



The Challenge

Create a corporate university to engage and support 140,000 employees as they develop skills and competencies.

The Answer

Build an internal learning program and use River as the social learning area called Commons where employees can engage in social learning, modern mentoring, and collaborative learning.

The Commons area exposes employees to new aspects of social learning and peer collaboration, such as using the learning paths in River to help people find formal, social, and experiential learning opportunities. People entering the site are presented with schools

that guide them down a distinct development path based on the person's interest and need areas, as well as their job levels. Five schools currently exist within Conduent's learning program and each centers on a unique focus (e.g., the School of Creativity and Innovation, and the School of Leadership), helping to provide the structure that employees need to advance their careers and build new skills.

The learning paths in the Commons area help participants easily

locate and engage in appropriate learning opportunities, using pre-formed social learning groups and corresponding curricula that people can leverage. Through the Commons area, Conduent offers its employees a central place to learn, a means to connect with colleagues across the organization, access to online courses and content, and the freedom to take charge of their own learning and development depending on their individual needs and aspirations.



The Result

Almost 600% growth in 1 year!

SEPT 2014 1,000+ Participants

SEPT 2015 Almost 6,000 Participants

Conduent launched the Commons in September 2014 (when they were known as Xerox Learning Services). In the first two weeks, they had more than 1,000 people sign up, recorded 615 course completions, and logged 323 courses in progress. As of September 2015, Conduent has almost 6,000 participants in 230 learning engagements throughout the Commons. The Conduent team attributes

some of this success to the recommended learning paths that people see as soon as they enter the Commons. These recommendations help point people in the right direction so that they can get started immediately on developing their skills in a particular area.

Note: Content taken from "Predictive Learning" by Randy Emelo, Training Journal, March 2015. (Adapted to reflect company name change.)