

The background of the image shows a person from the waist down, wearing a grey checkered suit jacket, a white shirt, and a black belt. They are holding a brown leather satchel with a strap over their shoulder. In their right hand, they hold a thick, old book. The background is a dark green wall covered in faint, glowing mathematical formulas and diagrams, including  $P=2l+2w$ ,  $a \times b$ ,  $|a \times b|$ , and various geometric shapes like circles and triangles. A white rectangular border frames the central text.

# AN IN-DEPTH LOOK AT **LEARNING EXPERIENCE:**

One-on-One  
With Rachel Kokos



# Pillars of Success

- **Learning Experience (LX)**  
Designer for 6 years
- **BS in Business**  
Administration (BSBA)
- **M.Ed. In Early Childhood**  
Education







# Our Big Idea

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*“We have set an ambitious goal to improve lives and give hope by addressing the world’s most pressing health IT challenges”  
(IBM, 2019).*

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# Ineffectiveness of ADDIE



AGILE



I & E



TIME



# Theory vs. Practice

5



## Theory

- ADDIE is a linear design process
- Learning as a journey
- Personalization of tools and techniques
- Increase engagement
- Experiential, Asynchronous Online Instruction



## Hybrid

- SAM Model is a systematic process
- Transformative, Blended Learning Approaches



## Practice

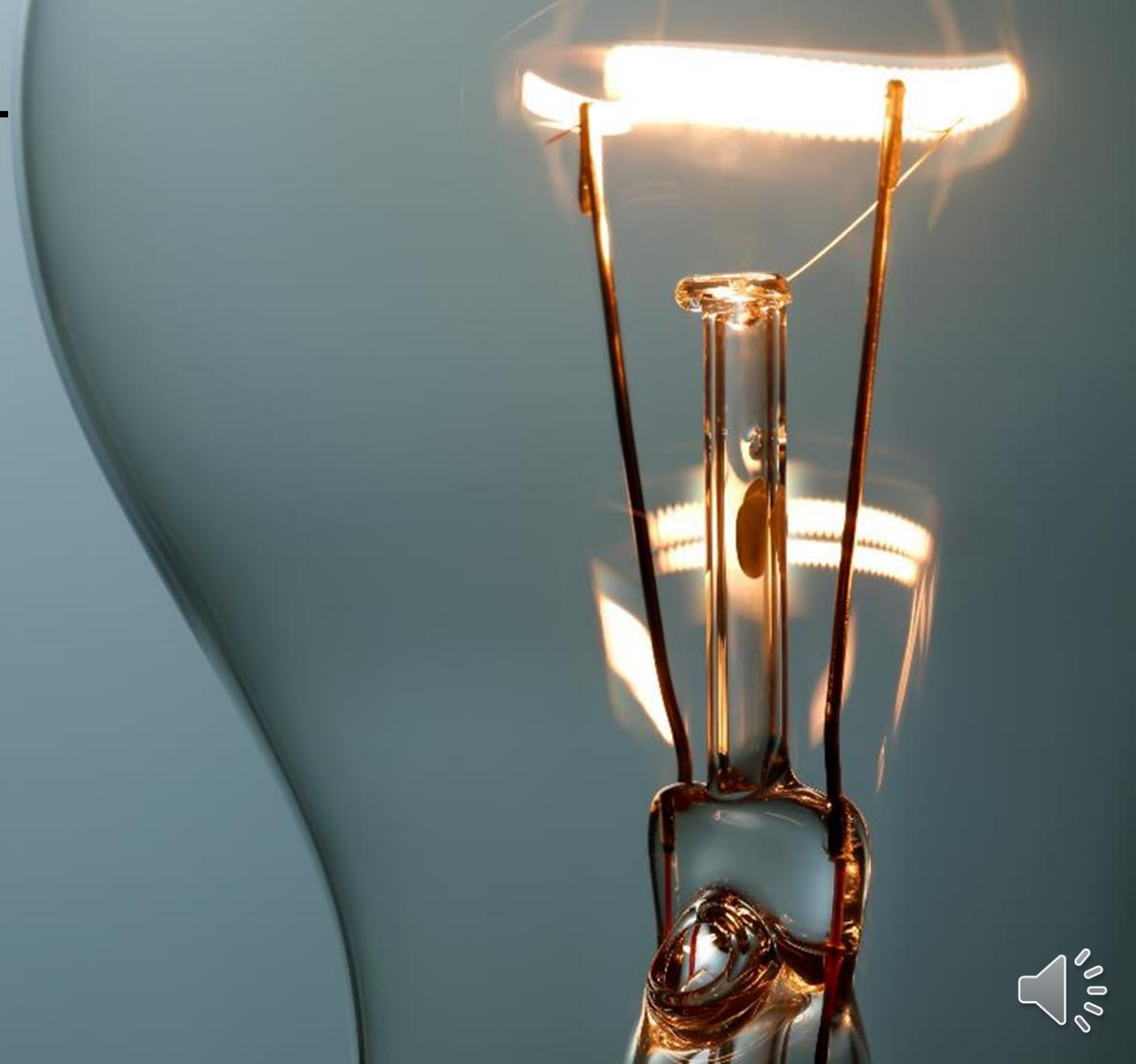
- Scrum is an iterative process
- Put into facilitator role
- Put into project manager role.
- Time constraints
- Money limitations
- Lack of interest from corporate leaders



# Issues in Health IT

What training approach works best in a health IT learning environment?

- Active training solves knowledge retention issues





# SME

- Positive experience using an iterative approach.
- Key element during the analysis phase.
- Essential in linear and iterative approaches.
- Can be challenging due to busy schedules.
- Schedule remote meetings.



# Conclusion



Background



IBM Watson  
Health



Theory vs. Practice



SME Tips





## DEVELOPING AN ACTION PLAN

List three actions you would like to achieve as a result of this interview.

a.

b.

c.

1. Choose the action you will plan to do first and enter it below.

2. Describe (in detail) the steps you will take to put the plan into action.

3. List potential obstacles that delay this action plan:

a.

b.

c.

# Thank you

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