
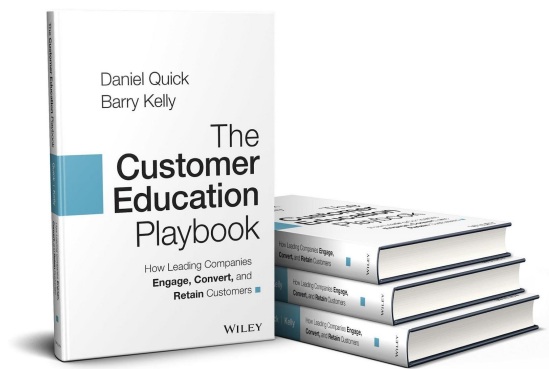




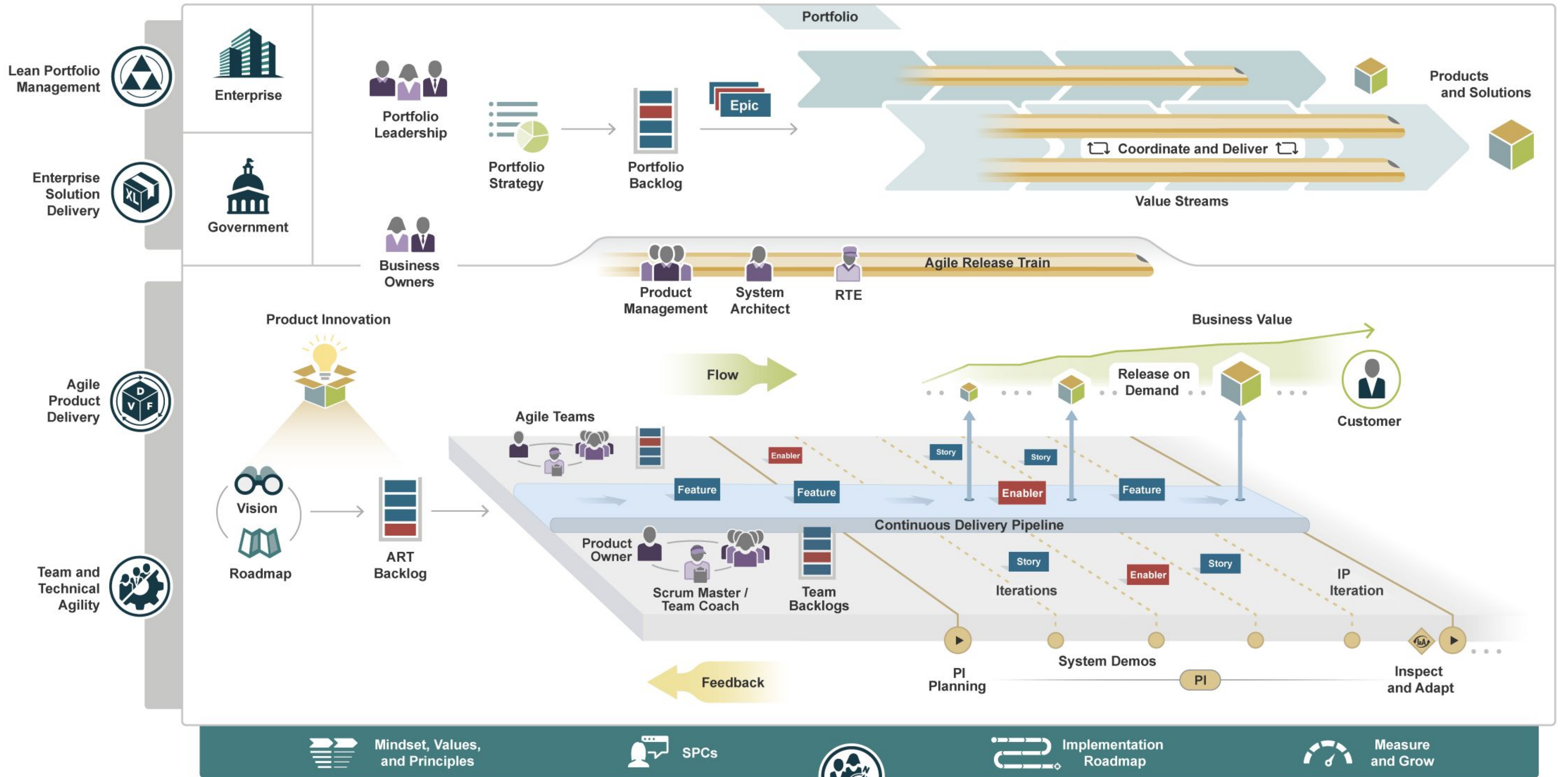
Learning at Scale:

How to Grow Global Education Without Losing Impact

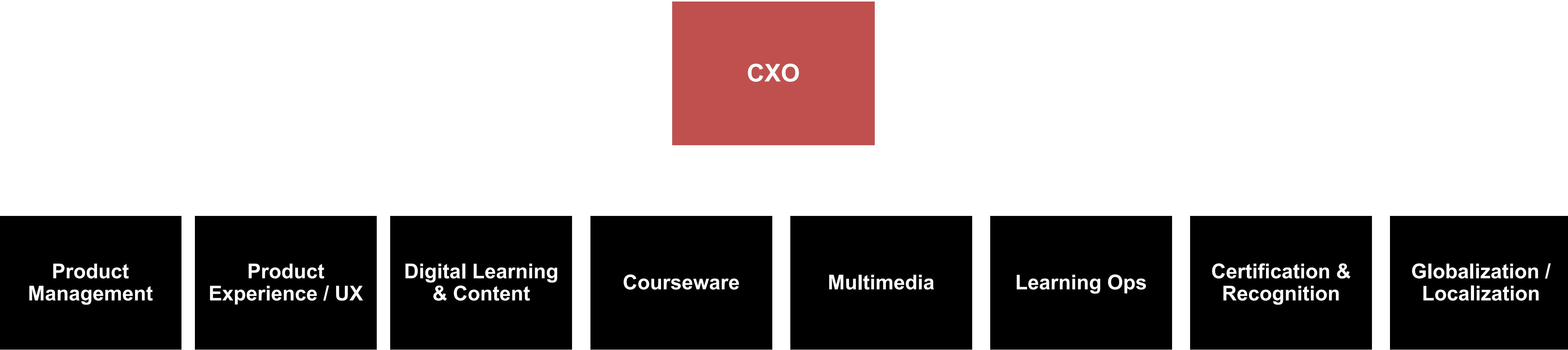
DANIEL QUICK

- Residential Life -> Online Community -> Psychometrics -> Game Design/Entrepreneur -> CEd -> Content Marketing -> Learning Products
- Currently Chief Experience Officer at Scaled Agile, the creators of SAFe  Provider of SAFe®
- Co-Author of “The Customer Education Playbook” 
- Led customer education programs at Optimizely, Culture Amp, Asana, and Thought Industries





Org Structure



SAFe Learning & Practice Solutions



Framework

- Thought leadership
- In-depth articles
- Extended guidance



Certification Courses

- Instructor-led training
- Certification exam to validate knowledge
- Annual renewal
- Badge recognition



Micro-credentials

- Short (<1 day) instructor-led training
- No assessment
- No renewal
- Badge recognition



SAFe Skills

- On-demand (<1 hour) e-learning
- Badge recognition
- Available through SAFe+



Workshops, Toolkits & Guides

- Workshops and toolkits to implement SAFe practices
- Guides to SAFe events
- Assessments



- Community events
- Video libraries
- SAFe CoPilot, your AI powered SAFe companion

What is Learning at Scale?

Scaling is **NOT** just about making more courses or reaching more learners.
That's *Expanding*.

Scaling **IS** a strategic approach to expanding. It's about building ways to meet and adapt to many different learning needs without proportionally increasing cost or losing impact.

Learning at Scale balances efficiency with impact!

Scaling doesn't have to feel monumental!



The Four Pillars of Scale

**Enable
Adaptability**

**Design for
Flexibility**

**Accelerate
Flow**

**Cultivate a
Community**

Infrastructure

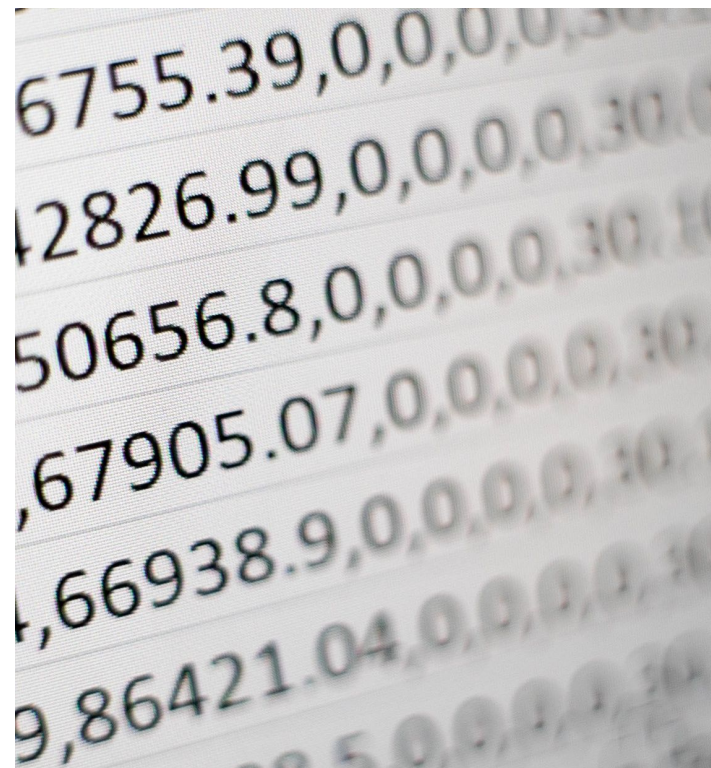
ENABLE ADAPTABILITY

*Learning must evolve as
fast as the business*



AGILE WAYS OF WORKING

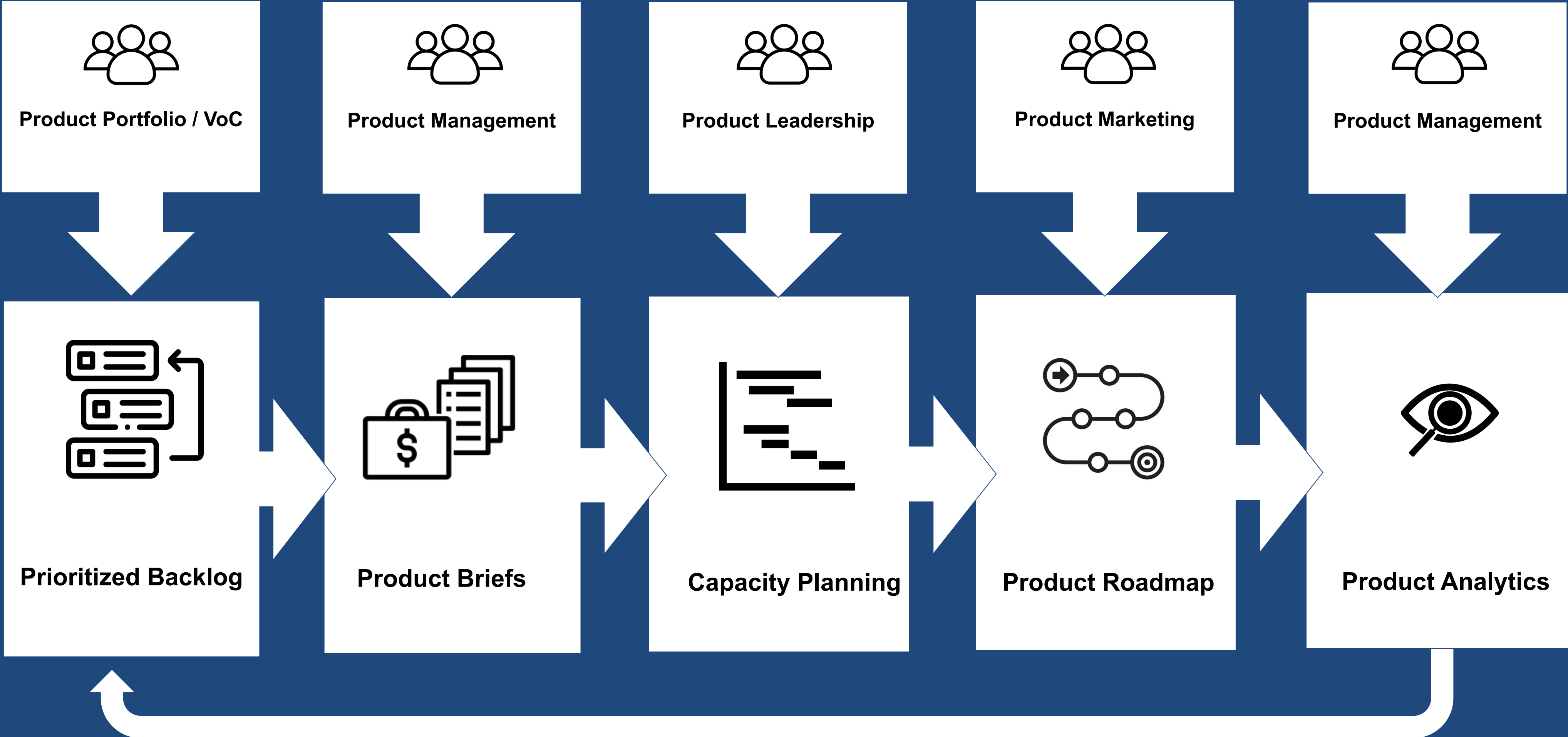
- 1- Waterfall content development
- 2- Sprint planning, iterative improvements
- 3- Cross-functional teams, continuous delivery



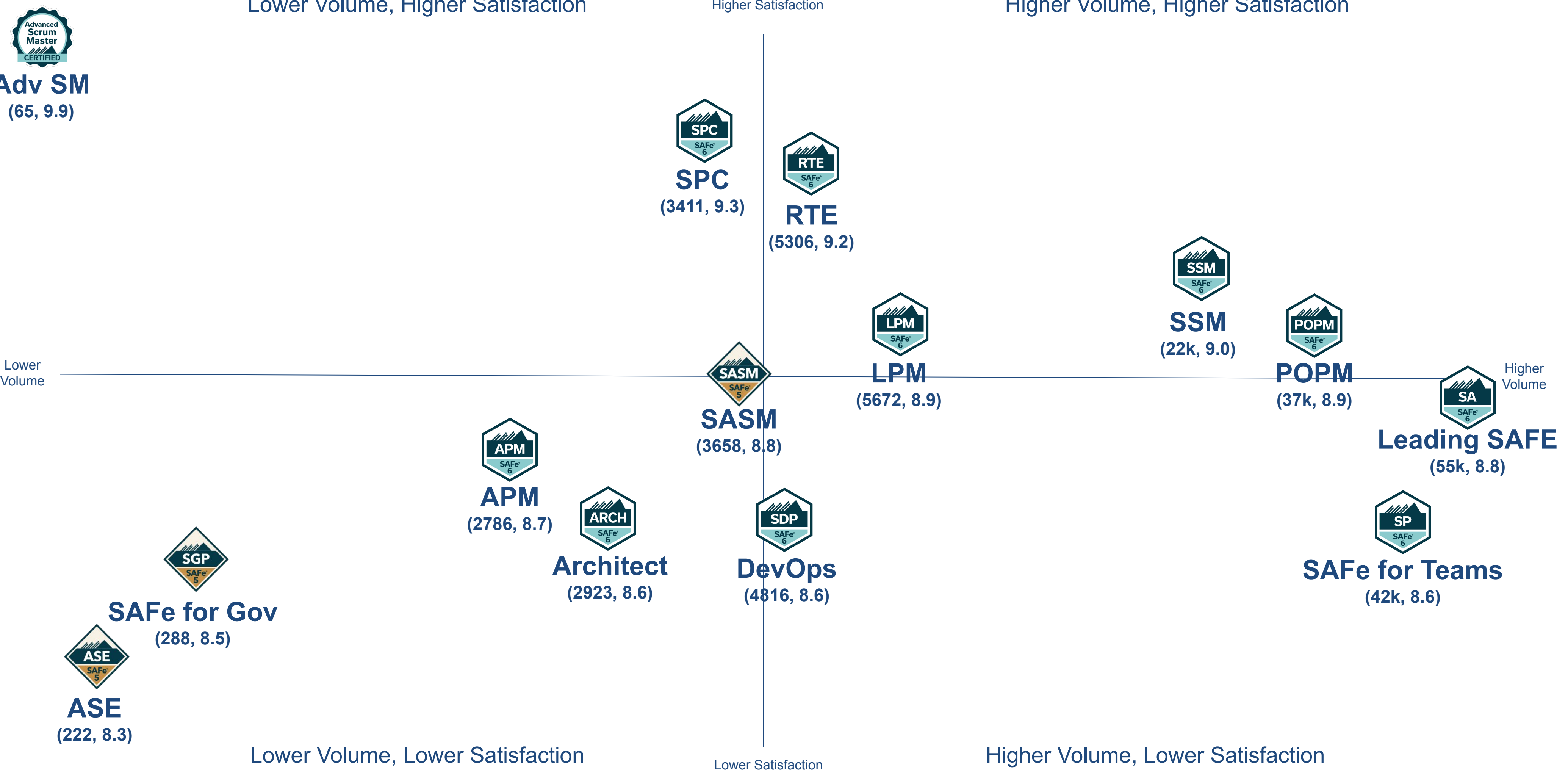
DATA-DRIVEN ITERATION

- 1- No tracking of learner behavior
- 2- Some reporting, but insights aren't acted on
- 3- Data-driven decisions, real-time feedback loops

Product Development Lifecycle - Scaled Agile

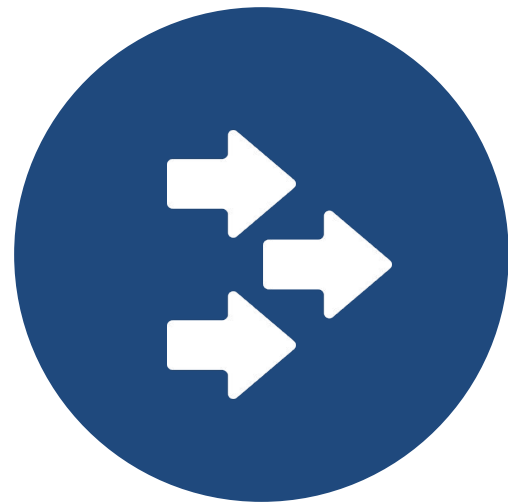


Course Optimization Matrix (2024 Attendees X CSAT Score)



Quick Actions

Enable Adaptability



Stand-Up with Kanban

Try instituting daily stand-up meetings to improve team communication, or use a shared Kanban board to visualize work.



Three Metrics

Identify 3 metrics that align with your organizational goals and track them. Use a spreadsheet if you need to!



Feedback Pulse

Implement a quick "thumbs up, thumbs down" feedback mechanism at the end of each learning module.

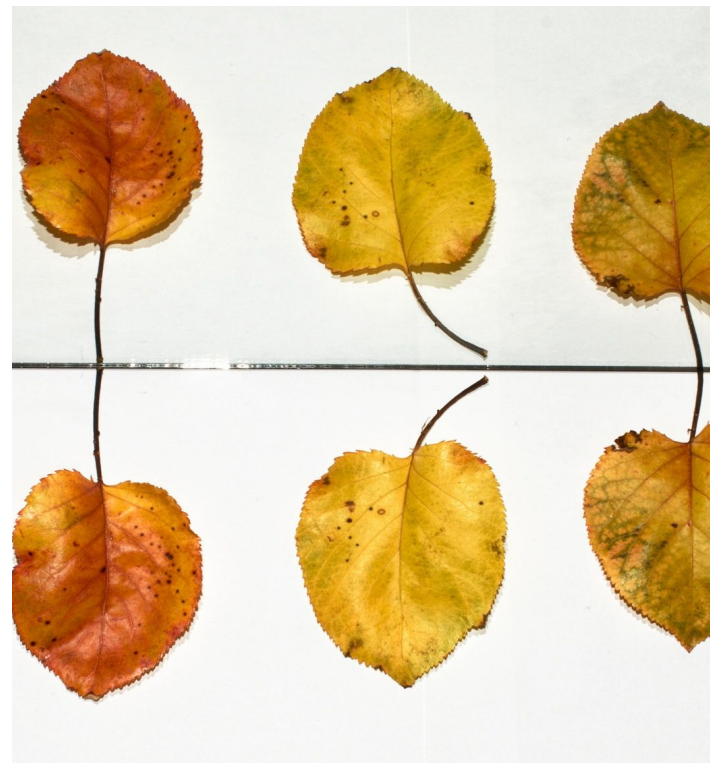
DESIGN FOR FLEXIBILITY

Rigid, one-size-fits-all courses don't scale.



MODULAR CONTENT STRATEGY

- 1- Monolithic courses, “one size fits all”
- 2- Reusable content with some branched learning
- 3- Fully modular with adaptive learning paths



STANDARDIZE LEARNING PRODUCTS

- 1- No templates or consistency in content design
- 2- Some templates exists but inconsistently used
- 3- Standardized templates, consistent voice & tone

From Monolithic to Modular

Micro-credentials



Role-based Courseware

- Three full days of training
- Certification exam



Competency A
1-day training



Skill 1
3 hours



Skill 2
3 hours



Skill 3
3 hours



Competency B
1-day training



Skill 1
3 hours



Skill 2
3 hours



Skill 3
3 hours



Competency C
1-day training



Skill 1
3 hours



Skill 2
3 hours



Skill 3
3 hours

Standardize “Patterns” for Learning Formats

Structure of a Micro-Credential

Digital Content /
Self-Paced Learning

~1 hour of digital content
Videos, eLearning activities,
message board threads, etc.

Live Instructor-led training

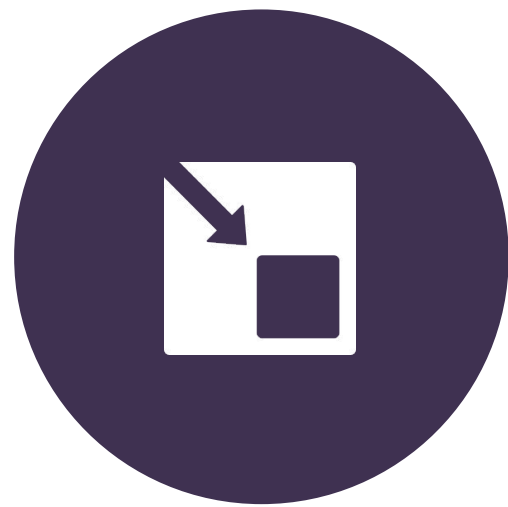
~3 hour class
Flipped learning model. Focused on application, problem
solving, and deep discussions.

Assessment /
Micro-credential

~1 hour
Maybe an exam, but could be
problem-based assessment

Quick Actions

Design for Flexibility



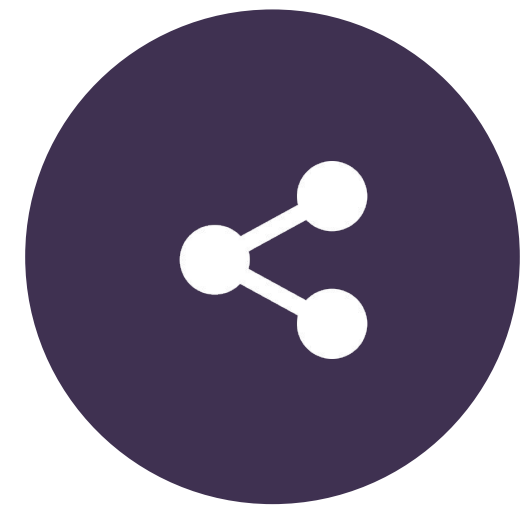
Chunk a Course

Break down an existing course or training video into smaller, digestible modules. Add an intro/outro, and organize them by topic.



Create a Template

Wireframe a template for a learning format. Identify all the elements, sequence, guardrails, and voice and tone.

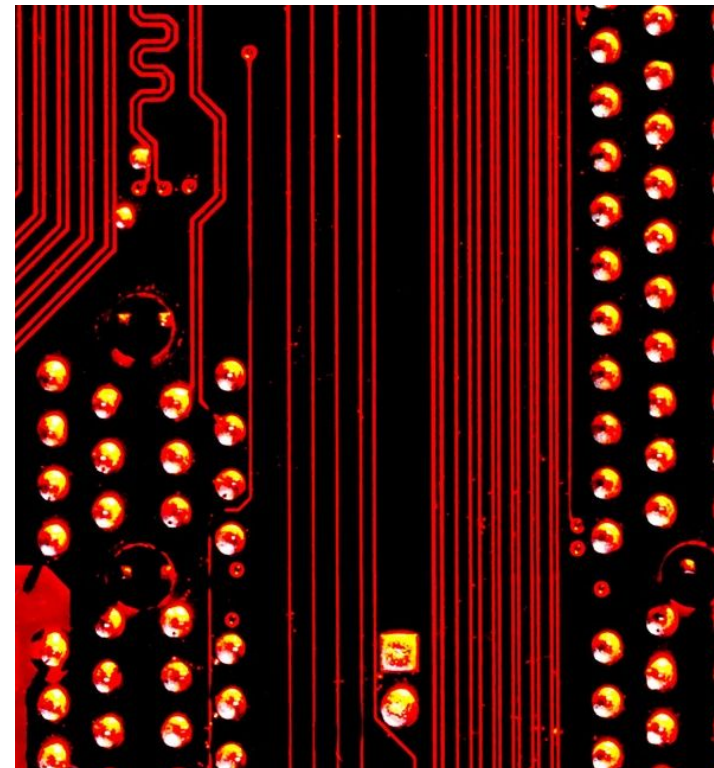


Competency Assessment

Configure a simple conditional assessment in a course. It could be on skill, or use case. Curate the content based on results.

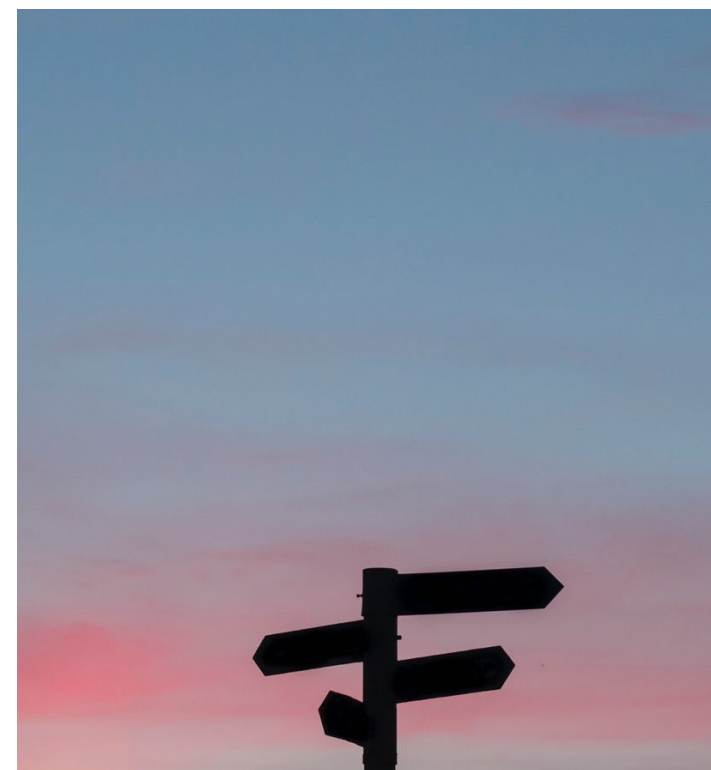
ACCELERATE FLOW

*Smoother, faster, and
more efficient work.*



AUTOMATE FOR SPEED AND SCALE

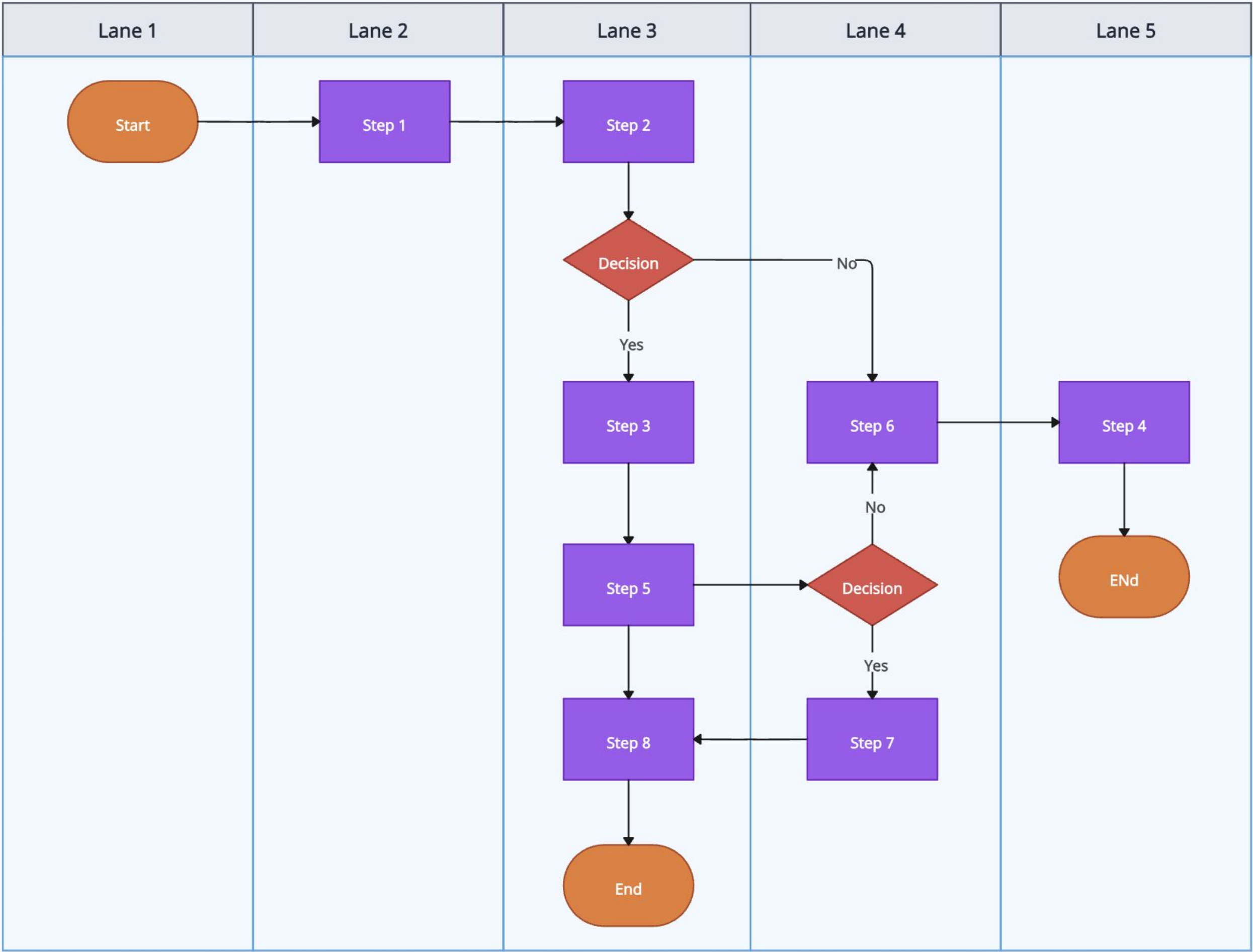
- 1- Everything is done manually
- 2- 1-2 automations, but mostly manual work
- 3- Automation drives efficiency and frees innovation



STREAMLINE GOVERNANCE

- 1- No clear process for decision making
- 2- Some guidelines exist, but not always followed
- 3- Documented governance -> quality and speed

Document Workflows and Identify Bottlenecks



Using a Project Template to Streamline Work

Reference & planning:

✓ Confirm launch date	Jan 8 – Jan 10	Complete	Yes	—	
✓ Schedule kickoff meeting	Jan 8 – Jan 10	Complete	Yes	—	
✓ Set launch targets	Jan 14 – Jan 16	Reviewing	No	—	

Positioning & messaging:

✓ Determine product or feature name	Jan 14 – Jan 16	In progr...	Yes	—	
✓ Write messaging and positioning brief	Jan 21 – Jan 24	Outlining	No	—	

PR:

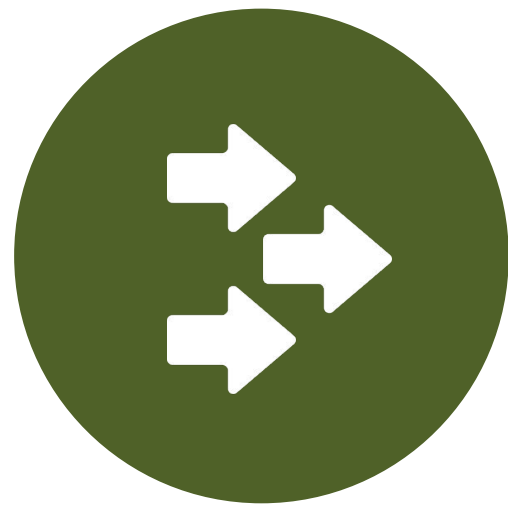
✓ Create press plan	Jan 30 – Feb 1	In progr...	No	Press rel...	
✓ Press outreach for launch	Feb 4 – Feb 8	Not start...	No	Press rel...	
✓ Finalize press release	Feb 19 – Feb 28	Not start...	No	Press rel...	

Web:

✓ Update homepage	Mar 25 – Mar 27	Not start...	No	Website	
✓ Create new landing page		Outlining	No	Website	
✓ Update pricing page		Reviewing	Yes	Website	

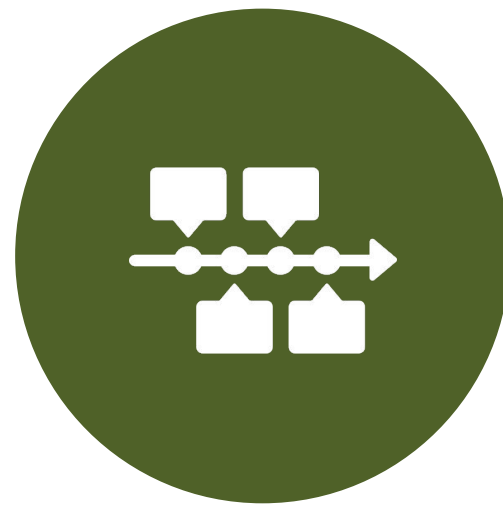
Quick Actions

Accelerate Flow



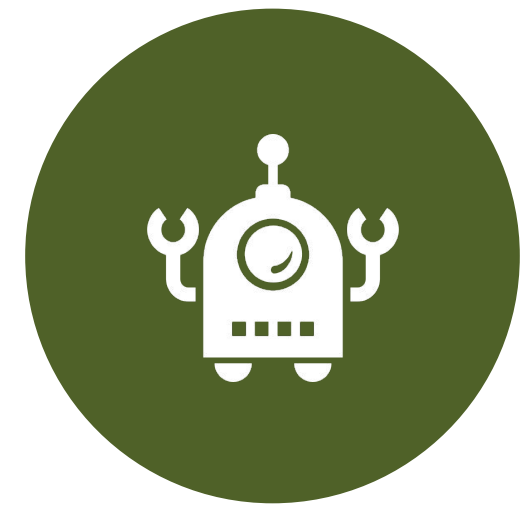
Map your Development Process

Document every step of how a course gets created, approved, and launched. Identify one bottleneck and remove or simplify it.



Decision Flow Chart

Create a decision-making flowchart that outlines how changes to courses or content are approved. Align with your team.



Simple Automation

Identify one repetitive task that takes up a considerable amount of time. Choose a simple automation. Measure the time you've saved.

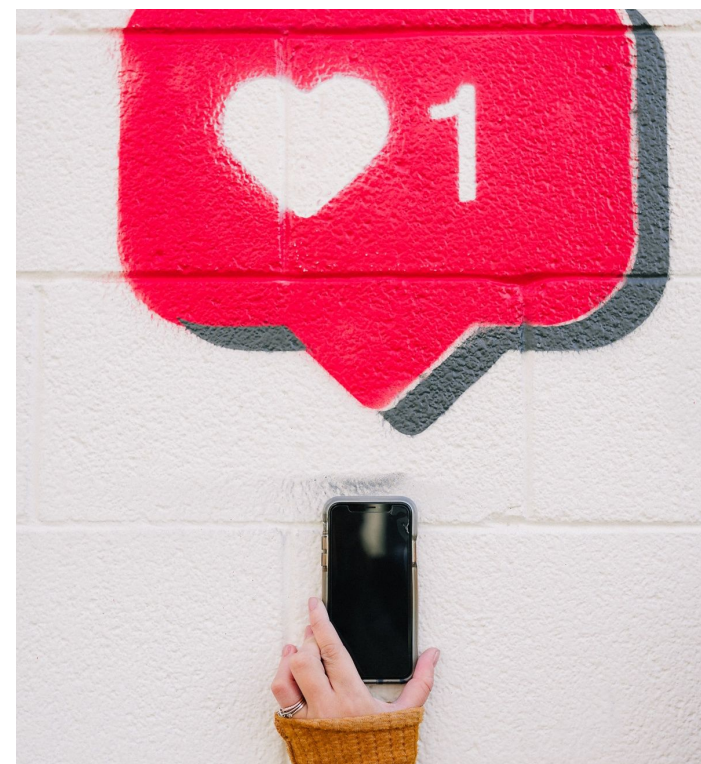
CULTIVATE A COMMUNITY

*Your best customers are
also your best scale agents.*



ACTIVATE COMMUNITY CONTRIBUTORS

- 1- No peer-to-peer learning (one-directional)
- 2- Avenues to contribute but low participation
- 3- Thriving community, user-generated content



NETWORK EFFECTS & GROWTH LOOPS

- 1- No organic growth or ways to share content
- 2- Some learners share, but not at scale
- 3- Strong network effects drive engagement

Train the Trainer Programs



Launch an Accreditation Program

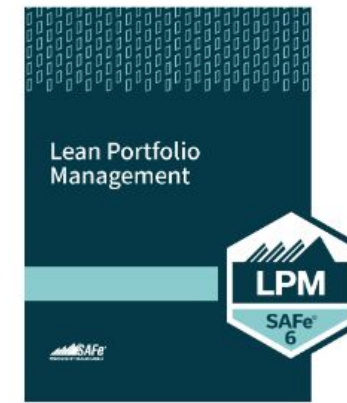
Leading & Implementing SAFe:

- Leading SAFe
- Implementing SAFe



Practicing SAFe:

- SAFe for Teams
- Lean Portfolio Management
- SAFe DevOps
- Agile Product Management
- Agile HR



SAFe Roles:

- SAFe Scrum Master
- SAFe PO / PM
- SAFe Release Train Engineer
- SAFe for Architects



Quick Actions

Cultivate a Community



Advice to Get Started

Document or record advice your experts might give to someone just getting started. Offer that as a resource.



Social Sharing

Grant a certificate or badge when learners reach a milestone and allow them to share this achievement on LinkedIn.



Spotlight Champions

Find someone who already shares best practices and feature them in a blog post, webinar, or case study.

The Four Pillars of Scale

Enable Adaptability

- Agile Ways of Working
- Data-Driven Iteration

Design for Flexibility

- Modular Content Strategy
- Standardize Learning Products

Accelerate Flow

- Automate for Speed and Scale
- Streamline Governance

Cultivate a Community

- Activate Community Contributors
- Network Effects & Growth Loops

Infrastructure - Build a System that Scales



Thank you!

[in/danielrquick](#)