerships with the business increase and enhance profitability
- Satisfaction increases due to enriched roles, development opportunities, and clearer career paths
70:20:10 Learning Philosophy

Formal
- Training

Informal
- Learn from Others

Development Experiences
- On the Job Experience
**Project Connect Learning Series: Components**

- Educate HR on what a world-class HR organization looks like and inspire them to embrace the changes.
- 60% response rate on the surveys & 100% completion within a month
- *What people said “this video should be taken as an internal best practice”, “love the video”, “this video was very engaging”, “I love it, I felt so excited watching and kind of proud too”.*

**Information Search & Survey**

- Creation of a FirstWeb Site (intranet)
- Information search and survey to get them on the site and to discover what is available
- Familiarize them with the goals and benefits of the HR Transformation
- Continue the branding of our journey
- We **had 260 more hits** on our Project Connect site, from the previous month
- We had approximately 60% response rate regarding the survey and confirmed next steps.

**Global Change Champions**

- Regional Change Champion- ensuring the global changes make sense locally
- Bi-monthly Meetings- share feedback
- Review Connecting the Dots and collect feedback
- Review the Project Connect Calendar
- Constantly analyzing their audience and requesting feedback regarding communication, training, workload, change management strategies, etc... maintaining focus on the feedback

**Employee Testimonials & Doodle Videos**

- We are continuing to record employee testimonials regarding employee experiences at First Data through the changes as well as employee experiences with other companies.
- Doodle Videos- capturing the current vs. future states for current initiatives as well as the benefits for employees, managers, and the company.
- 2013- focus on transitioning to a self-service culture, and the specific initiatives that will get us there through employee testimonials and doodle videos.
Questions?
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