Introducing the Towards Maturity Model

Technology has great potential to deliver benefits to workplace learning, but not everyone realises those benefits.

1200 benchmark participants over 7 years have helped us to identify 6 workstreams of learning technology implementation practices that consistently correlate to improved benefits– **take up**, **efficiency** and ultimately **business performance.**

The 6 workstreams are divided into 19 activity areas marked in bold below. The 19 activity areas are made up of over 90 individual actions and behaviours that all influence success. These actions at the heart of the **Towards Maturity Model.**

As organisations mature in their use of learning technologies, they are increasingly likely to:

have **strategic alignment** with a clearly defined vision (endorsed by business leaders) yet flexible enough to shift with changing business priorities. At a more tactical level, they will also be focussed on **business alignment** to ensure that learning is relevant to the job in hand.

to demonstrate an understanding of their learners in 2 ways. They provide relevant **choices** for their staff (in terms of control, access and information available to them) as well as addressing issues of **motivation** (such as recognition and personal aspiration).

proactively build **IT relationships**, integrating with existing **technical infrastructure**s to increase options for learners. They also offer more **managerial support** to staff, embedding learning within appraisal and talent management systems.

be proactive in **building skills** in their L&D workforce focussing on **designing learning, assessing achievement, supporting learning** and **facilitating collaboration.**

focus on **managing change** within the business by working with key stakeholders. This includes **involving leaders** to support promotion, **engaging trainers** to include technology within learning interventions and **empowering learners** so that they are engaged and confident.

gather feedback from the business, going beyond the 'happy sheet' to **measuring effectiveness** in terms of business metrics and **communicating benefits** back to key stakeholders.

The new **TM Index** is a single benchmark of implementation maturity across the 6 workstreams designed to help organisations improve, the health of their learning technology implementation.

Benchmark your implementation practices & find resources to help you improve at the Towards Maturity Benchmark Centre: www.towardsmaturity.org/mybenchmark