

Creating a first-class user experience

INTRODUCTION




Lindsay Barrie

L&D Business Partner
AG Barr



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Solutions Architect aka the sub from the bench - Learning Pool
 @jmarshlearntech



WHAT WE'LL COVER

1. About AG Barr
2. Initial Requirements and the Challenge
3. The Solution
4. What's Next for iLearn
5. The Results



ABOUT AG BARR

- Anyone heard of AG Barr?
- AG Barr are FMCG - fast moving consumer goods business
- Less known for our corporate brand and more famous for our consumer brands
- Let's look at some of our brands

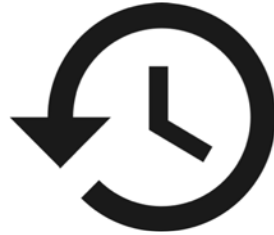




ABOUT AG BARR - SOME KEY FACTS ABOUT THE BUSINESS



Employ 1000
amazing people
across the UK



Deep heritage,
family feel but
we've been a plc
since the 1960s



Turnover of
almost £300
million in sales



Diverse employee
base - longest
serving employee
celebrated 46 years
service last week



We have people
who drive trucks,
make product and
sell to our
customer base

Creating a first-class user experience



INITIAL REQUIREMENTS

- First-Class User Experience
- Integration and Automation
- Induction
- Compliance Tracking & Reporting
- Any Device, Anywhere

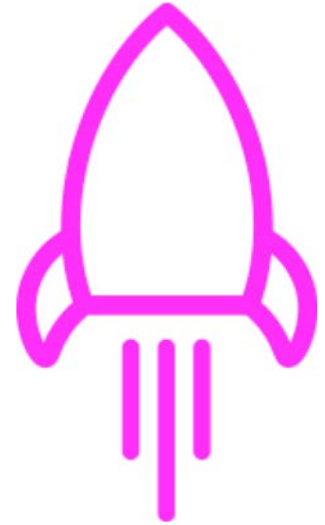


Creating a first-class user experience



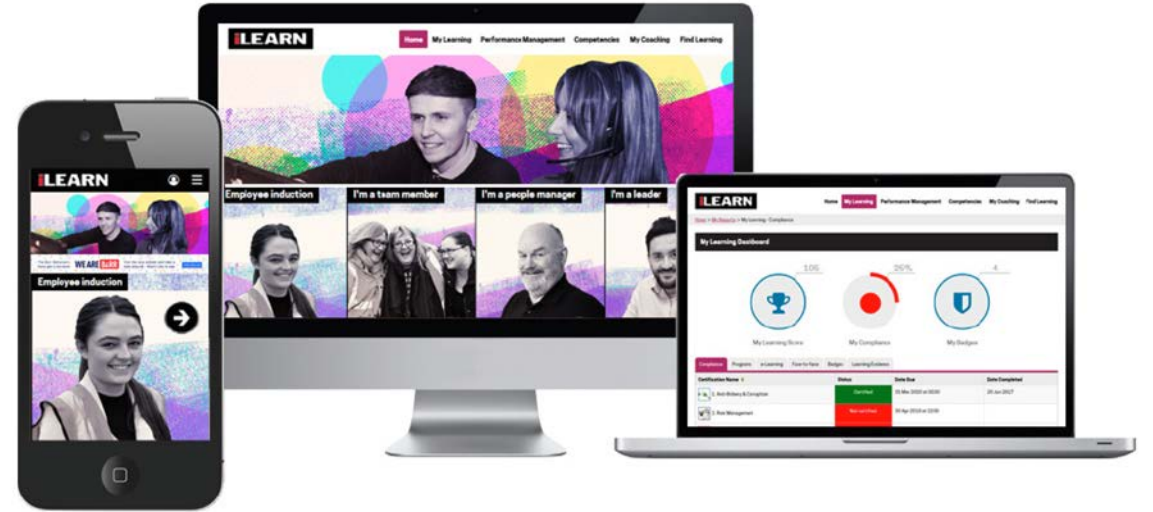
THE CHALLENGE

- Win the hearts and minds following disappointment with a previous LMS and e-learning
- Diverse audience all starting at different points
- Create an extension to a very small L&D team
- Drive L&D ownership to individual level



THE SOLUTION

- Totara – Freedom to Innovate
- Modular Extensible Architecture
- Shaped Around the Business
- Created iLearn as a Brand
- Focused on Creating a Beautiful User Experience
- Drive User Engagement Via Automation
- Open Learning for All



Creating a first-class user experience



THE SOLUTION - DIGITAL FIRST INDUCTION

- Seamless HR Integration
- Timely Welcome Email
- Consistent Approach
- Adaptive Business Unit Specific Map
- Digital Badge for Completion
- **SCREENS & VIDEO**



Creating a first-class user experience



Compose

Inbox 13

- Starred
- Snoozed
- Sent
- Drafts
- [Imap]/Bin
- FOLLOW UP
- ILEARN**
- More

label:ilearn

6 of 6

Welcome

BARR
SOFT DRINKS

Good morning,

Welcome to A.G. Barr, we are pleased to welcome you onboard!

We've set you up with your iLearn account which, in the first instance, will give you access to our online Company induction, as well as lots of resources to help you with your personal learning and development throughout your career with us.

Access iLearn:

www.ilearn-agbarr.co.uk (or access the link from the "my resources" tab on our Intranet site).

Username: testuser@agbarr.co.uk
Password: v&24tU!?fT (you will be prompted to change this).

Please **complete all of your online induction within four weeks of your start date**. Your induction will be monitored for auditing purposes.

Please now proceed to log on and begin to complete your online induction. Please ensure that towards the end of your online induction, you secure your place on our two day Taste of Barr programme which will complete your onboarding experience in to our organisation. For additional help and information, feel welcome to access: [Instructions on how to access the online Induction.](#)

The landing screen features a navigation bar at the top with the iLEARN logo and links for Home, My Learning, Performance Management, Competencies, My Reports, Find Learning, Admin, and Calendar. The main banner shows a smartphone displaying the iLEARN app interface with the text "THE NEW iLEARN APP HAS LANDED". Below the banner is a call-to-action button. The bottom section contains four carousel cards for different user roles: Employee induction, I'm a team member, I'm a people manager, and I'm a leader, each with a representative image and a right-pointing arrow.

iLEARN Home My Learning Performance Management Competencies My Reports Find Learning Admin Calendar

THE NEW iLEARN APP HAS LANDED

[Click here to find out more about the app and how you can get a hold of it.](#)

Employee induction I'm a team member I'm a people manager I'm a leader

iLEARN Home My Learning Performance Management Competencies My Reports Find Learning Admin Calendar

Employee induction

Introduction Welcoming you Keeping you safe and compliant Supporting you Developing and informing you

Introduction (START) (SHOP)

Welcoming you (Race Track)

Keeping you safe and compliant (Beach, Rubicon)

Supporting you (Pond)

Developing and informing you (Factory)

Manufacturing Map

Commercial Map

Supply Chain Map

Employee Induction**Introduction**

Welcoming you

Keeping you safe and compliant

Supporting you


Developing and informing you

Introduction**Get an insight into how your iLearn induction works...**

To complete this section all you need to do is view the video below.

Watch it




Home My Learning Performance Management Competencies My Coaching Find Learning Calendar

Employee Induction

Introduction Welcoming you Keeping you safe and compliant Supporting you Developing and informing you

Welcoming you




Get an insight into how your induction programme works...


To complete this section all you need to do is view the videos and explore each of the web links below. When you have completed an item a tick will appear indicating the activity is complete.

Watch it

Our Chief Executive, Roger White, has recorded a short video message for you to find out more about what being part of A.G. Barr is all about. The second video contains some of our staff talking about A.G. Barr and what makes us so special.




Welcome: Roger White - Chief Executive




Our People

Read it


Please take the time to explore all of the links below. All of the links will open in a new window.




Our Board




Our History



Our Brands

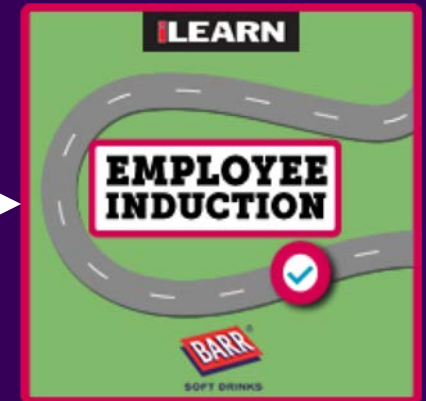


Our Responsibility



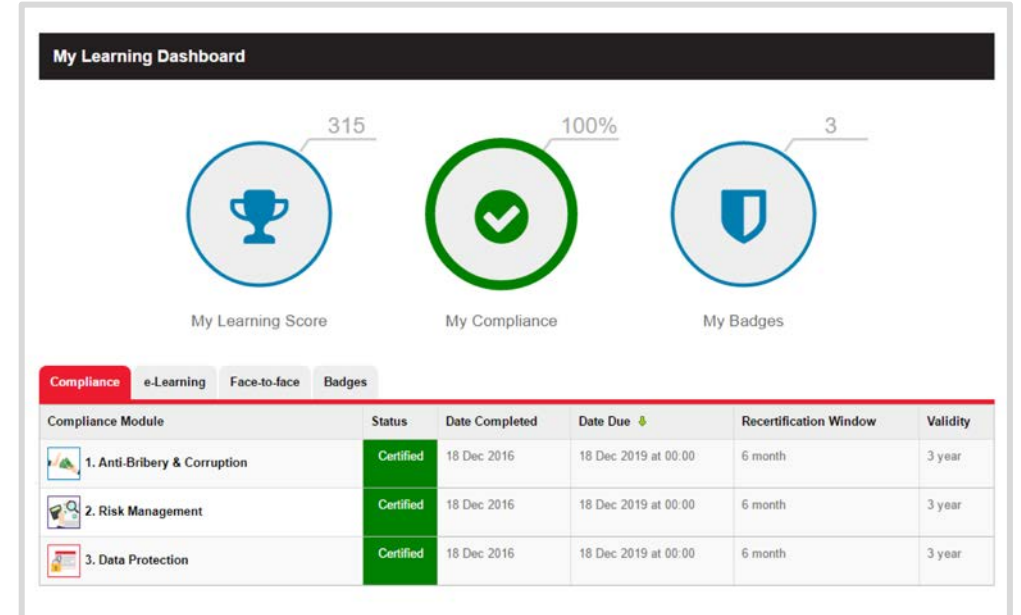
Our Charity - Macmillan

The screenshot shows the iLEARN website interface. At the top left is the iLEARN logo. A navigation menu includes: Home, My Learning, Performance Management, Competencies, My Coaching, Find Learning, and Calendar. Below the navigation is a breadcrumb trail: Home > Barr > I'm a New Employee > Taste of Barr. The main content area features a large banner with the Barr Soft Drinks logo on the left and the text 'Taste of Barr' in blue. To the right of the text is an illustration of hands holding various Barr soft drink containers: a brown bottle, a blue can, a white bottle, a green bottle, and an orange bottle. Below the banner is a blue bar with the text 'Face-to-Face'. Underneath this bar, there is a group icon followed by the text 'Taste of Barr' and a link 'View all sessions'. A red circular icon is visible in the bottom right corner of the page content area.



THE SOLUTION - MY LEARNING DASHBOARD

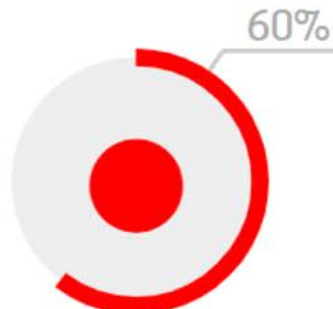
- Learning All in One Place
- Clearly Shows Compliance Status
- Gamification via Learning Score
- Digital Badges to Reward
- External Learning
- **SCREENS**



My Learning Dashboard



My Learning Score



My Compliance



My Badges

Compliance

Programs







Courses

Modules

Face-to-face

Badges

Learning Evidence

Certification Name 	Status	Date Due	Date Completed
 1. Anti-Bribery & Corruption	Certified	31 Mar 2020 at 00:00	20 Jun 2017
 2. Risk Management	Certified	29 Aug 2020 at 10:13	29 Aug 2018
 3. Data Protection	Certified	29 Aug 2020 at 10:28	29 Aug 2018
 4. Diversity and Inclusion	Not certified	28 Mar 2019 at 16:40	
 QSE - First Aid	Expired	15 May 2016 at 00:00	

My Learning Dashboard



My Learning Score



My Compliance



My Badges

Compliance

Programs

Courses

Modules

Face-to-face

Badges

Learning Evidence

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My Learning Dashboard



My Learning Score



My Compliance



My Badges

- Compliance
- Programs
- Courses
- Modules
- Face-to-face
- Badges**
- Learning Evidence

A gold circular badge with a colorful 'G' logo.

Googlebox Challenge

A green badge with a road graphic and the text 'EMPLOYEE INDUCTION'.

Employee Induction

A pink piggy bank icon on a purple background with the text 'Finance Fundamentals'.

Finance Fundamentals

A yellow circular badge with a smartphone icon and the text '2016 Social Media Gold'.

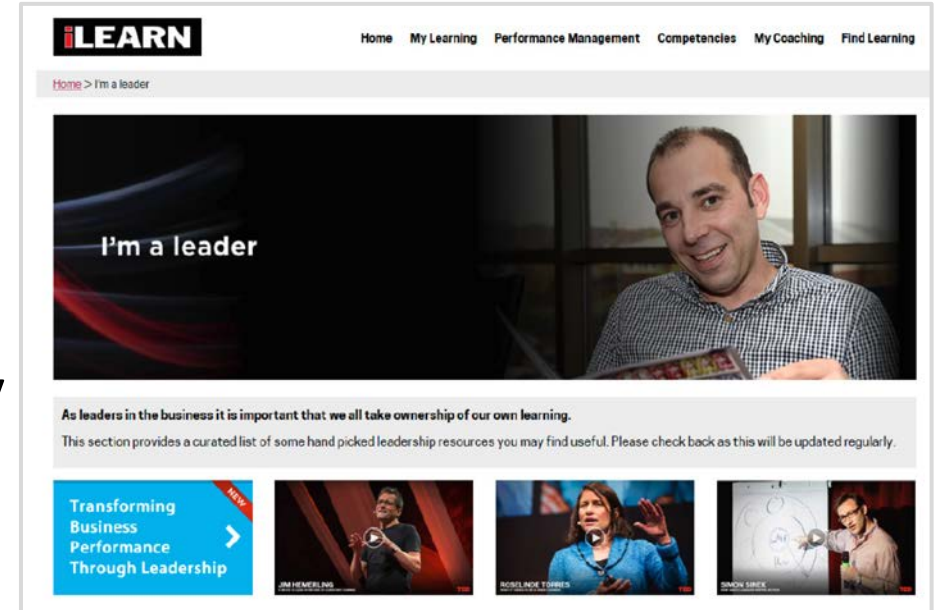
Social Media Challenge Gold
Badge **(EXPIRED)**

A blue circular badge with a person icon and the text '2016 Learning at Work Week Challenge #5 Connect with Colleagues'.

Learning at Work Week
2016 Challenge #5 -
Connect with Colleagues

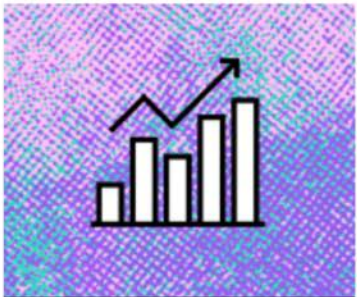
THE SOLUTION - OPEN LEARNING FOR ALL

- Team, People Manager, Leader Dashboards
- Automated Learning Campaigns & Tracking
- Curated Feeds (Anders Pink) & Resource Library
- Competencies and Self Assessment
- My Coaching Performance Management Plugin
- **SCREENS**



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Business Skills



IT Skills



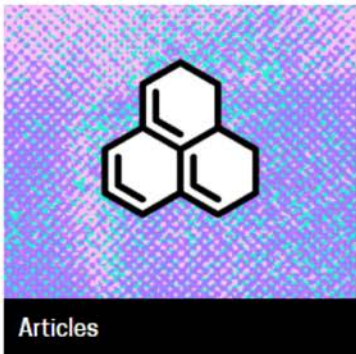
Quality Safety & Environment



Pocket Book Library



Ted Talk Videos



Articles



Career Development



Barr Behaviours



Management Development Framework

[Click to view](#)

Career Development

Barr Behaviours

Pocket Book Library

Business Skills

IT Skills

Quality Safety & Environment

Ted Talk Videos



As leaders in the business it is important that we all take ownership of our own learning.

This section provides a curated list of some hand picked leadership resources you may find useful. Please check back as this will be updated regularly.



LATEST LEADERSHIP ARTICLES

One Team Activity That Will Do Wonders For Your Team... Really!
www.teamworkandleadership.com - August 2017

Effective Leadership is Common Sense: Why Then is It So Elusive?
artpetty.com - August 2017

7 Steps To Becoming A Happier, Higher-Performing Leader
www.tanveernaseer.com - August 2017

Leader Values
leader-values.com - August 2017

How to Become a More Well-Rounded Leader
hbr.org - July 2017

5 Things I Control as a Senior Leader | Ron Edmondson
ronedmondson.com - August 2017



Getting Buy-In for Leadership Development Training
leaderchat.org - August 2017



3 Steps to Train Your Brain to Become a Smarter, Happier Leader
thoughtleadersllc.com - August 2017

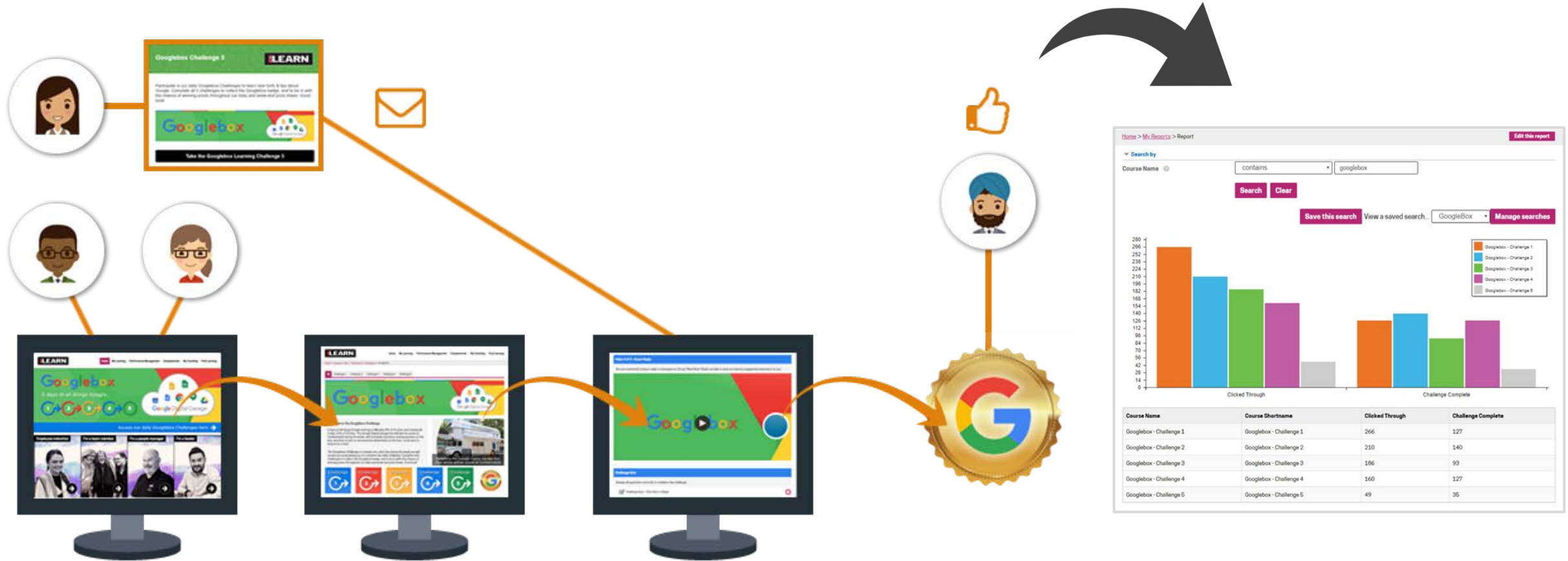


Wanting to be Led vs. Wanting to be a Leader | Ron Edmondson
ronedmondson.com - July 2017



Why Curiosity is a Leader's Best Friend in Today's World of Change
artpetty.com - July 2017

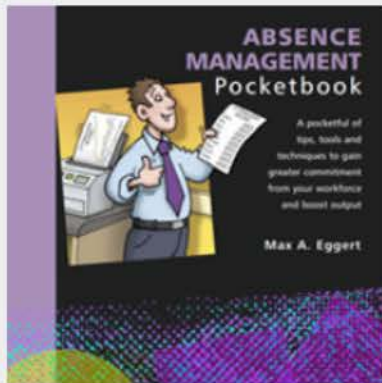




[Home](#) > Browse All Learning

SEARCH:

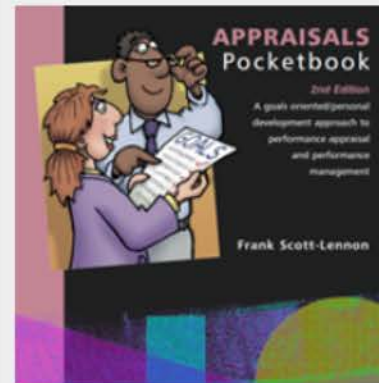
SearchFilters: Being Brilliant Always Learning Results Driven Relationships Matter Mobile Desktop Tablet All Devices**Manufacturing Competency Courses****Business Skills****Compliance****IT Skills****Resources for Managers****Quality, Safety & Environment****I'm a New Employee****Leadership Resources**

[Home](#) > [Browse All Learning](#) > Pocket BooksSEARCH: Filters: Being Brilliant Always Learning Results Driven Relationships Matter Mobile Desktop Tablet All Devices

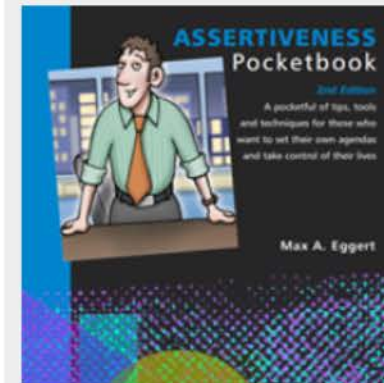
Absence Management Pocket Book



All Pocket Books



Appraisals Pocket Book



Assertiveness Pocket Book



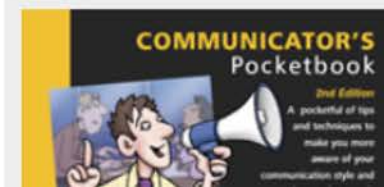
BODY LANGUAGE Pocketbook



CAREER TRANSITION Pocketbook



COACHING Pocketbook



COMMUNICATOR'S Pocketbook

[Home](#) > [Courses](#) > [Competencies](#) > [Commercial](#) > Sales Competency Framework

Sales Competency Framework



Welcome to the Sales Competencies section. In this section you can find more detailed information about the Sales Competency Framework, the individual competency descriptors, the role profiles and access to the self assessment tool.

Download the competency descriptors



Launch the interactive competency can



Download the role profiles



Launch the self assessment tool



Development Resources Click each of the competencies to view resources and recommended development.

Compelling Selling



Commercial Understanding



Negotiation



Building Customer Influence

Coming soon...

Excellence in Execution

Coming soon...

Account Management

Coming soon...

[Home](#)[View History](#)

Self-Assessment

Self-Assessment

Name:	Douglas Brown
Created:	14th May 2019
Job Title:	Sales - Account Controller
Job Level:	Level 2

Please click within the table cell that you feel corresponds to your competency level. Once you complete all table cells the **Finish** button will appear. Click this to generate a snapshot pdf for you to download or print.

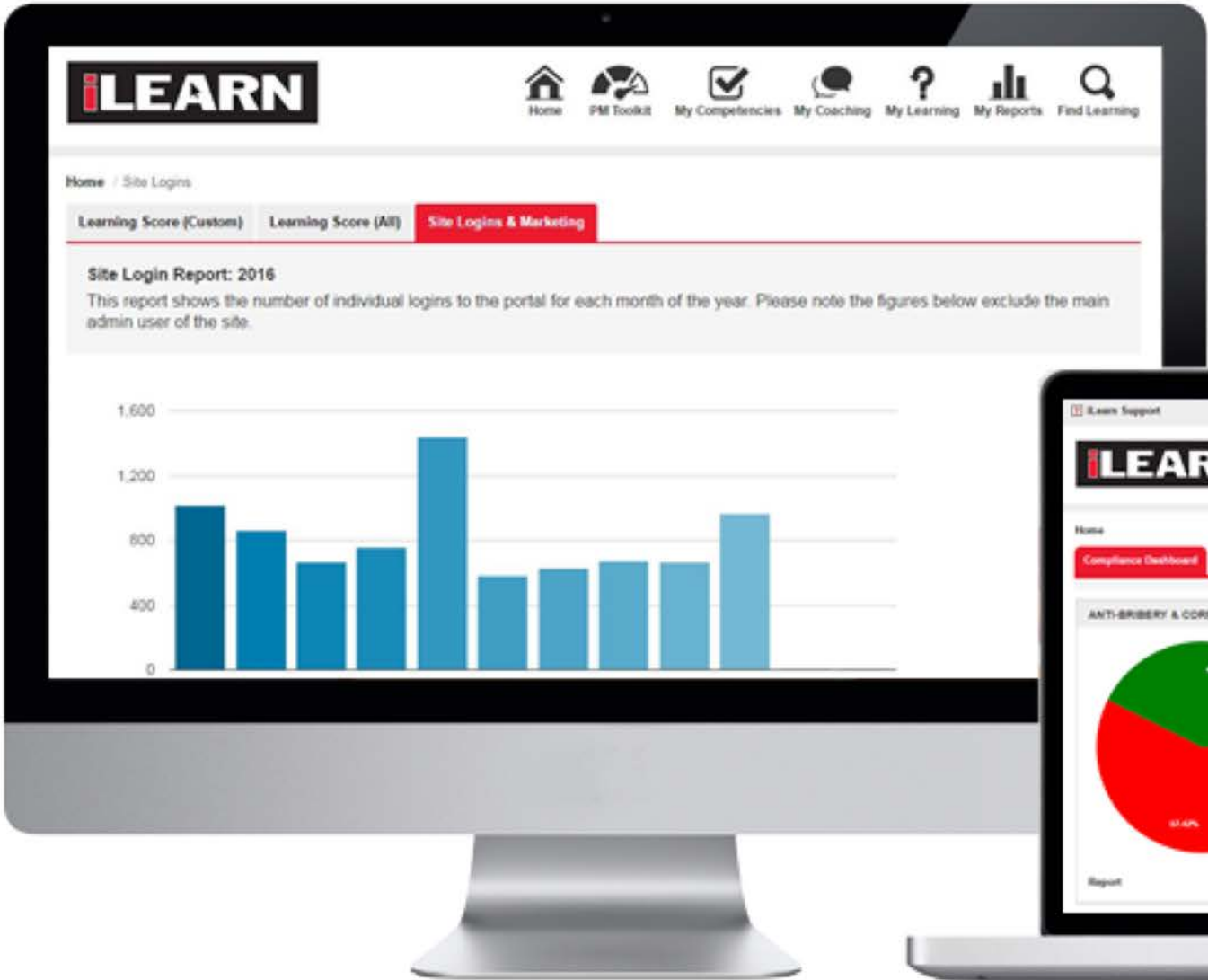
	Competencies	Developing	Proficient	Excelling
	Compelling Selling ⓘ			✓
	Commercial Understanding ⓘ			✓
	Negotiation ⓘ		✓	
	Building Customer Influence ⓘ	✓		
	Excellence in Execution ⓘ		✓	
	Account Management ⓘ			✓

[Finish](#)

THE SOLUTION - REPORTING AND ANALYTICS

- Pulse View Reporting Dashboard
- Used the Data to Make Decisions
- Team Manager Reports
- **SCREENS**



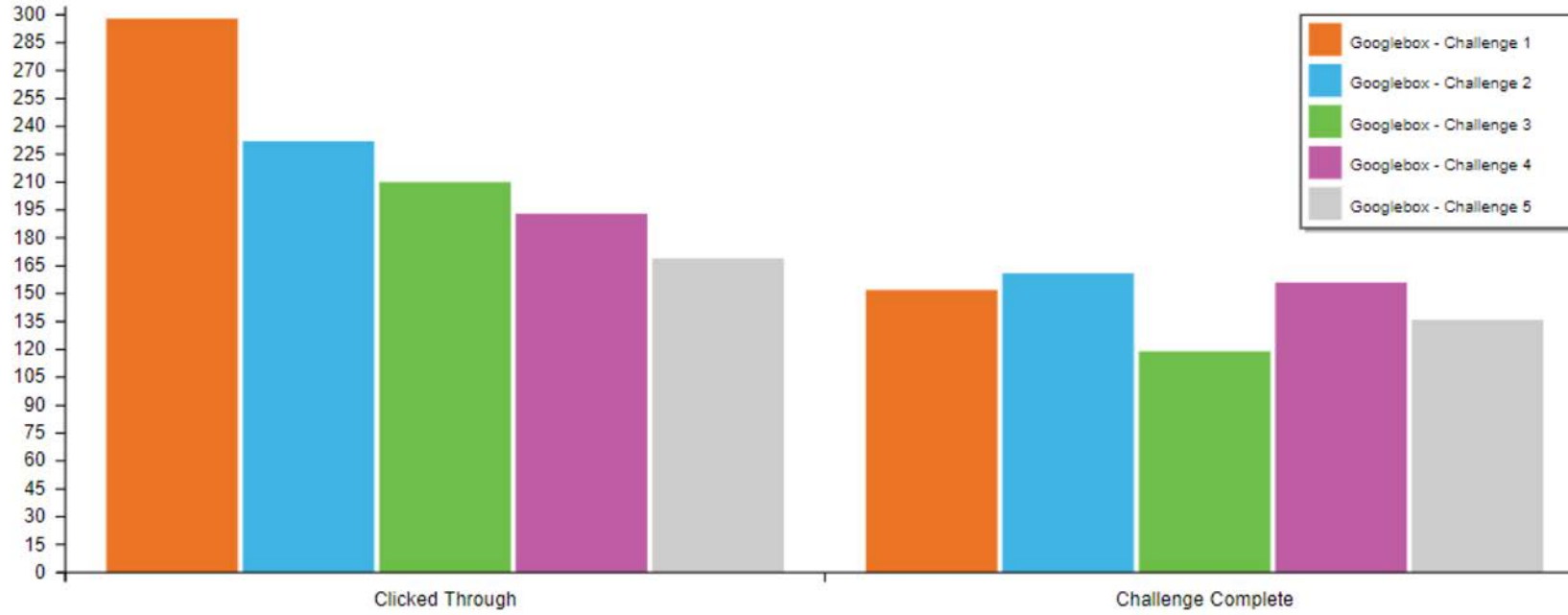


Googlebox Campaign Report

View a saved search...

GoogleBox

Manage searches



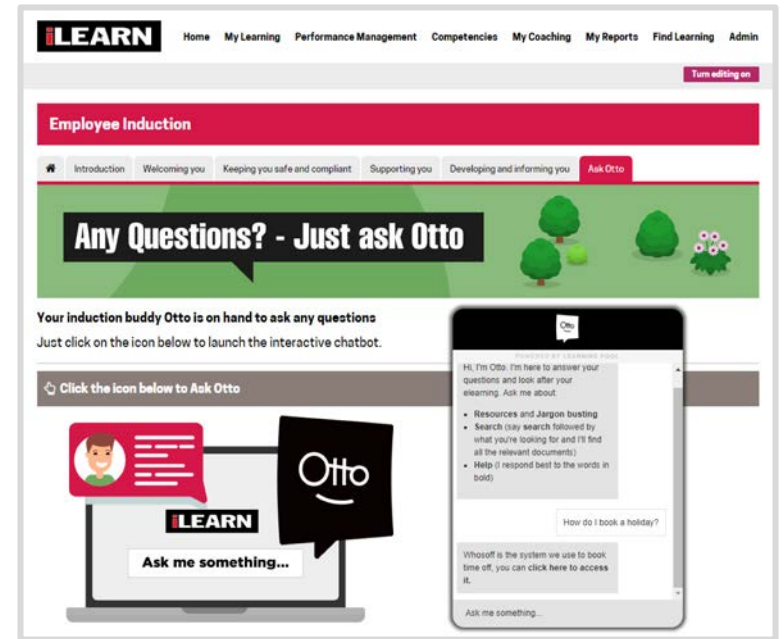
Course Name	Course Shortname	Clicked Through	Challenge Complete
Googlebox - Challenge 1	Googlebox - Challenge 1	298	152
Googlebox - Challenge 2	Googlebox - Challenge 2	232	161
Googlebox - Challenge 3	Googlebox - Challenge 3	210	119
Googlebox - Challenge 4	Googlebox - Challenge 4	193	156
Googlebox - Challenge 5	Googlebox - Challenge 5	169	136

CSV

Export

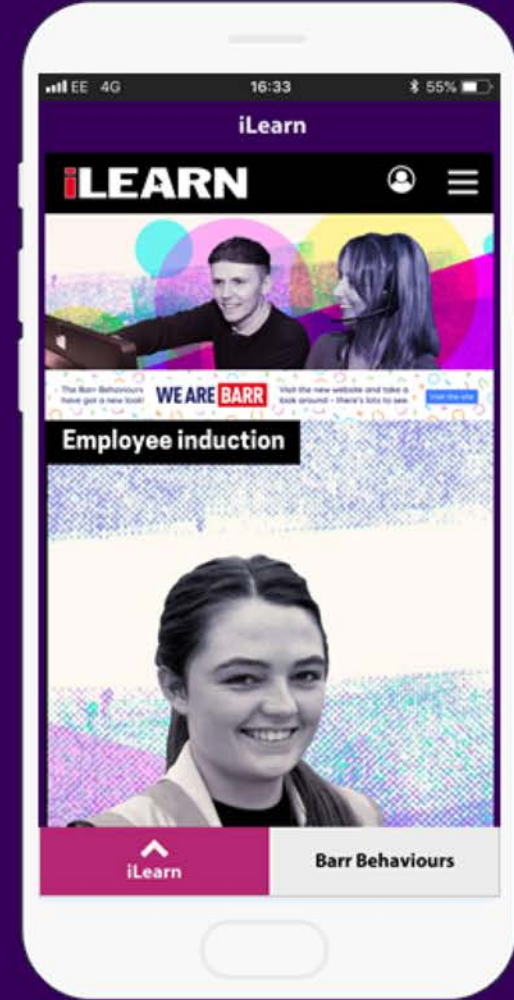
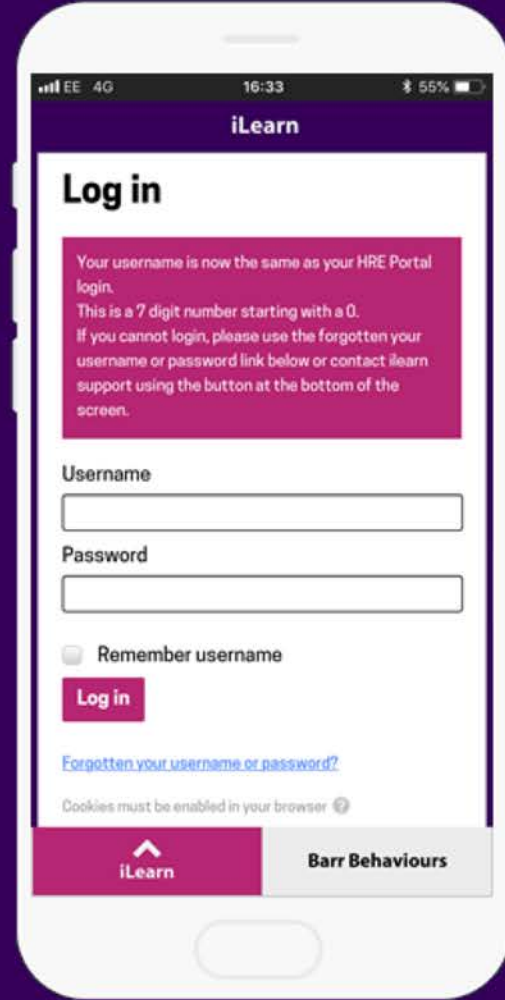
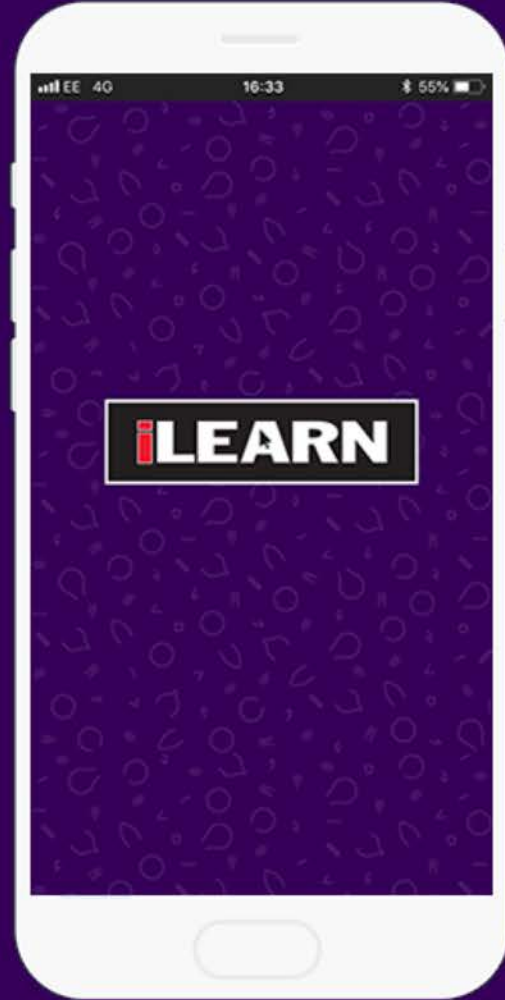
WHAT'S NEXT FOR ILEARN

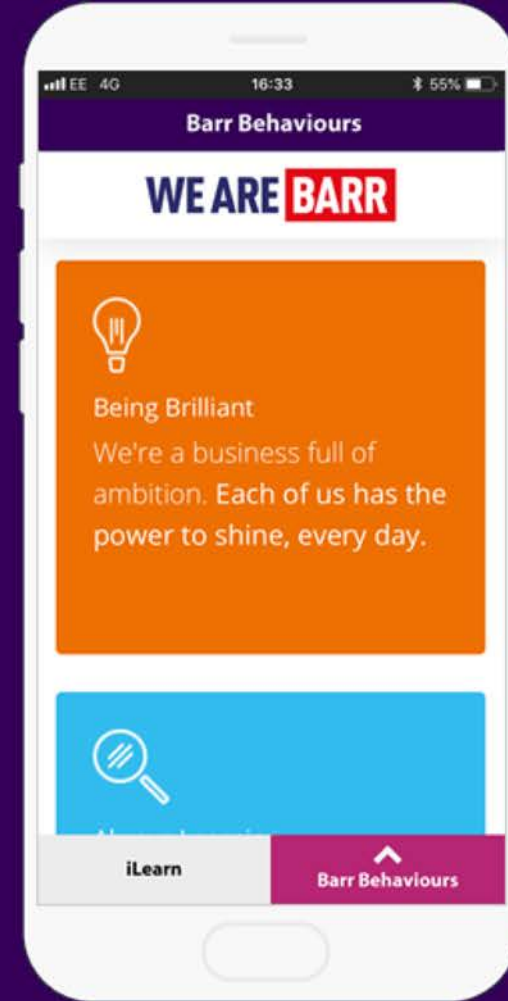
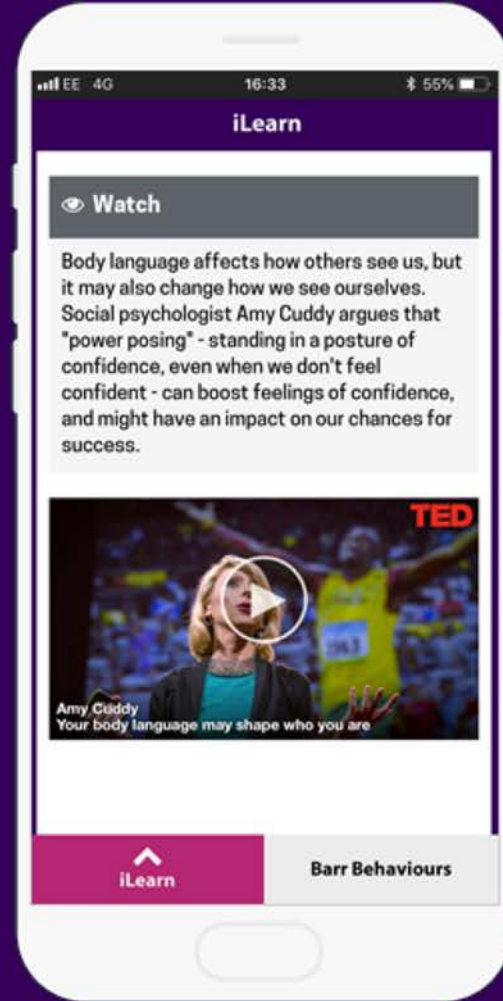
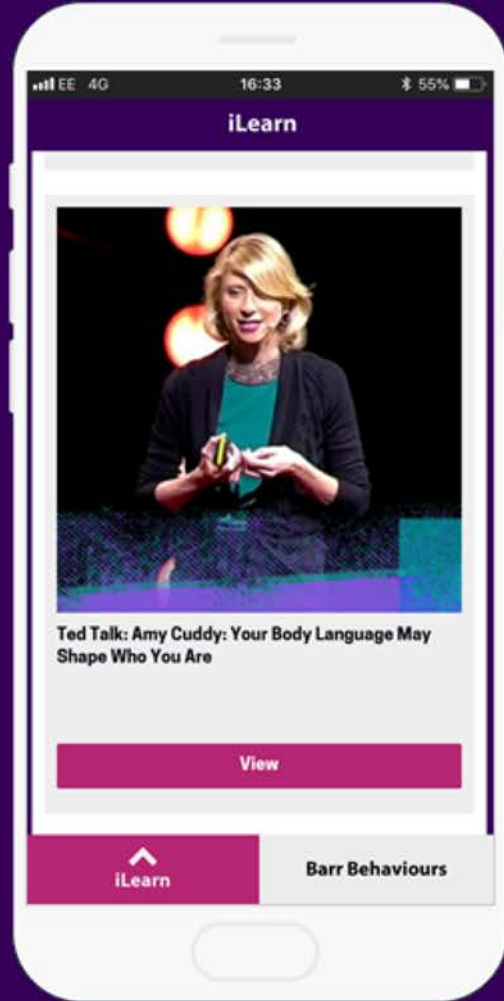
- Mobile App - Launched Recently
- Ask Flo Induction Buddy
- **SCREENS**



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Employee Induction

[Home](#) [Introduction](#) [Welcoming you](#) [Keeping you safe and compliant](#) [Supporting you](#) [Developing and informing you](#) **Ask Flo**

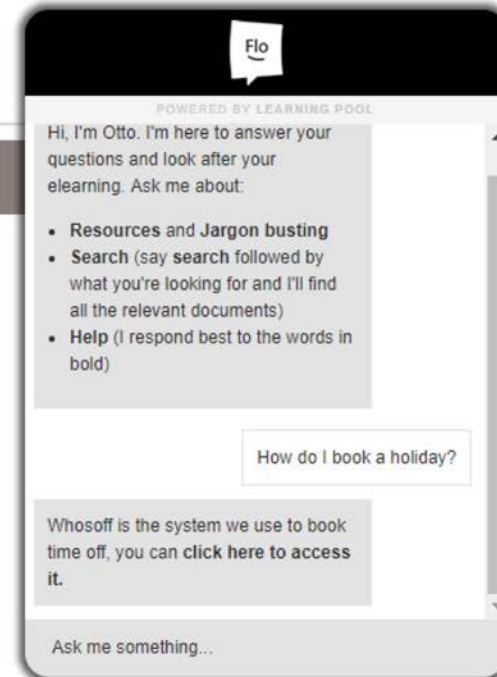
Any Questions? - Just Ask Flo



Your induction buddy Otto is on hand to ask any questions

Just click on the icon below to launch the interactive chatbot.

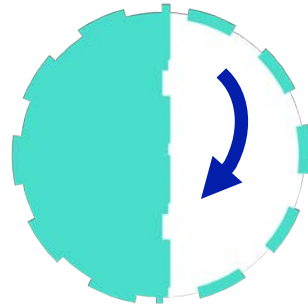
Click the icon below to Ask Otto



THE RESULTS



1,096 Hours
of L&D Time Savings
(Induction)



50% Reduction
In Health & Safety
Incidents



96% Completion Rate
for Health &
Safety Training

Creating a first-class user experience



RESULTS - AWARDS



Totara 2016
Best Project
Manufacturing



LP Live 2018
Learner Engagement





learning technologies awards 2018
best UK learning platform implementation
gold winner



Thank you for your time.