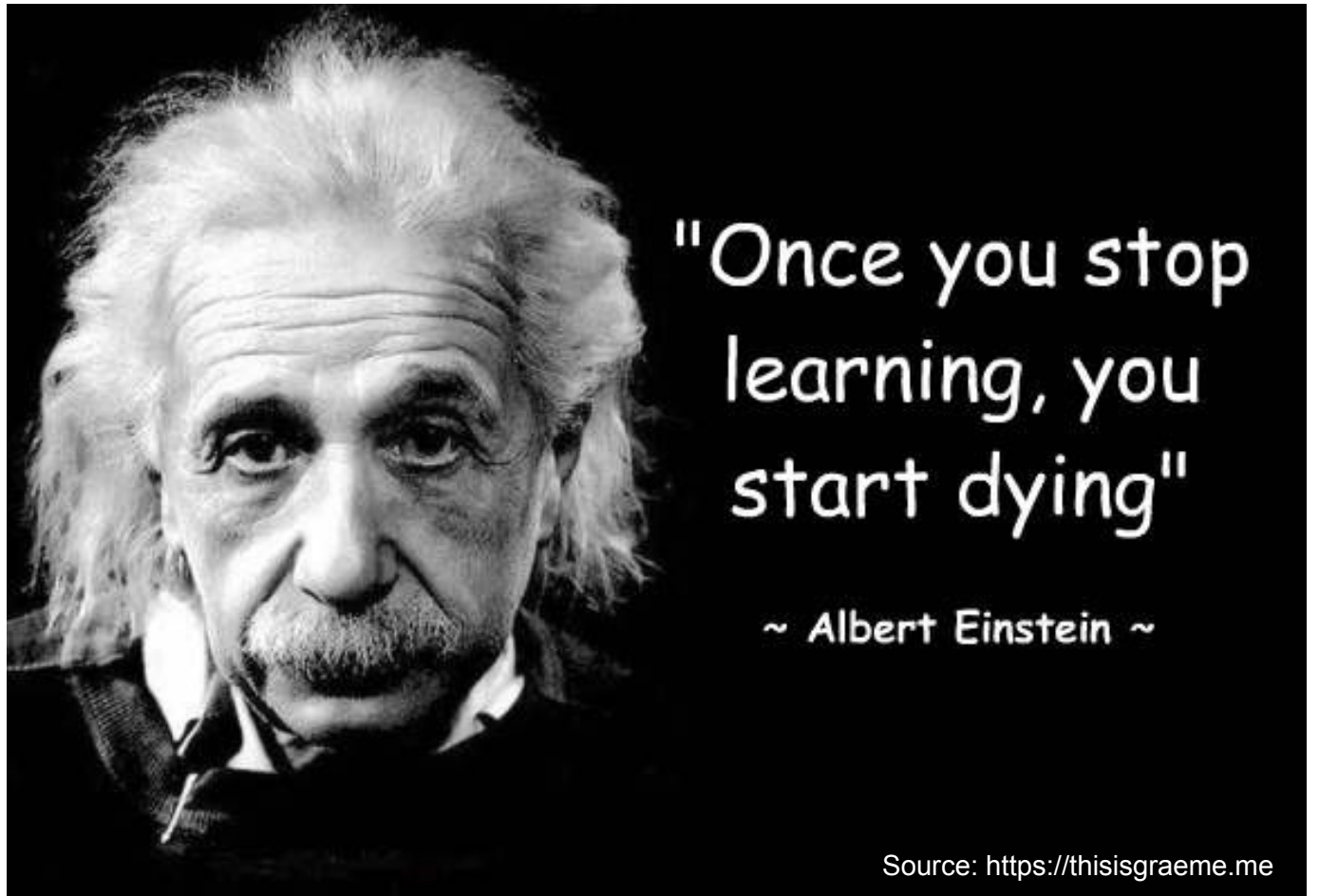# What Does It Mean to Be a Learner First Organization?

Harry Klein, Customer Success, Appsembler

Open edX Slack #learner-first

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Core Values

"Once you stop learning, you start dying"
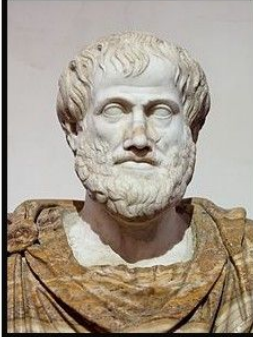
~ Albert Einstein ~

Source: https://thisisgraeme.me

Core Values

Source: @bryangoffphoto

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Core Values

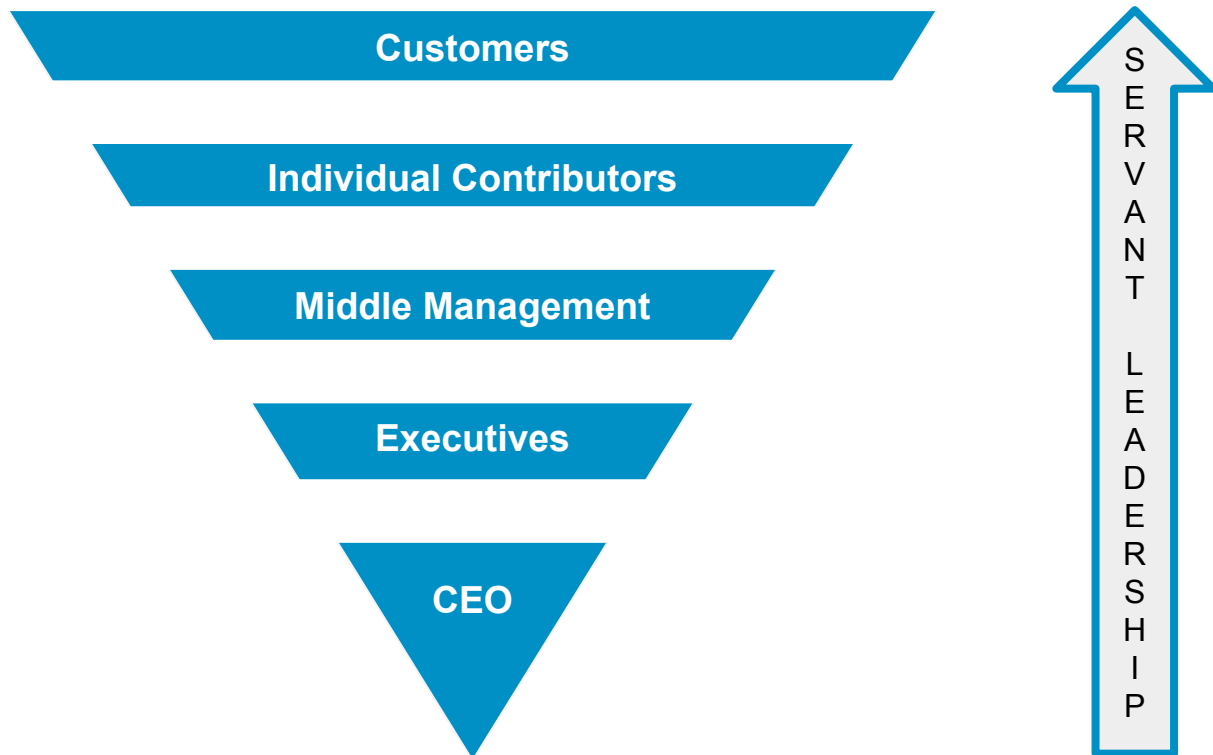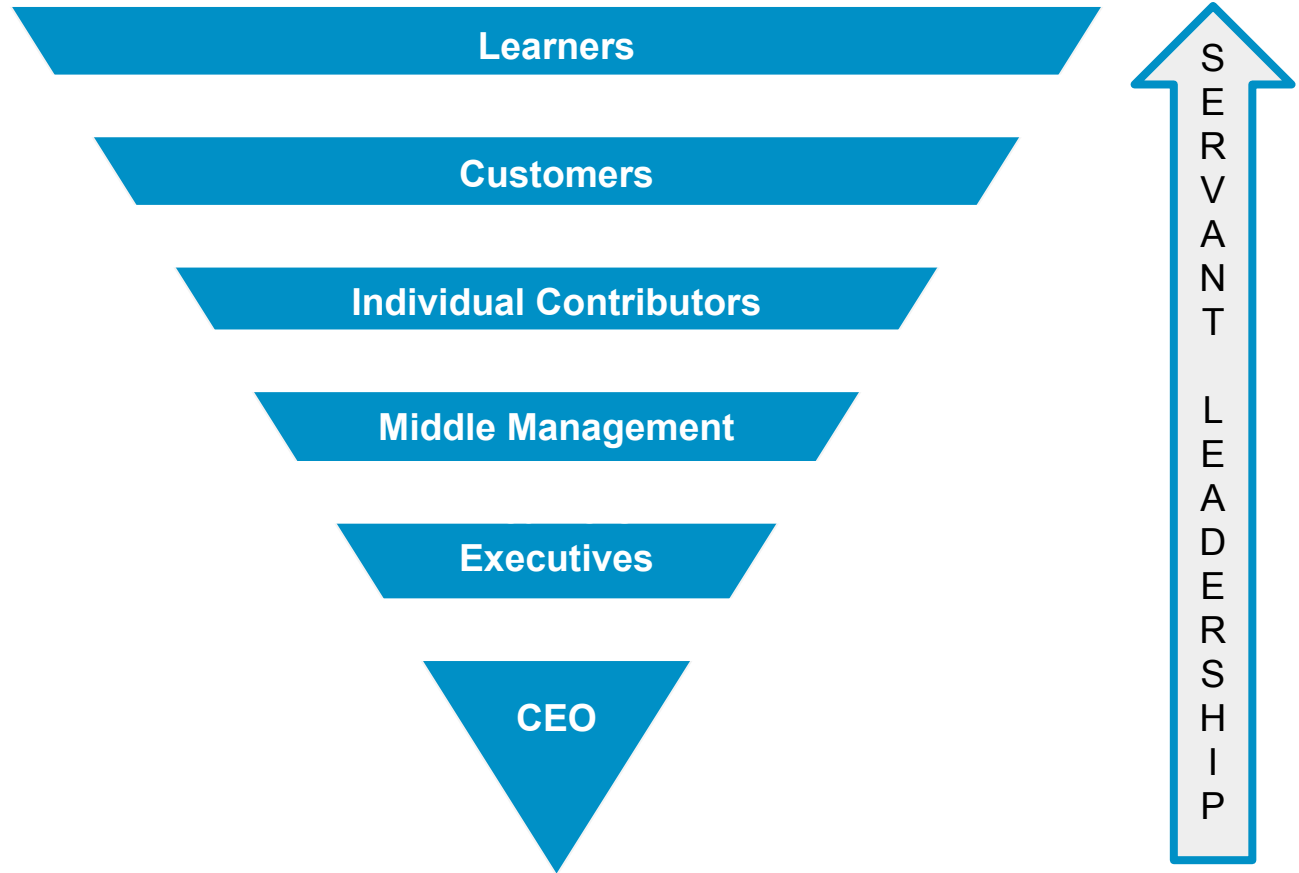What we have to learn to do, we learn by doing.

(Aristotle)

izquotes.com

One must learn by doing the thing: though you think you know it, you have no certainty until you try.

(Sophocles)

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Our Approach

Customers

Individual Contributors

Middle Management

Executives

CEO

SERVANT LEADERSHIP

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Learner First

Learners

Customers

Individual Contributors
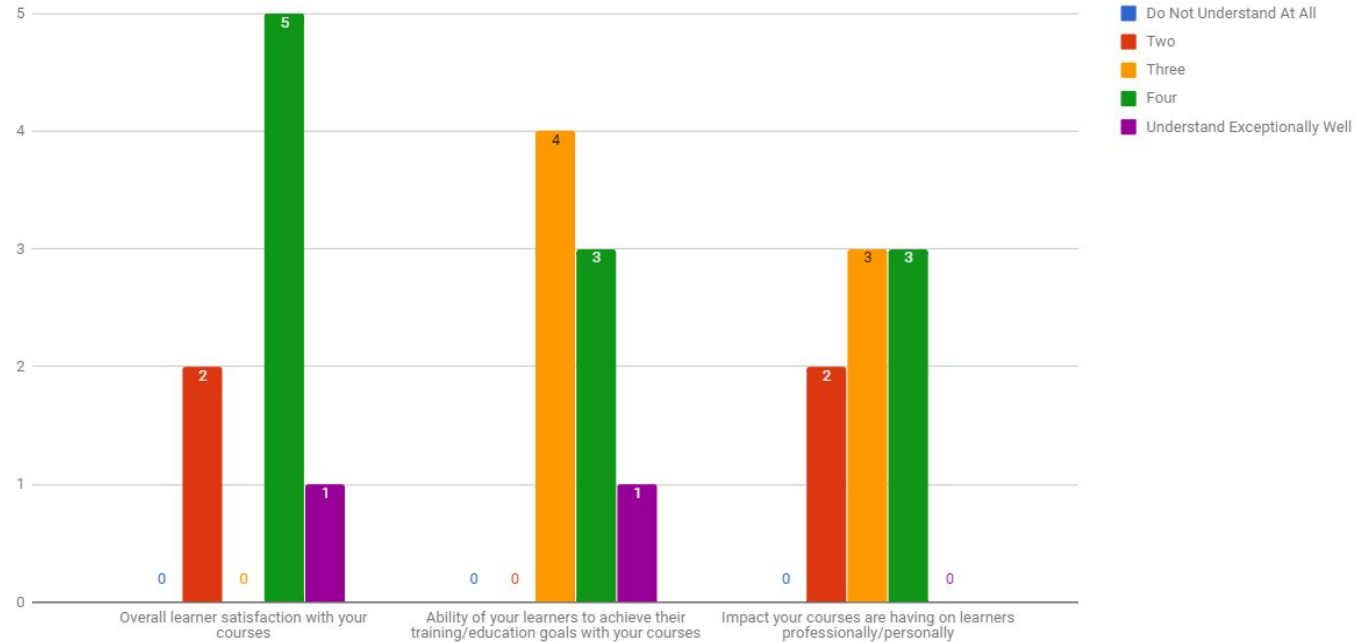
Middle Management

Executives

CEO

SERVANT LEADERSHIP

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Survey Results

Using a five point scale, where 1 means "Do not understand at all" and 5 means "Understand exceptionally well", how well do you understand:

Legend:
- Do Not Understand At All
- Two
- Three
- Four
- Understand Exceptionally Well

- Confident in ability to measure learner "sat" with their courses.
- More difficult to understand learners' ability to achieve their goals.
- Even more difficult to assess the impact courses have on learners.

What do you need to know about learners?

Learner First

- Motivation?

- Urgency?

- Experience expectations?

- Goals?

- Success metrics?

- Learning preferences?

- When/where?

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Learner First

What else might you need to consider?

- How might your culture need to shift?
- Do you have the necessary knowledge and skills to meet learner needs?

Learner First

What Appsembler is doing the rest of 2018

- Listening
- Researching
- Designing
- Engaging

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Learner First

Please join me...

- Open edX Slack

- #learner-first

Thank you!

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