



Social Learning and Learning Communities

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@lpguillaume

Schneider Electric, the global specialist in energy management and automation...

€25 billion

FY 2016 revenues

~5%

of revenues devoted
to R&D

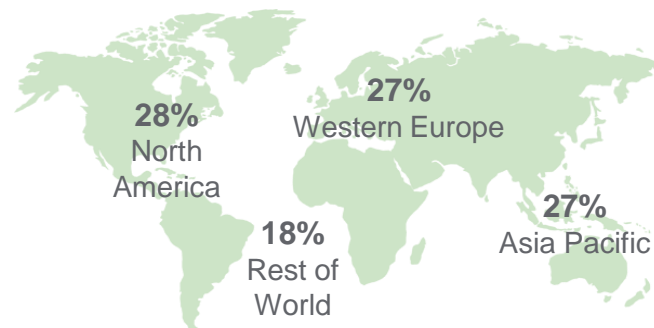
~160,000

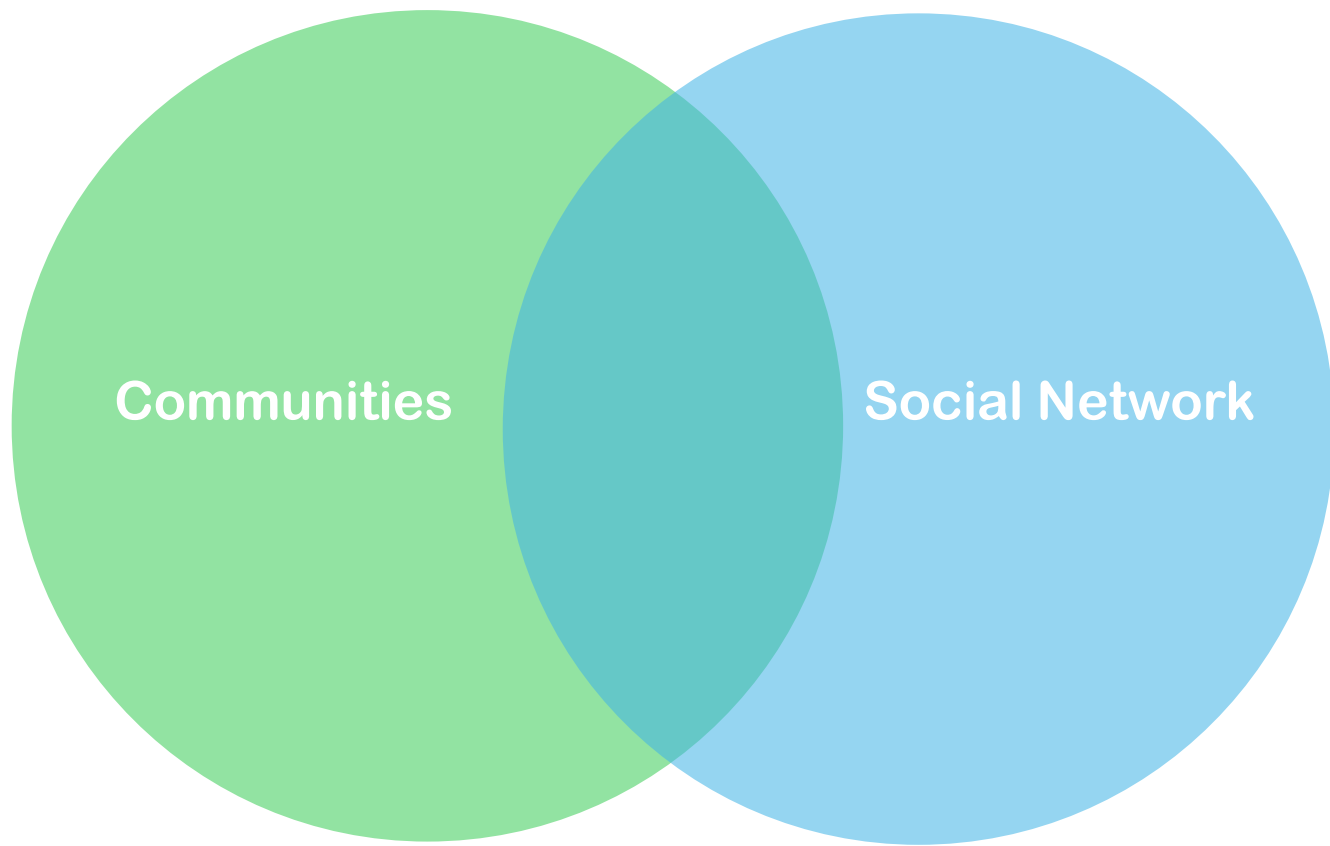
people in 100+
countries

Diversified End Markets – FY 2016 revenues



Balanced Geographies – FY 2016 revenues







Office 365

Yammer

Life Is On

Schneider Electric

4

?

Louis-Pierre GUILL...

Home

Messages

Notifications

Search

SCHNEIDER ELECTRIC GROUPS

Communities at Work - CW

EMEA & SAM WSoF - Skype for ...

Knowledge Management

Managers' Community

IPO HR Systems

iSEE - Internal Schneider Electric E...

Les Amphis de l'Expérience

INNOVATE

Offer Creation Process Community

Learning Extended management ...

WorkSpace Of the Future - WSO...

Yammer, Teams and Planner

Teams & Planner Support

Step up - Global Well-Being (at) S...

Coding - R

France news

Le Hive

Internal Survey Tool - SE

New IDS Program

Global IPO

Cafe Schneider

Change Leadership Community ~...

Collaboration Leaders

Collaboration Sites

Crowd ideation to solve a custom...

Data & Analytics

Digitization

Diversity & Inclusion

End User Software Standards

Global Learning community

All Company

View all your groups

PRIVATE MESSAGES

Update

Poll

Praise

What are you working on?

DISCOVERY

ALL

FOLLOWING

Offer Creation Process Community

COMMUNIQUE D'INFORMATION

3 hours ago

Customer Advisory Board: a must for a successful customer innovation

cc: COMMUNIQUE D'INFORMATION

Life Is On

Coffee With Customers video_Final HD

Offer Creation Process Community > Files

LIKE

REPLY

SHARE

1 share

#Innovate, #Customercentricit...

Show 2 previous replies

COMMUNIQUE D'INFORMATION

37 minutes ago

Great ! Is there some guidelines to help or PMs have to define from scratch ? I think more publicity would not hurt ^^

LIKE

REPLY

SHARE

COMMUNIQUE D'INFORMATION

15 minutes ago

I let the guidelines expert COMMUNIQUE D'INFORMATION answer to this question :)

cc: COMMUNIQUE D'INFORMATION

LIKE

REPLY

SHARE

Write a reply

INVITE YOUR COWORKERS

Yammer works best when your team is here too.

Invite them now

NETWORK USAGE POLICY

Schneider Electric Social Media Policy.

RECENT ACTIVITY

Thomas FORTIN (SE) has joined Diversity & Inclusion.

Thomas FORTIN (SE) and 2 others downloaded an image from the Managers' Community group.

Tom FORTIN (CollabChamp) viewed an image in the ...

SUGGESTED PEOPLE

Thomas FORTIN (SE) Architect-Technical

Follow

ML Thomas FORTIN (SE)

Follow

SUGGESTED GROUPS

Global Innovation 8862 members

Join

Brand 937 members

Join

COMPANY RESOURCES

Yammer Topics

Company Program Site

Spice Employee Portal

Yammer FAQs

Box | Yammer End User Gui

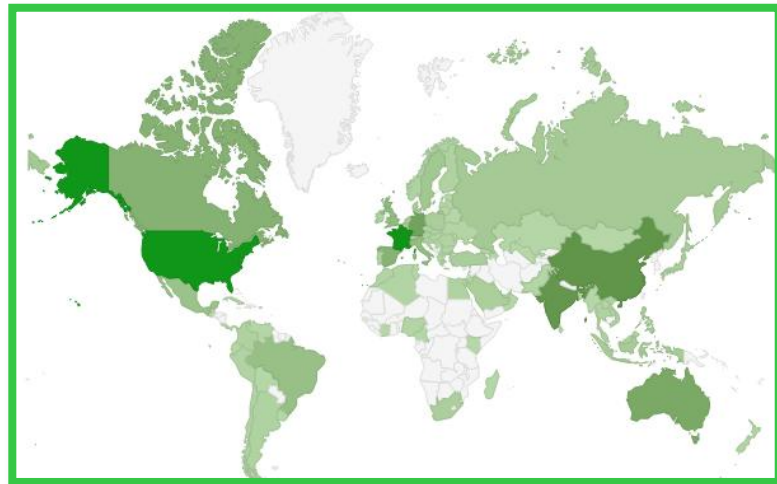
Communities@Work?



Communities@Work

The Schneider CoPs

The purpose of these communities is to increase collaboration, thus helping saving time, reducing cost and bringing more business.



- 170 Communities@Work
- 20,000 members
- 220 community leaders

A Program to Federate the Communities



Initialization of the Community Program in 2011

Three ExComs agree to launch a pilot (HR, IT, Strategy)



2012-2014: the Official 3-Year Program

Goal 2014: 30 active CoPs for better collaboration in critical domains

- 2012: Identify new CoPs, launch them on new social platform => 20
- 2013: Identify the “active Cop” => Measure the tangible value
- 2013: Groom the community leaders, industrialize ramp-up
- 2013: Fight against the confusion community <-> social network
- 2014: Create the Community Leaders Network, the role-model CoP
- End 2014: 130 CoPs, value demonstrated, the program continues

Tricky Ramp-Up 2012-2013; Need to Balance

- Top-down approach from top management
- Bottom up approach from existing communities
- Specific requests by each functional and business entity
- Request for quick and tangible results
- Ignorance by many of this new transversal concept, the CoP



170 Communities Supported by Communities@Work

- Enforce structure: Objectives, People, Interactions
- Bring visibility
- Deliver training
- Improve Collaborative Tools
- Provide metrics on community activity
- Access to a network of 220 community leaders: Lessons learned and Best-practice sharing



Good Practices for a Community Management Program

- Get sponsorship from ExCom
- Propose a community framework
- Help and support the CoP leaders
- Give a status to the CoP leaders
- Measure the value



Links between Learning and Communities

Communities and employee development

3E: Education Exposure Experience

Employee Development Portal:

- job code => competency
=> exposure => CoP

The screenshot displays the 'Employee Development Portal' interface. At the top, there is a green header with the title 'Employee Development Portal' and a graduation cap icon. Below this is a dark grey bar labeled 'Learning Path'. The main content area shows the 'Function Description' for Job Code 'EH66 - Environment / H&S Mgr / Unit'. The 'Job Code Description' states: 'Promote and assist the management in the development and application of prevention program in unit/plant. Monitor regulatory changes within his/her plant/site. In addition, maybe be in charge of security for a plant/site.' Below the description is a dropdown menu for 'Select Competency' with 'C007 - Change Management & Implementation' selected. This selection leads to a grid of three columns: 'Education', 'Exposure', and 'Experience'. The 'Education' column lists four items: 'Change Management', 'People Management in Change', 'Leading Change Adoption', and 'Choosing the right strategy for implementing a change'. The 'Exposure' column lists two items: 'Become part of a project team leading change' and 'Join the Change Leadership Community to learn & exchange ideas about change management methodology and practice'. The 'Experience' column lists one item: 'Lead a project aimed at implementing changes'. A red arrow points to the 'Join the Change Leadership Community...' item in the Exposure column.

Employee Development Portal

Learning Path

Function Description :

Job Code : EH66 - Environment / H&S Mgr / Unit

Job Code Description : Promote and assist the management in the development and application of prevention program in unit/plant. Monitor regulatory changes within his/her plant/site. In addition, maybe be in charge of security for a plant/site.

--- Select Competency ---

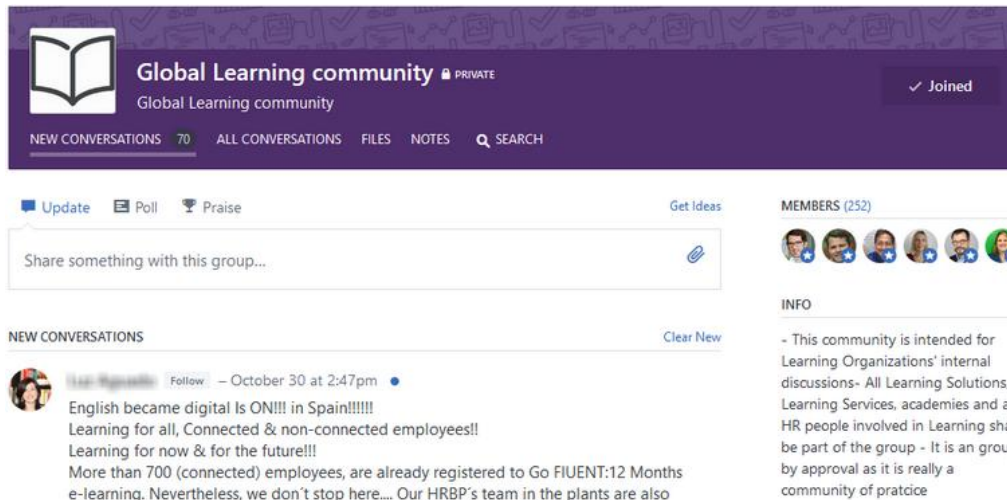
> C007 - Change Management & Implementation

Education	Exposure	Experience
<ul style="list-style-type: none">Change ManagementPeople Management in ChangeLeading Change AdoptionChoosing the right strategy for implementing a change	<ul style="list-style-type: none">Become part of a project team leading changeJoin the Change Leadership Community to learn & exchange ideas about change management methodology and practice	<ul style="list-style-type: none">Lead a project aimed at implementing changes

Links between Learning and Communities

Communities and Learning Professionals

Global Learning community: a future C@W



The screenshot shows the 'Global Learning community' page on Yammer. The header is purple with a book icon and the text 'Global Learning community' and 'PRIVATE'. Below the header, there are tabs for 'NEW CONVERSATIONS' (70), 'ALL CONVERSATIONS', 'FILES', 'NOTES', and 'SEARCH'. A 'Joined' button is visible. The main content area has a text input field with the placeholder 'Share something with this group...' and buttons for 'Update', 'Poll', 'Praise', and 'Get Ideas'. Below the input field, there is a section for 'NEW CONVERSATIONS' with a 'Clear New' link. A post by 'Lisa Reynolds' is visible, dated 'October 30 at 2:47pm'. The post text reads: 'English became digital Is ON!!! in Spain!!!!!! Learning for all, Connected & non-connected employees!! Learning for now & for the future!!! More than 700 (connected) employees, are already registered to Go FIUENT:12 Months e-learning. Nevertheless, we don't stop here.... Our HRBP's team in the plants are also'. On the right side, there is a 'MEMBERS (252)' section with a row of member avatars and an 'INFO' section with a description: '- This community is intended for Learning Organizations' internal discussions- All Learning Solutions, Learning Services, academies and all HR people involved in Learning shall be part of the group - It is an group by approval as it is really a community of practice'.

#WhatDidYouLearnToday campaign on Yammer

Links between Learning and Communities

Measurement of the community value: Voice of the members

Learning:




- I am learning from the members (through webinar, direct conversation, Yammer exchange ...) of my community.* Strongly agree to Strongly disagree

=> Net Learning Score: 66 in 2016 (60 in 2015) max=100 

Teaching:

- During the last 3 months, I have provided expertise/experience/knowledge to members of my community.*

N~2500 voters

Year	>=10 times	5 to 9	1 to 4	Never
2016	7% 	10% 	47% 	36%
2015	6%	9%	43%	42%

What's Next?

- Continuous improvement in the support of the community leaders
- Improve measurement of community activity / value
- Increase the roles of the communities in the everyday learning
- Create a Collaboration Academy/University

