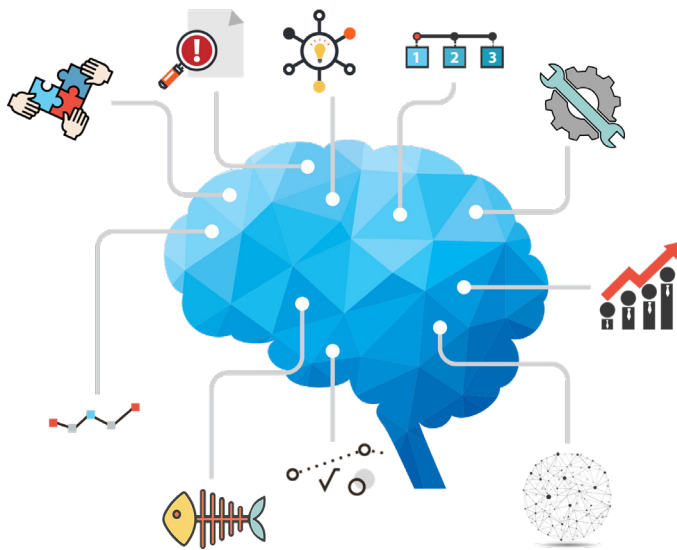


# 50 Thinking Tools to Help Learners Scale Capacities

## Infographics for Social and Collaborative Learning



Ray Jimenez, Ph.D.  
Chief Architect of Situation Expert

Visit [www.SituationExpert.com](http://www.SituationExpert.com)  
to preview how Thinking Tools  
can help the learners scale their  
thinking capacities.

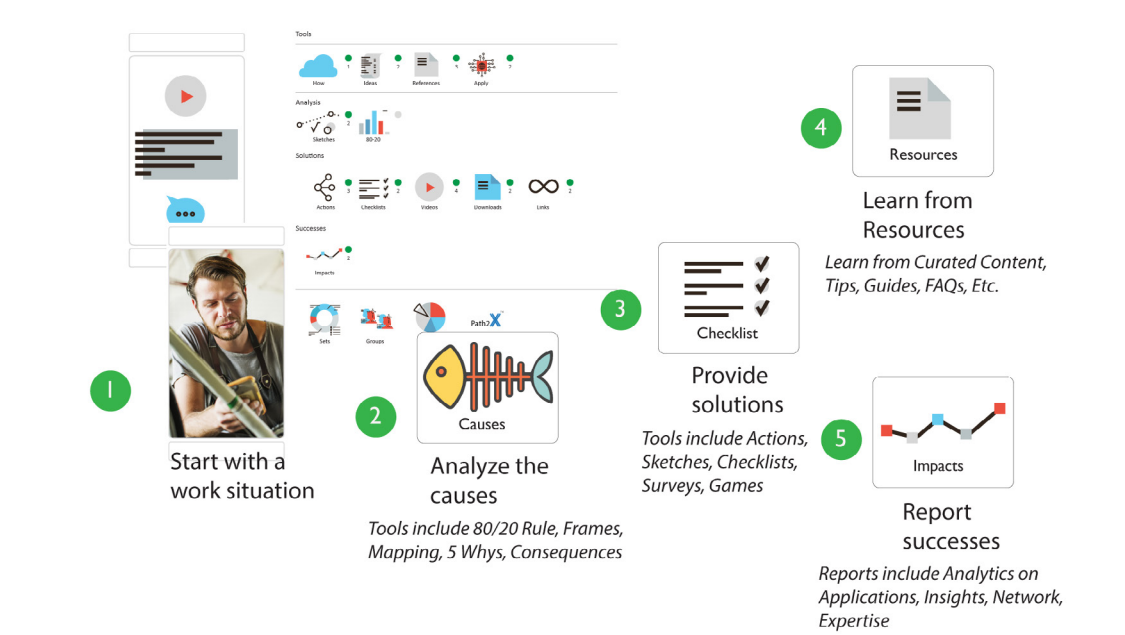
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## Situation Expert™ Work-Based Learning Platform



### The Process

The process starts with identifying a situation. Your learners can then dig deeper and analyze the causes using a variety of tools. They can also provide solutions or search ideas in experience and knowledge resources. Finally, your learners can post their successes.



Situation Expert is a Work-Based Learning Platform (WLP) that provides learners both surface and deep learning experiences. It helps learners deal with work situations by creative critical thinking, decision making, analysis, solutions, pattern seeking, and experience sharing. Organizations can create and customize their own private accounts. Situation Expert is a cloud SAAS (Software-as-a-Service).

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## How to Use Situation Expert Thinking Tools

The Situation Expert Thinking Tools help learners and workers scale their thinking beyond the skills or knowledge into the abilities to fix, solve and improve work. Each of the tool has a PNG image version. The infographics are best used when initiating conversations in social learning methods and collaborative environment.

**These are suggested steps.**

- (1) Create a place to post your discussions,
- (2) Post your question about a situation, for example,  
“What is the root cause of this issue (name the issue)?  
Please answer below using the Fish Bone Method,
- (3) Facilitate the postings from your team, learners and workers.

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## Workflow Learning R&D - Group

Discussion Thread

Group Menu My Progress Back to Discussions

### Solving an error in loading the page

More



Ray Jimenez, Ph.D.

Apr 08, 2020 09:13pm

4 Comments

Open

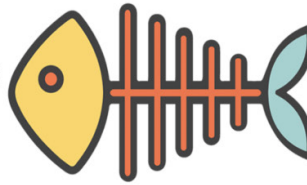
We have been encountering in one feature of the software that the loading of files is so slow and there are often errors. They are very inconsistent. What are the root causes of the issues? Please use the Fishbone thinking tool.

### Fishbone

### Thinking Tools

Fishbones tool helps find the possible causes for the Sitch (situation). It provides clarity on what to focus on when you fix, change or improve the Sitch (situation). It focuses your attention on the important things.

The Problem the way you see it.



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### Add comment

Click and write your message here...



Robert leonardo

Apr 09, 2020 01:06am

Like Reply

Add to Favorites

Here are my lists of Analysis:

1. Internet Speed
2. Caching Issues Are Preventing Optimized Page Loading
3. Large Media Files Are Increasing Loading Times
4. Server performance
5. Too many file requests (RTTs)
6. Optimized Image
7. Computer performance
8. Too many redirects



Nikka Bacera

Apr 09, 2020 12:30am

Like Reply

Add to Favorites

Hi Ray, here's my analysis:

Problem: Find the cause of slow loading and errors in a page

Possible Causes:

1. Network Problem
2. Slow Web Hosting
3. Database Issue
4. Lots of traffic
5. Extra large images (and complex file format)
6. Code density
7. Too many file requests (RTTs)



Angela Myla Leonardo

Apr 09, 2020 12:03am

Like Reply


Add to Favorites


Problem: Find the cause of slow loading and errors in a page

Possible cause:

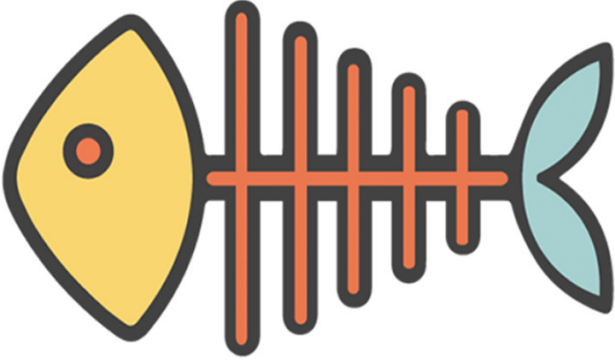

1. Unoptimized Images
2. JavaScript Issues
3. Too Much Flash Content
4. Excessive HTTP Requests
5. Not Making Use of Caching Techniques
6. Unclean Code
7. Too Many Ads
8. Not Using a Content Delivery Network
9. Large Media File
10. Site's Code Is Too Bulky
11. Internet Issues

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<h2>Checklist</h2>	<h2>Thinking Tools</h2>
<p>Checklists consist of steps, processes, procedures or lists of ideas to help fix, change or find a solution for the sitch, situation, event, challenge, etc. It serves as a quick guide to reviewing the main points.</p>	<p><input type="checkbox"/> _____</p> <p><input type="checkbox"/> _____</p> <p><input type="checkbox"/> _____</p> <p><input type="checkbox"/> _____</p> <p><input type="checkbox"/> _____</p> <p>www.SituationExpert.com  Situation Expert™</p>

<h2>Instant Thinking</h2>	<h2>Thinking Tools</h2>
<p>Instant Thinking is your initial thought or the preliminary ideas formed upon reading the Sitch (situation). This tool kickstarts brainstorming and thorough analysis of the problem.</p>	<p>What is your Instant Thinking?</p> <p><b>Add Comment</b></p> <p>_____</p> <p>www.SituationExpert.com  Situation Expert™</p>

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<h2>Fishbone</h2>	<h2>Thinking Tools</h2>
<p>Fishbones tool helps find the possible causes for the Sitch (situation). It provides clarity on what to focus on when you fix, change or improve the Sitch (situation).</p>	<p>The Problem the way you see it.</p> 
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<h2>Impacts</h2>	<h2>Thinking Tools</h2>
<p>The Impacts tool is where you rate the benefits gained as a result of finding the solution to the Sitch (situation). It is a fast, accurate and cost-efficient way of measuring results.</p>	<p>Add Comment</p> <input data-bbox="500 1264 1318 1365" type="text"/> <p>1 ----- 5 ----- 10</p> <p>Efficiency <input data-bbox="630 1432 662 1465" type="radio"/></p> <p>Savings <input data-bbox="630 1516 662 1549" type="radio"/></p> <p>Quality <input data-bbox="630 1591 662 1625" type="radio"/></p>
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## 80/20 Ideas

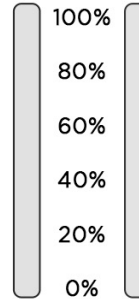
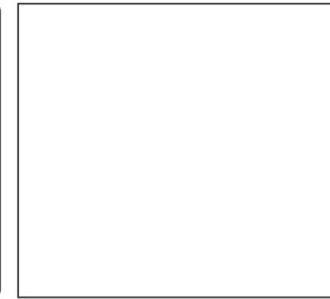
### Thinking Tools

80/20 Ideas tool is about asking the question "Which aspect of the problem or solution causes the greatest consequences or results?" It is based on the Pareto Principle which states that 20% of the problems and issues cause 80% of the consequence or results.

Problem / Benefit



Cause / Solution



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## Sketches

### Thinking Tools

Sketches tool is where you can draw your ideas and observed patterns, similarities or dissimilarities to help you visualize and better understand the problem.



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## Frames

## Thinking Tools

The Frames thinking tool presents a 360-degree view of the Sitch (situation). It helps you to consider other people's perspective and allows you to understand them better and refine your approaches and solutions.

Other Frame

Other Frame

My Frame

Other Frame

Other Frame

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## Group Think Comments

## Thinking Tools

Group Think Comments is an open discussion about the sitch (situation). It is where you can post your observations, ask questions, reply and help others, and add files, links, photos, and videos.


Hi Everyone,


This is an open discussion about the sitch. Please post your observations, ask questions, reply and help others, add files, links, photos and videos. Use the other actions in Analysis, Solutions and Impacts for more specific actions.

**Add Comment**

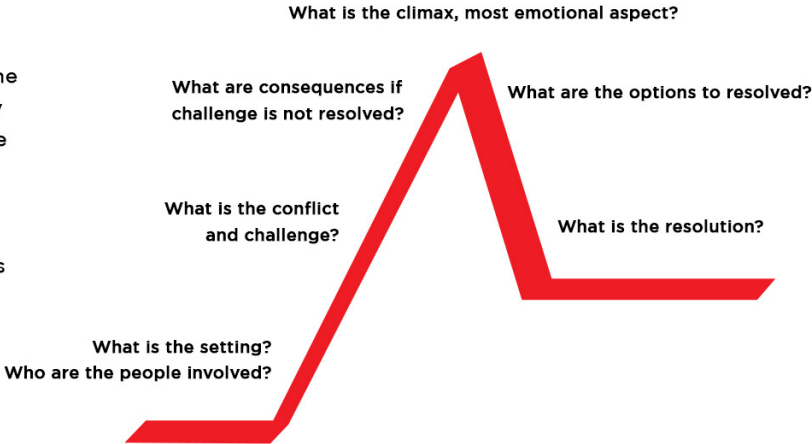

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	<b>Pros and Cons</b>	<b>Thinking Tools</b>
<p>To thoroughly assess solutions and make go or no-go decisions, list and weigh the advantages or the favorable reasons against the disadvantages or the unfavorable consequences of the solution.</p>	<p><b>+ Pros</b></p> <div style="background-color: #00b050; height: 15px; width: 100%; margin-bottom: 5px;"></div> <input style="width: 100%; height: 25px; margin-bottom: 5px;" type="text"/> <input style="width: 100%; height: 25px; margin-bottom: 5px;" type="text"/> <input style="width: 100%; height: 25px; margin-bottom: 5px;" type="text"/> <input style="width: 100%; height: 25px; margin-bottom: 5px;" type="text"/> <input style="width: 100%; height: 25px;" type="text"/>	<p><b>- Cons</b></p> <div style="background-color: #e31a1c; height: 15px; width: 100%; margin-bottom: 5px;"></div> <input style="width: 100%; height: 25px; margin-bottom: 5px;" type="text"/> <input style="width: 100%; height: 25px; margin-bottom: 5px;" type="text"/> <input style="width: 100%; height: 25px; margin-bottom: 5px;" type="text"/> <input style="width: 100%; height: 25px; margin-bottom: 5px;" type="text"/> <input style="width: 100%; height: 25px;" type="text"/>
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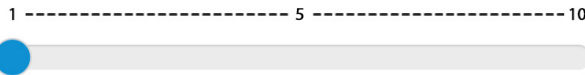
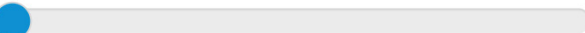

		<b>Thinking Tools</b>
<p>The What Ifs tool enhances your decision process by helping you visualize the problem, anticipate possible consequences, prepare for different courses of action, and check for the best possible solution.</p>	<p>Situation</p> <ul style="list-style-type: none"> <li>•</li> </ul> <div style="display: flex; align-items: center; justify-content: center;"> <div style="border-left: 2px solid black; border-bottom: 2px solid black; width: 100px; height: 100px; margin-right: 10px;"></div> <div style="display: flex; flex-direction: column; gap: 20px;"> <div style="display: flex; align-items: center;"> <div style="border-right: 2px solid black; width: 50px; height: 15px; margin-right: 5px;"></div> <div style="text-align: left;"> <p>Option 1</p> <ul style="list-style-type: none"> <li>•</li> </ul> </div> </div> <div style="display: flex; align-items: center;"> <div style="border-right: 2px solid black; width: 50px; height: 15px; margin-right: 5px;"></div> <div style="text-align: left;"> <p>Option 2</p> <ul style="list-style-type: none"> <li>•</li> </ul> </div> </div> <div style="display: flex; align-items: center;"> <div style="border-right: 2px solid black; width: 50px; height: 15px; margin-right: 5px;"></div> <div style="text-align: left;"> <p>Option 3</p> <ul style="list-style-type: none"> <li>•</li> </ul> </div> </div> </div> </div>	<p>Impact 1</p> <ul style="list-style-type: none"> <li>•</li> </ul> <p>Impact 2</p> <ul style="list-style-type: none"> <li>•</li> </ul> <p>Impact 3</p> <ul style="list-style-type: none"> <li>•</li> </ul>
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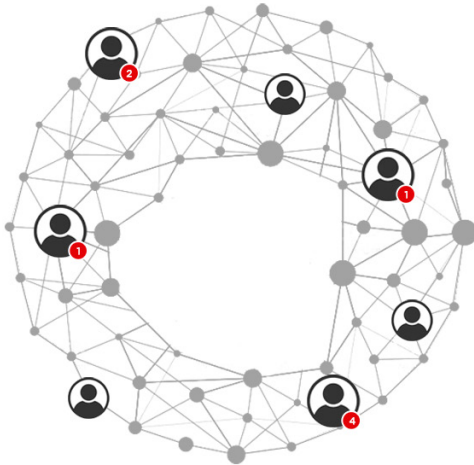

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Stories	Thinking Tools
<p>Stories tool facilitates problem analysis by using the story arc. The story arc helps you figure out the best resolution by defining the important elements of the issue or situation</p>	
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Workarounds	Thinking Tools
<p>Workarounds are your “think outside the box” solutions when the usual or standard solutions or fixes are not working.</p>	
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Feedback	Thinking Tools
<p>Feedback tool is where workers and learners evaluate how helpful the Sitch (situation) process was for them and the team. It is also a good way to determine which areas are working and which ones need improvement.</p>	 <p>Helps in Discovering Answers</p>  <p>Helps in Working And Learning From Others</p>  <p>Helps Expand My Way of Solving, Fixing or Improving Work Issues</p>
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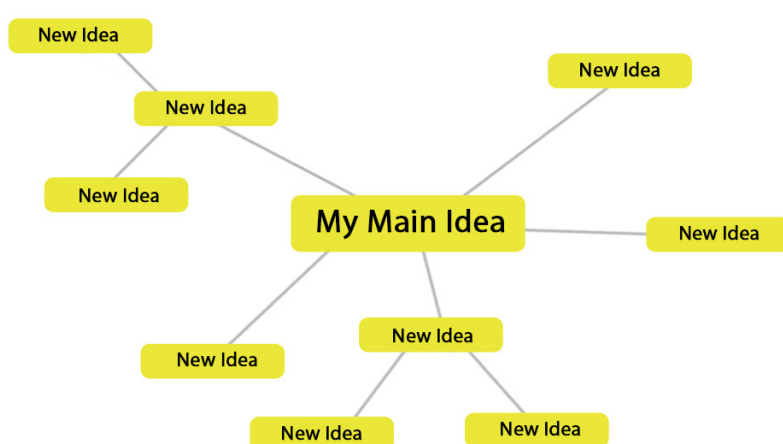
Sense-Making	Thinking Tools
<p>The Sense-Making tool shows the essence of the patterns and how valuable ideas from others are connected. It helps you discover the key ideas and learning takeaways from doing the Sitch (situation).</p>	
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## Mapping Ideas

In Mapping, you are able to visualize the relationships of your ideas. It helps you gain clarity of impacts, causes and effects, and how parts add or minimize value to each other.

## Thinking Tools



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## Contributions

The Contributions tool is for sharing common answers, solutions, and content to help others. It can also be used to provide helpful references from distinguished authors and experts with the intent of producing the most reliable answers and convincing presentations.

## Thinking Tools

**Surface Source**

General: *Usually casual, common, overview, and quickly available.*



---


**Deep Source**

Opposing Views: *Contrasting and divergent points, limitations, and strengths.*

Reliability: *Fact, research, history, stories, results and impacts.*

Reputation: *Author, expertise (in-house, outside), and source.*

Follow-ups: *For further study, review, research, and testing.*

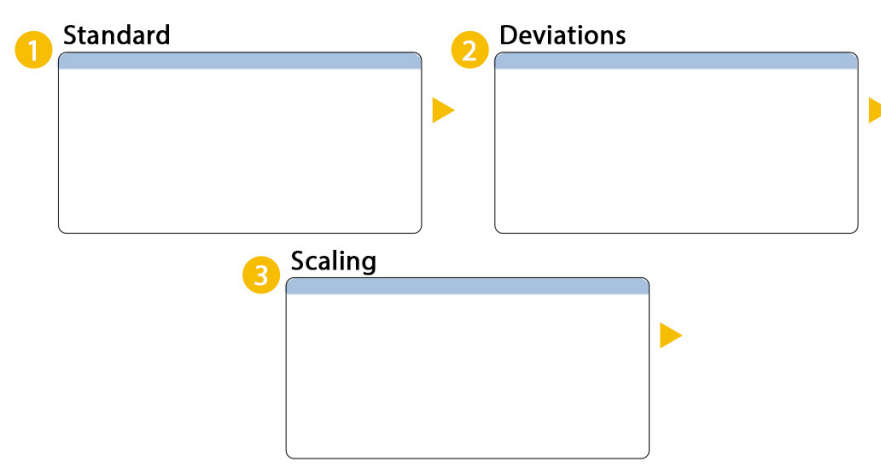
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## Scaling Capability

### Thinking Tools

Scaling is a method of dealing with unexpected, unknown or exception work issues. It helps you “think through” the problem by considering the current standards, defining deviations, and then finding or creating new ways, methods or solutions.

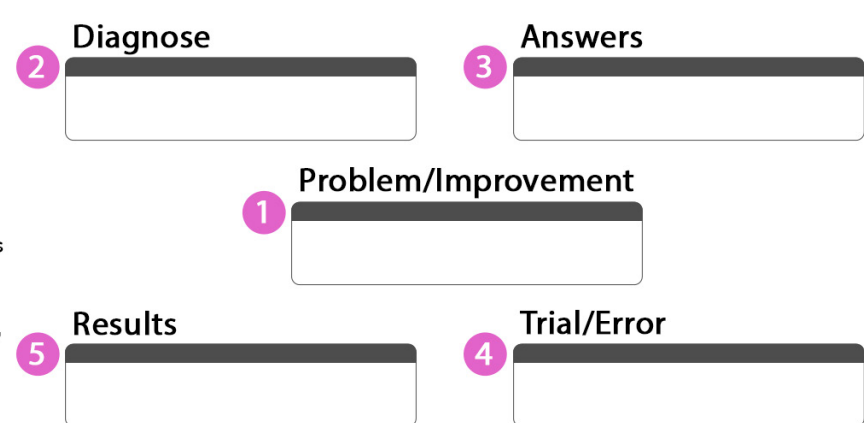



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## Improving Work

### Thinking Tools

The Improving Work tool helps you fix, solve and improve work issues by following the 5-step diagnostic process. The steps allow you to have an organized “thinking process” to achieve better quality results.



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## Go / No Go

## Thinking Tools


Go / No Go is a decision tree tool. It allows you to reflect on your analysis or solutions before committing to a specific action.

**Problem / Improvement**

**Question**

**Go**

**No Go**

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## Troubleshooting

## Thinking Tools

The tool helps you analyze the work situation by creating a troubleshooting path. It allows you to visualize the flow of your options and choices.

**Problem/Improvement**

**Question**

YES

NO

**Question**

YES

NO

**Question**


YES

NO

**Question**

YES

NO

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<b>Steps / Procedures</b>	<b>Thinking Tools</b>
<p>The Steps / Procedures tool helps you prepare a flowchart or a series of steps and procedures. It is valuable when you need to further review the steps, flow, and, its sequence with your teams and ask for their inputs.</p>	<div style="border-bottom: 1px solid black; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; margin-bottom: 5px;"></div>
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<b>Lists</b>	<b>Thinking Tools</b>
<p>The Lists tool is a series of action items or a checklist of activities that helps you organize a plan of action. It can also be a listing of goals, timelines, assignments you need to accomplish in order to fix, solve or improve the work situation.</p>	<div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="text-align: center;"> <p><b>1</b></p> <div style="border: 1px solid black; padding: 5px; width: 150px;"> <p style="margin: 0;">Goal</p> <hr style="border: 0.5px solid gray;"/> </div> </div> <div style="text-align: center;"> <p><b>2</b></p> <div style="border: 1px solid black; padding: 5px; width: 150px;"> <p style="margin: 0;">Description</p> <hr style="border: 0.5px solid gray;"/> </div> </div> <div style="text-align: center;"> <p><b>3</b></p> <div style="border: 1px solid black; padding: 5px; width: 150px;"> <p style="margin: 0;">Timeline</p> <hr style="border: 0.5px solid gray;"/> </div> </div> </div> <div style="display: flex; justify-content: space-around; align-items: flex-start; margin-top: 20px;"> <div style="text-align: center;"> <p><b>4</b></p> <div style="border: 1px solid black; padding: 5px; width: 150px;"> <p style="margin: 0;">Assign</p> <hr style="border: 0.5px solid gray;"/> </div> </div> <div style="text-align: center;"> <p><b>5</b></p> <div style="border: 1px solid black; padding: 5px; width: 150px;"> <p style="margin: 0;">Status</p> <hr style="border: 0.5px solid gray;"/> </div> </div> <div style="text-align: center;"> <p><b>6</b></p> <div style="border: 1px solid black; padding: 5px; width: 150px;"> <p style="margin: 0;">Others</p> <hr style="border: 0.5px solid gray;"/> </div> </div> </div>
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## Risk Analysis

## Thinking Tools

The Risk Analysis tool helps you to take steps in planning and managing risks, and reducing costs and negative impacts.

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## Process Flow

## Thinking Tools

A business process flow is a way of visualizing and documenting the steps in a business process. Flow charts document inputs or requests for information, products or any other deliverable; the procedural steps to satisfy that request; and the output, or deliverable, that is generated by the input.

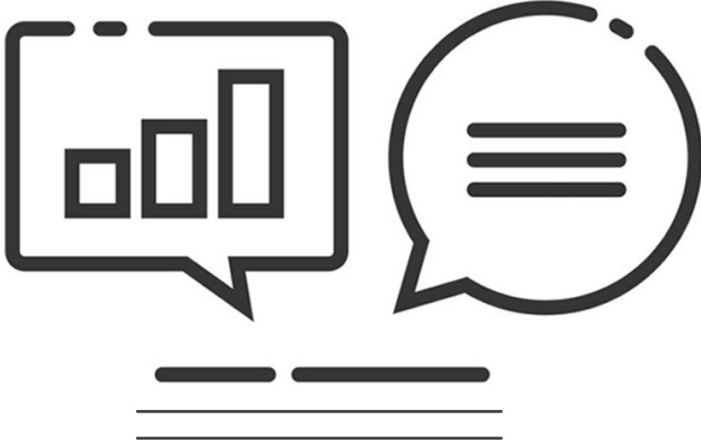
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## Data Analysis

**Thinking Tools**

The term data analytics refers to the process of examining datasets to draw conclusions about the information they contain. Data analytic techniques enable you to take raw data and uncover patterns to extract valuable insights from it.

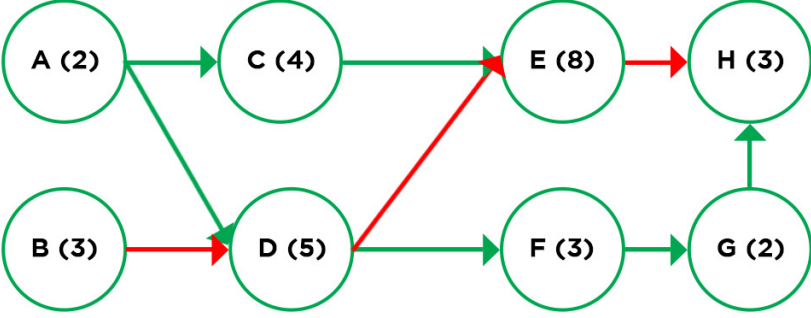



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## Critical Path

**Thinking Tools**

Critical Path Method is an algorithm for scheduling a set of project activities. In project management, a critical path is the sequence of project network activities which add up to the longest overall duration, regardless if that longest duration has float or not. This determines the shortest time possible to complete the project.



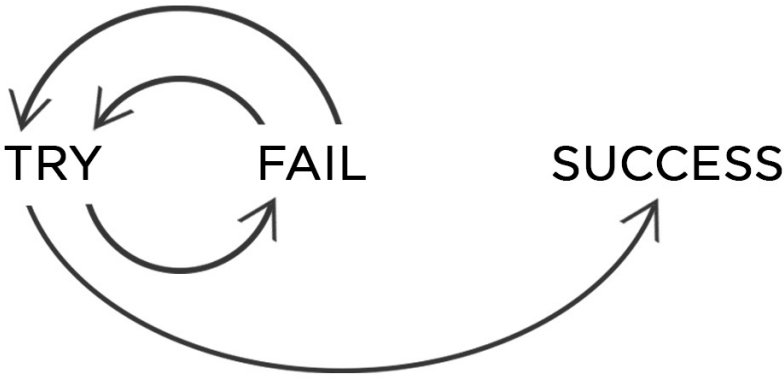
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## Trial and Error

Thinking Tools

Trial and Error is a method for reaching a correct solution or satisfactory result by trying out various means or theories until error is sufficiently reduced or eliminated.



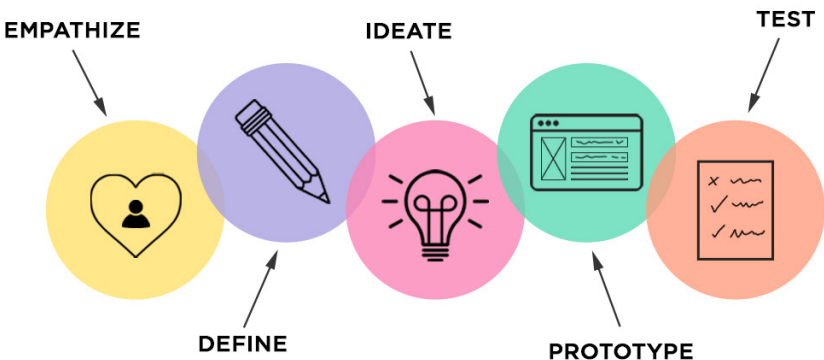
The diagram illustrates the Trial and Error process. It features three main stages: TRY, FAIL, and SUCCESS. TRY and FAIL are connected by two curved arrows forming a loop, indicating an iterative process. A larger arrow points from the FAIL stage towards the SUCCESS stage, showing the overall progression. Below the diagram are two horizontal lines.

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## Design Thinking

Thinking Tools

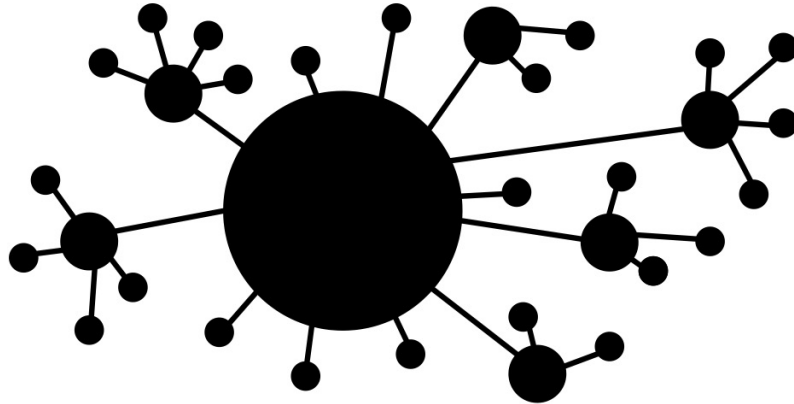

Design Thinking is that designers' work processes can help us systematically extract, teach, learn and apply these human-centered techniques to solve problems in a creative and innovative way - in our designs, in our businesses, in our countries, in our lives. It applies to all other professions and work endeavors.

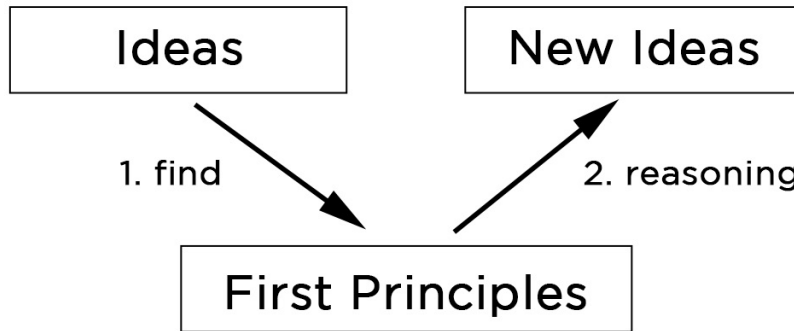



The diagram illustrates the Design Thinking process with five stages represented by colored circles and icons: EMPATHIZE (yellow circle with a heart and person icon), DEFINE (purple circle with a pencil icon), IDEATE (pink circle with a lightbulb icon), PROTOTYPE (teal circle with a computer screen icon), and TEST (orange circle with a checklist icon). Arrows point from the labels above and below the circles to the corresponding stages.

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<b>Network Effect</b>	<b>Thinking Tools</b>
Network effect occurs when a product or service becomes more valuable to its users as more people use it.	
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<b>First Principles</b>	<b>Thinking Tools</b>
Sometimes called reasoning from first principles, it's a tool to help clarify complicated problems by separating the underlying ideas or facts from any assumptions based on them. What remains are the essentials.	
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## Second-order Thinking

Second-order thinking is going beyond easy, simple and predictable. It involves in-depth and forward thinking analysis. It dives into the nitty-gritty details to get the most optimal and holistic results.

	First Order Consequence	Second Order Consequence	Third Order Consequence
A.		   	   
B.		  	 

■ Good    ■ Bad

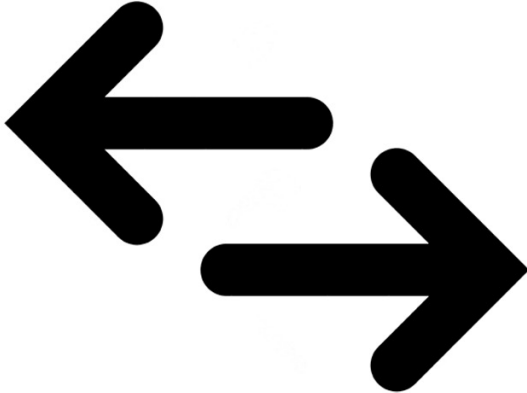

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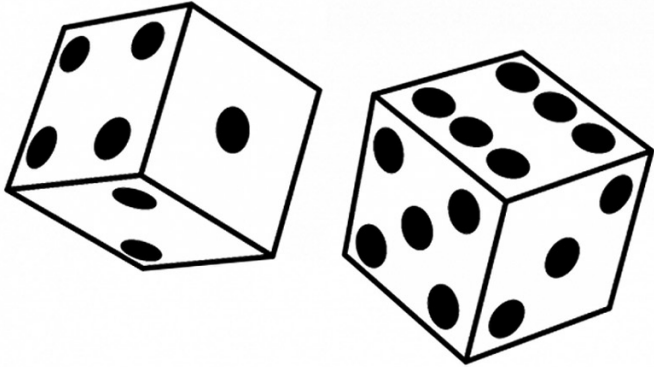

## 5 Whys

5 Whys is used to explore the cause and effect relationships crucial to a particular problem. Not all problems have a single root cause. To discover the other underlying causes, repeat the method by asking a different sequence of Why questions each time.

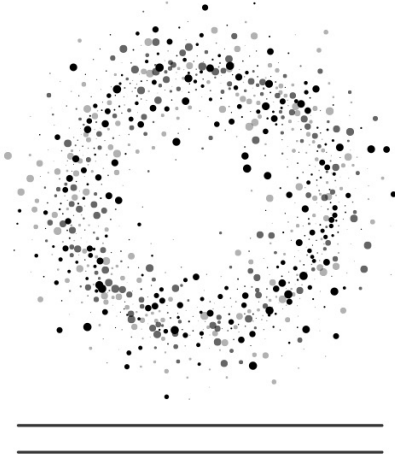

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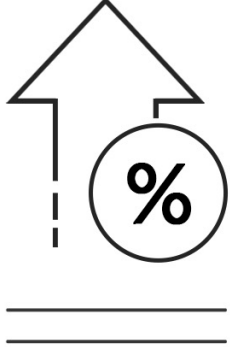

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Inversion Thinking	Thinking Tools
<p>Inversion is a powerful tool to improve your thinking because it helps you identify and remove obstacles to success. The root of inversion is "invert," which means to upend or turn upside down. As a thinking tool it means approaching a situation from the opposite end of the natural starting point.</p>	
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Probabilistic Thinking	Thinking Tools
<p>Probabilistic thinking joins intuitive and quantitative ideas of chance with mathematical problem solving techniques to estimate the likelihood of an event coming to pass. It is how people make sense of the uncertainty in the world around them. It sounds complex, but it's something we all use without much conscious effort.</p>	
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Random Thinking	Thinking Tools
<p>We are “fooled” by random effects when we attribute causality to things that are actually outside of our control. If we don't course-correct for this fooled-by-randomness effect – our faulty sense of pattern-seeking – we will tend to see things as being more predictable than they are and act accordingly.</p>	
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Compounding	Thinking Tools	
<p>Compounding is the process by which we add interest to a fixed sum, which then earns interest on the previous sum and the newly added interest, and then earns interest on that amount, and so on ad infinitum. It is an exponential effect, rather than a linear, or additive, effect.</p>		
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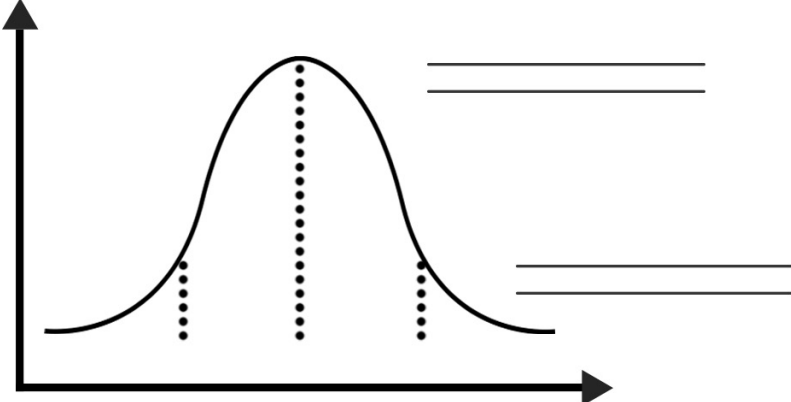
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## Bell curve / Normal Distribution

Thinking Tools

Bell curve is the graphical representation of the probability density of the normal distribution. It minimizes or eliminates any undue influence or bias on the variations and ensures that the subject's results are only assessed relative to its peers.

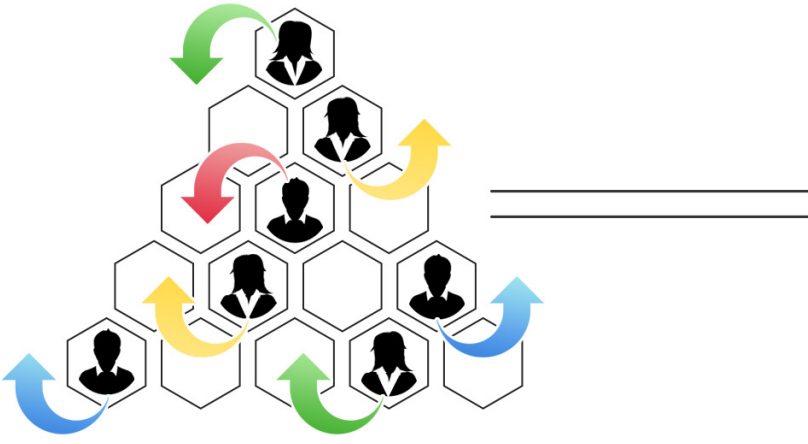



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## Churn

Thinking Tools



Also known as rate of attrition or customer turnover. Studying customer behavior, demographics, usage patterns, etc. help teams and leaders focus on improving customer retention strategies to reduce churn rates.

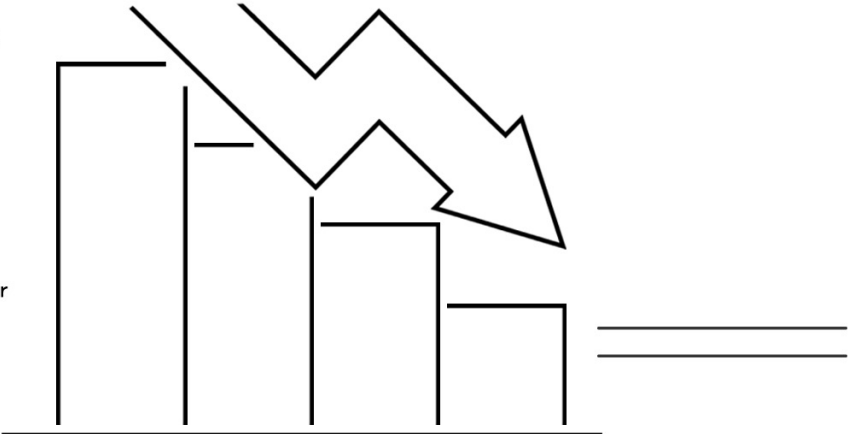



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Scale	Thinking Tools
<p>In studying complex systems, take into consideration that properties or behaviors are sensitive to scale. They tend to change when you scale them up or down.</p>	
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Diminishing Return	Thinking Tools
<p>Its concept shows that after reaching a certain point, an increased level of inputs will not result in an equal increased level of output but rather an eventual decrease in yield or output.</p>	
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## Butterfly Effect

### Thinking Tools

In chaos theory, the butterfly effect is the sensitive dependence on initial conditions in which a small change in one state of a deterministic nonlinear system can result in large differences in a later state. One small change or action can cause very significant ripple effects.



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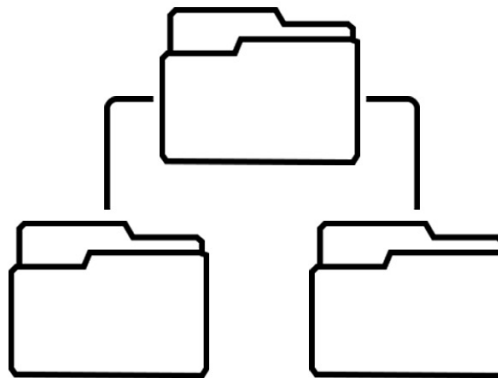


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## Redundancy

### Thinking Tools

The concept of backup systems, also known as redundancy, originated in the field of engineering. The presence of back-up components in a system are vital in the event that one part of the system fails, the system as a whole will still be able to function.

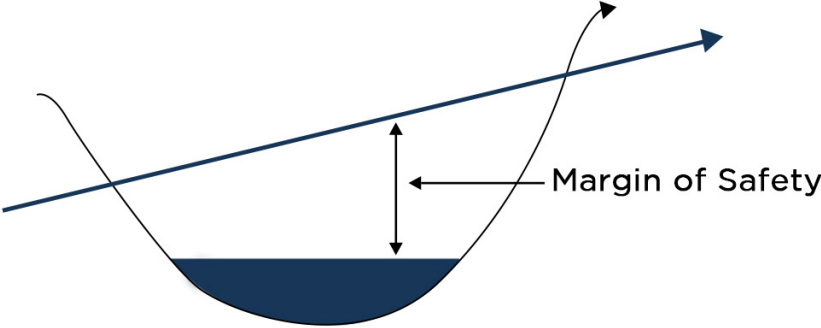



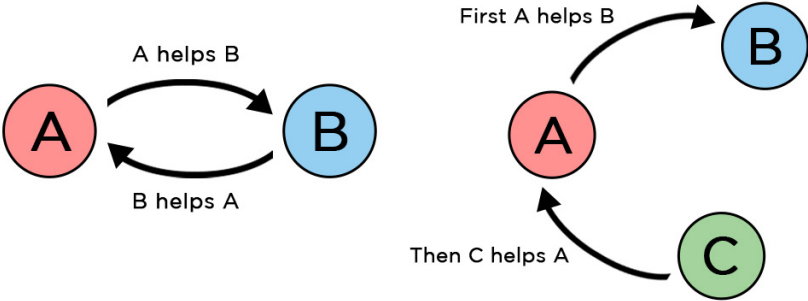

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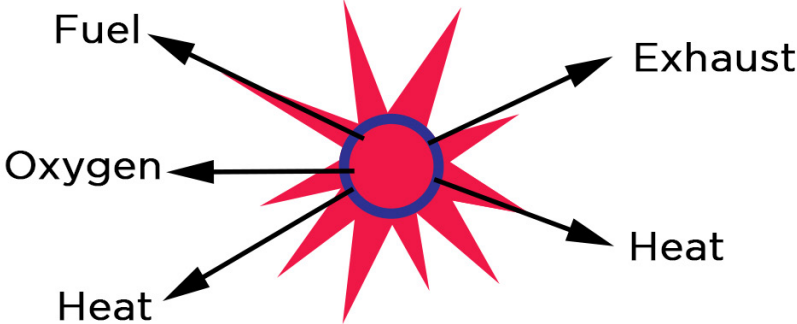

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Margin of Safety	Thinking Tools
<p>Margin of safety allows room for miscalculations, unpredictable circumstances, analytical errors, etc in order to avoid substantial losses over time</p>	
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Reciprocity	Thinking Tools
<p>Also known as the Golden Rule, the most basic and useful ethical theory. Application of Reciprocity in difficult situations can help reveal what actions are ethical or not.</p>	
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Relativity	Thinking Tools
<p>The important aspect of the Relativity theory to reflect on is the idea that an observer cannot truly understand a system of which he himself is a part. You need to step back to gain a more holistic perspective of the situation.</p>	
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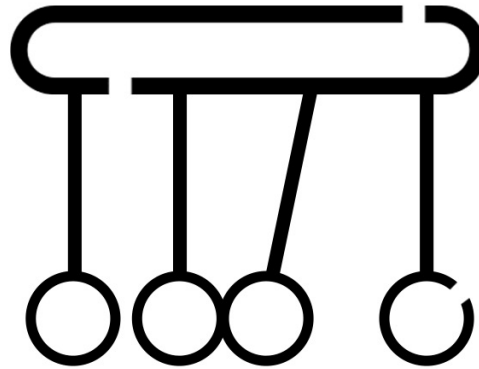
Activation Energy	Thinking Tools
<p>Activation energy is the amount of effort we need to exert in order to get an activity or task started. The more activation energy something requires, the harder it gets to get started.</p>	
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## Inertia

### Thinking Tools

Inertia in decision making is the tendency to repeat previous choices regardless of the outcome. While it favors consistency and minimizes cost and effort, it doesn't allow room for growth and improved results.

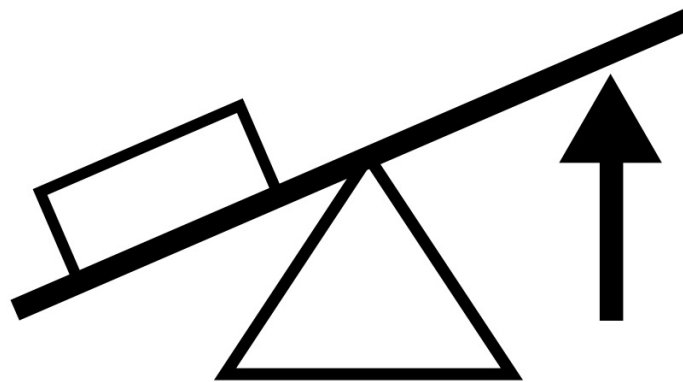


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## Leveraging

### Thinking Tools

With a small amount of input force, we can make a great output force through leverage. It is important to know how and when to deploy leverage in order to gain maximum returns.



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## Heuristics

### Thinking Tools

A **heuristic** technique is any approach to problem solving or self-discovery that employs a practical method that is not guaranteed to be optimal, perfect or rational, but which is nevertheless sufficient for reaching an immediate, short-term goal.

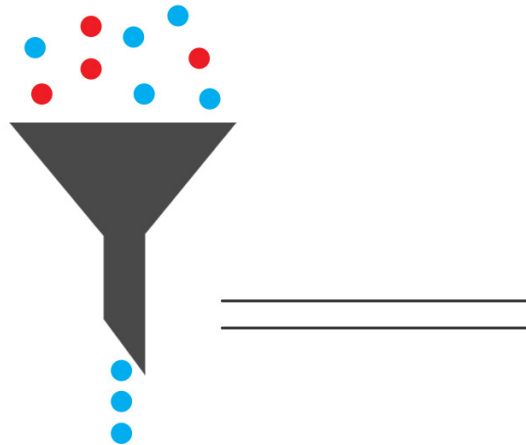


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## Bottlenecks

### Thinking Tools

Bottlenecks are setbacks or obstacles that slow down or delay a process. Analyzing process bottlenecks helps define its contributing factors and create alternative solutions to remove these unwanted buildups of work.



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# Situation Expert™

Workflow Learning Platform



## Through Work, We Learn™

There's a lot of expert opinions that suggest training and learning practices are undergoing a dramatic change due to the digitalization of businesses.

- *"While we often think of training as programs or courses, a new paradigm has arrived, one I call "Learning in the Flow of Work." Josh Bersin, July 8, 2018*
- *"...moving learning away from events and into everyday work is one of the hottest topics in our industry right now." Bob Mosher, CLO Magazine, August 27, 2018*
- *"...workers need to go beyond tasks learning to capacities in thinking skills..."  
John Hagel, Harvard Business Review, June 19, 2009*

At the heart of the new thinking is to bring learning closer to work. The challenge is that many learning platforms are based on the "instruction" and "job skills" models. They are inflexible and slow to respond to the demands of work. These models are inadequate in facing the new, rapid, fast changing, uncertain and volatile work situations. Work must be the focal point of learning. To respond to this challenge, Vignettes Learning introduces Situation Expert, a new Workflow Learning Platform.

**Vignettes Learning** Situation Expert Workflow Learning Platform is a service of Vignettes Learning



# Situation Expert™

Workflow Learning Platform

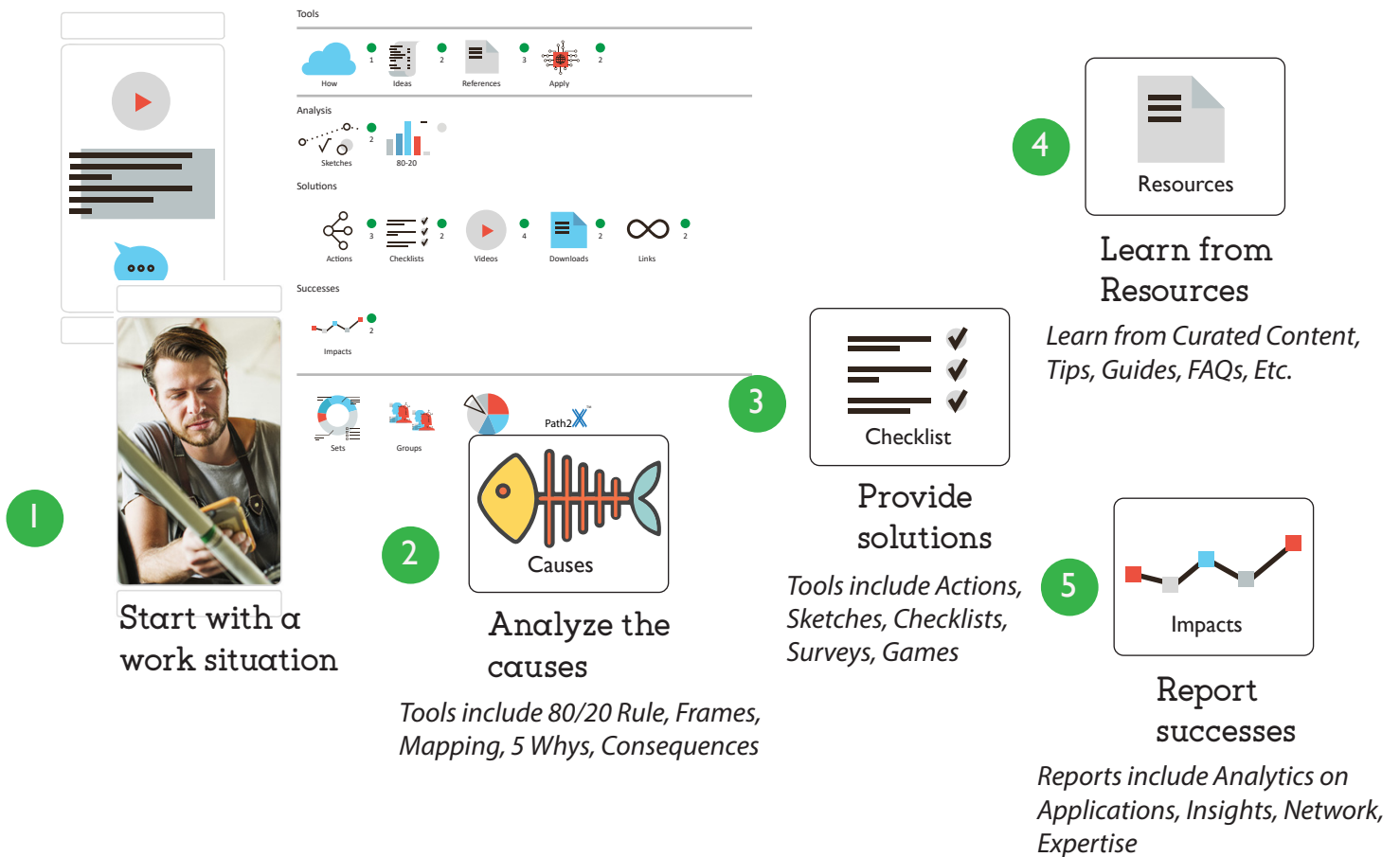


# Continuous learning by fixing, solving and improving work situations. Be an expert fast.

- 1 Be a Situation Expert While at Work**  
Accelerate and boost skills and results
- 2 With Micro Knowledge**  
Small steps that truly help learners
- 3 Through Work, We Learn**  
Build expertise through real-world situations
- 4 Quick and Easy Ways**  
Low effort and fast access to solutions
- 5 Help Workers Learn**  
Faster and easier learning

## The Process

The process starts with identifying a situation. Your learners can then dig deeper and analyze the causes using a variety of tools. They can also provide solutions or search ideas in experience and knowledge resources. Finally, your learners can post their successes.



Situation Expert is a Workflow Learning Platform (WLP) that provides learners both surface and deep learning experiences. It helps learners deal with work situations by creative critical thinking, decision making, analysis, solutions, pattern seeking, and experience sharing. Organizations can create and customize their own private accounts. Situation Expert is a cloud SAAS (Software-as-a-Service).

# Situation Expert™



Workflow Learning Platform

## How and where to use Situation Expert™



### Benefits of being a Facilitator

- Use your own workplace situation
- Introduce background information
- Engage learners with over 20 tools, etc.
- Schedule situations once, daily, weekly
- Invite members or assign them to groups
- Review reports and analytics

### Benefits of being a Learner

- Work and learn from situations
- Share analysis, solutions and successes
- Subscribe to situations
- See which Tools you've accessed
- Track your progress on Path to Expertise (Path2X)
- Connect and learn from other groups

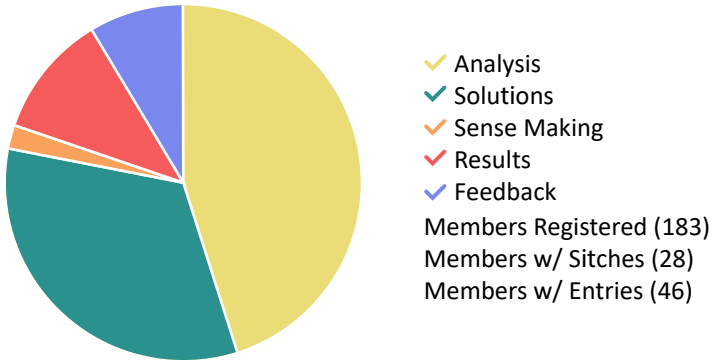
# Situation Expert™

## Workflow Learning Platform

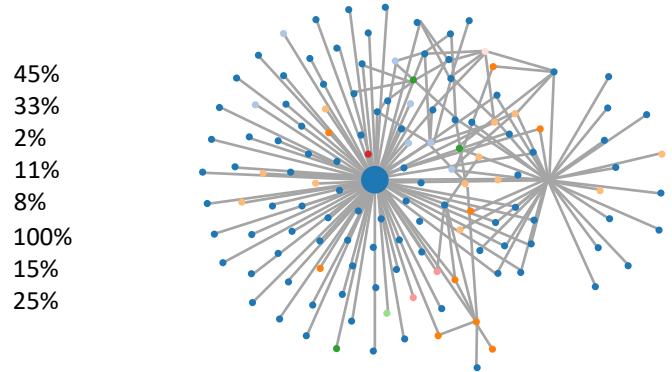


Situation Expert helps learners, facilitators and leaders focus on what matters while learning at work.

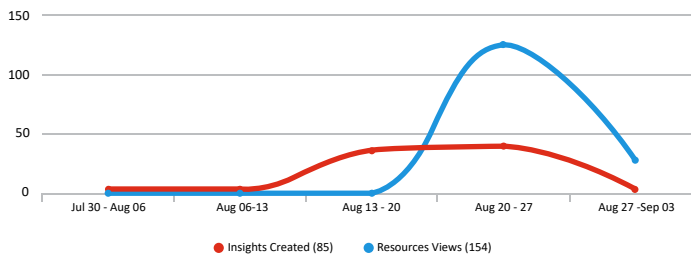
Intensity of Insights



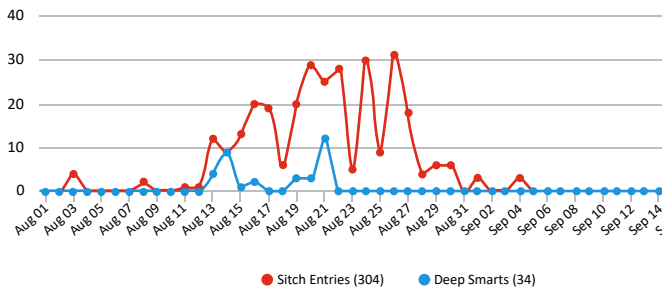
Strength of Network



Intensity of Applications



Depth of Deep Smart Thinking



Impacts of Learning at Work



Learner's Path to Expertise

EXPERTISE	ACTIVITIES	POINTS
tractor (1)	1 36 33 29 13 24%	520
food (1)	1 12 14 7 3 8%	160
Safety (1)	1 12 14 7 3 8%	160
Technologies (1)	1 12 9 4 2 6%	115
Violence (1)	1 11 8 3 2 5%	95
PIPEDA (1)	1 5 7 3 2 4%	85
Personal Information (1)	1 5 7 3 2 4%	85

Vignettes Learning Situation Expert Workflow Learning Platform is a service of Vignettes Learning

Through Work, We Learn Try it today! [www.SituationExpert.com](http://www.SituationExpert.com) 5



# Capabilities and Services

## Benefits from Situation Expert

### ● How can you benefit?

You can post a Sitch and get help from others on issues you need answers, solutions or insights. You can invite others to assist you in your Sitch. You can review and publish your progress through the Path to Expertise tool.

### ● What are the benefits to team members?

When someone creates or replies to Sitches, your team develops a pool of valuable answers and insights on the most common issues your team encounters at work. You learn and build expertise by exchanging experiences with your team members.

### ● What are the benefits to your company?

Your company will have a way of helping everyone learn, contribute, and build their expertise. Situation Expert helps your company save costs, increase the speed of solutions, and improve the company results.

### ● What are the benefits to leaders, learning professionals or knowledge experts?

With your leadership, you help your team members and the company accelerate expertise, and skill building. Situation Expert is a way to help teams share actions and knowledge to fix, solve, and improve your company's pressing issues and problems. Situation Expert is a solution to problems of talent loss through attrition or turnover. It helps in retaining company wisdom and best practices and improving results and performance by immediate sharing of issues, problems, opportunities, and solutions.

## Features of Situation Expert

### WORK

- **Sitches (Situation) Actions** - Sitches are situations, jams, issues, errors, gaps, troubles, stoppages, crisis, and many others to fix and solve. They are also opportunities to improve, grow, expand, and introduce better, faster and cheaper ways to get the desired results.
- **Workflows** - A presentation of visual workflow, scheduler or timing of Sitches, events or learning situation.

# Situation Expert™



## Workflow Learning Platform

- **Dynamic Impacts Survey** - Instant, short, random, small and flexible surveys to collect, store and process workers' and learners' needs based on gaps in work demands. The data is compared with the list of resources, and results are presented to the workers and learners for quick workflow learning.
- **Surface & Deep Learning** - Tools are micro-interactive "apps" that aid in the "Thinking Through" process when dealing with Sitches (Situations) They enable learners and workers to analyze, create solutions, find patterns, report impacts, and provide learning feedback. The tools include among others: Fishbone Analysis, 80/20 Rules, Gap Analysis, Critical Impacts Study, Mapping, Frames, GroupThink, Pros and Cons, Checklist, Workarounds, What Ifs, Videos, Downloads, Links, and Sense Making.
- **Path to Expertise (P2X)** - In Situation Expert, your Sitches, comments and other activities are tracked. The purpose of Path2X is to show you the areas of your Path to Expertise - Path2X. You'll see your progress and a general idea of your interest areas. You will also see the topics that you worked on and you can directly access the Sitches from the list. Path2X provides you total points. You can sort by Recent, Expertise Type and Points. One valuable feature of your Path2X records is the display and announcement to your teams and company on how you are building your expertise.
- **Insights & Reflections** - A method that allows learners to submit and store micro-insights from their readings and researches in the system's content. The insights are then compiled to show the learners' and workers' Path to Expertise (P2X). The Insights indicate the reflections of the learners' and workers' learning paths.
- **Members Connections** - A method to encourage members to connect, follow and to be followed by peers for the purposes of easy and quick exchanges of experiences, resources, and solutions.
- **Community** - A larger way to organize an open interaction by members in the company to preview, share and access peers and resources for the whole organization.
- **Messaging and Alerts** - In every aspect of the Situation Expert, Messaging and Alerts are in place to help facilitate the exchange of ideas among workers and learners, and help them solve, fix and improve work situations by applying Deep Learning processes.
- **Deep Smarts** - A recognition method where members provide feedback and extend awards to postings and sharing of knowledge that meet the Deep Learning deliberate thinking process.

# Situation Expert™



## Workflow Learning Platform

### LEARNING

- **Curation** - Organizing in multiple ways the different content resources and methods to help workers and learners find answers and match the knowledge and information to their Path to Expertise (P2X), interests and need areas.
- **Collaborative Learning** - These are the different micro-features that encourage free flow of conversations among members to exchange ideas and solutions. These include chats, discussions, notes, and private conversations. The social tools are integrated into all aspects of the system.
- **Advanced Groups** - The ability to organize different workers and learners Sitches and Workflows that is unique to a specific department, division, tasks, functions, teams or a specific team of people.
- **Content Creation** - The ability for account owners, administrators and content writers to create micro-lessons and programs. It allows tagging and naming conventions to track all types of content to support the Deep Learning process. Authors can add pages, videos, images, PDFs, documents, and other types of files.
- **Helpdesk** - Account owners can use default help guide information. They can also customize and add their own help and support information.
- **Support** - Account owners can configure their own Support System to receive questions and inquiries, and process and track the issues to ensure that each issue is attended to.

### GROWTH

- **Journals** - It allows members to keep private notes on their discoveries, learnings, and other personal references.
- **Path to Expertise (P2X)** - In Situation Expert, your Sitches, comments and other activities are tracked. The purpose of Path2X is to show you the areas of your Path to Expertise - Path2X. You'll see your progress and a general idea of your interest areas. You will also see the topics that you worked on and you can access directly the Sitches from the list. Path2X provides you total points. You can sort by Recent, Expertise Type and Points. One valuable feature of your

# Situation Expert™



## Workflow Learning Platform

Path2X records is the display and announcement to your teams and company on how you are building your expertise.

- **Analytics / Metrics** - A series of visual reports that captures dynamic data on Path to Expertise, Insights, Deep Learning Progress, Dynamic Impacts Surveys, Connections and Networks, Resources Utilized, Insights, Journals, Deep Smarts, and members progress tracking.
- **XAPI** - The Experience API (or xAPI) is a new specification for learning technology that makes it possible to collect data on the wide range of experiences a member has in Situation Expert. This API captures, in a consistent format, data from a member or group's activities in the different parts of Situation Expert. Account owners also have the option to report and integrate the data and reports in their LRS or tracking system.



## Be Real

Too many training sessions and learning projects are wasted by over emphasizing memorization of content and as a result, application fails. Situation Expert uses work situations and incidents as the focus. Workers apply ideas quickly while having access to a wealth of knowledge.

## Be Useful

Focus on work and learn.  
Reduce learning time.  
Accelerate applications.  
Engage learners with real-life issues.  
Reduce production costs.  
Speed up learning delivery.  
Collect and store experiences for as-need-basis references.

## Be Capable

Software As A Service (SAAS) solution.  
For small and enterprise applications.  
Create your own situations.  
Numerous tools for analysis, solutions and successes. Store, collect and present experiences. Submit and present content. Path to Expertise (Path2X).  
Track results with XAPI and LRS.

# Request for a demo today!

Contact us at  
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