## A typical day includes:

* Communicating with learner(customers).
* Working on roadmap and strategy.
* Working with the production team.
* Helping remove roadblocks to help deliverables ship.
* Brainstorming new ideas, features and scenarios.
* Talking to and meeting with L&D partners.
* Getting feedback on new concepts with L&D team and partners.
* Working with a team of managers, design professionals, and developers.
* Show great support for new and untried ideas.
* Experiment and try new things regularly.
* Always be learning and iterating.

## L&D Culture:

* Willingness of teams to work together and be empathetic towards each other.
* Assume a shared purpose and trust. No cynicism.
* Trying things that might not work with a focus on quick experimentation vs polish. Iterate, action, seek data. Vs. polish, discussion, opinion. Iterate quickly and “Let’s try this”.
* Focus on the learners needs and delight over dates and technical roadmaps.
* Have people come together to solve problems.
* Rapid release of new capabilities and interactions.
* Build solutions that solve the customer’s problem.
* Embrace open standards

## Interaction with employees:

* Try new things.
* Gather feedback quickly.
* Work with the learners (customers).
* Don’t be afraid of failing.
* Be respectful of other people’s time and goals

## Changing the view of leaners:

* Make access to the team easy.
* Make all tasks of the L&D team transparent to the learners.
* Engage deeply with the learners through technology, communication, ease of access.
* Focus on customer vs execution of excellence.
* Close learner connection through weekly recorded video streams, get our faces out there, social media (twitter, skype, slack, forums).
* Reach out directly to the learners to solve an issue.
* Is it obvious we’re giving the learners value.

## Keeping up with Online Learning:

* Keeping learners at the front drives online learning strategy.
* Having a deep technical acumen will allow us to keep up.
* Don’t have to focus on everything all the time.
* Key strategies must be in place to create a vision.