

# SMART LEARNING

In the digital society



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# TODAY'S AGENDA

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- Today's Learning Environment
- The Rise of Eco-systems
- Gamified Collaborative Learning



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# A day in life then

2010



# A day in life then

2010



# A day in life now

2017



# OUR WORLD TODAY IS SOCIAL

But a different kind of social: digital, virtual, and mobile

**DIGITALISATION**

**OUR DAILY LIVES HAVE CHANGED DRAMATICALLY.**

**DUE TO TO TECHNOLOGICAL INNOVATION AND DIGITAL  
TRANSFORMATION.**

**MOBILIZATION**

# SMARTPHONE USAGE

How do we make use of our mobile phones?

2%

READING

**NEWS**

3%

WATCHING

**YOUTUBE**

4%

FOR

**PRODUCTIVITY**

8%

FOR

**UTILITIES**

12%

SENDING

**MESSAGES**

15%

PLAYING

**GAMES**

17%

FOR

**ENTERTAINMENT**

19%

BROWSING

**FACEBOOK**

Very high adoption  
of smartphones

90%  
People  
age 18-24

Purposeful use of  
mobile technology?

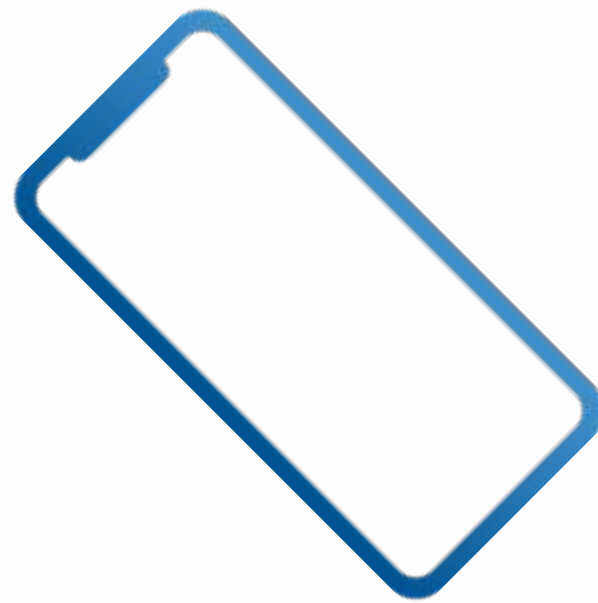
10-20%

WHAT DO WE REALLY **DISCOVER**  
AND **LEARN** DURING A DAY WITH  
THE SMARTPHONE?



# TODAY'S LEARNING ENVIRONMENT

## SMARTPHONES



The smartphone is the first thing we look at after waking up, and the last thing we see before we go to sleep.

## DISTRACTIONS



Concentration is becoming distracted by incoming messages, calls, notifications.

## ATTENTION SPANS



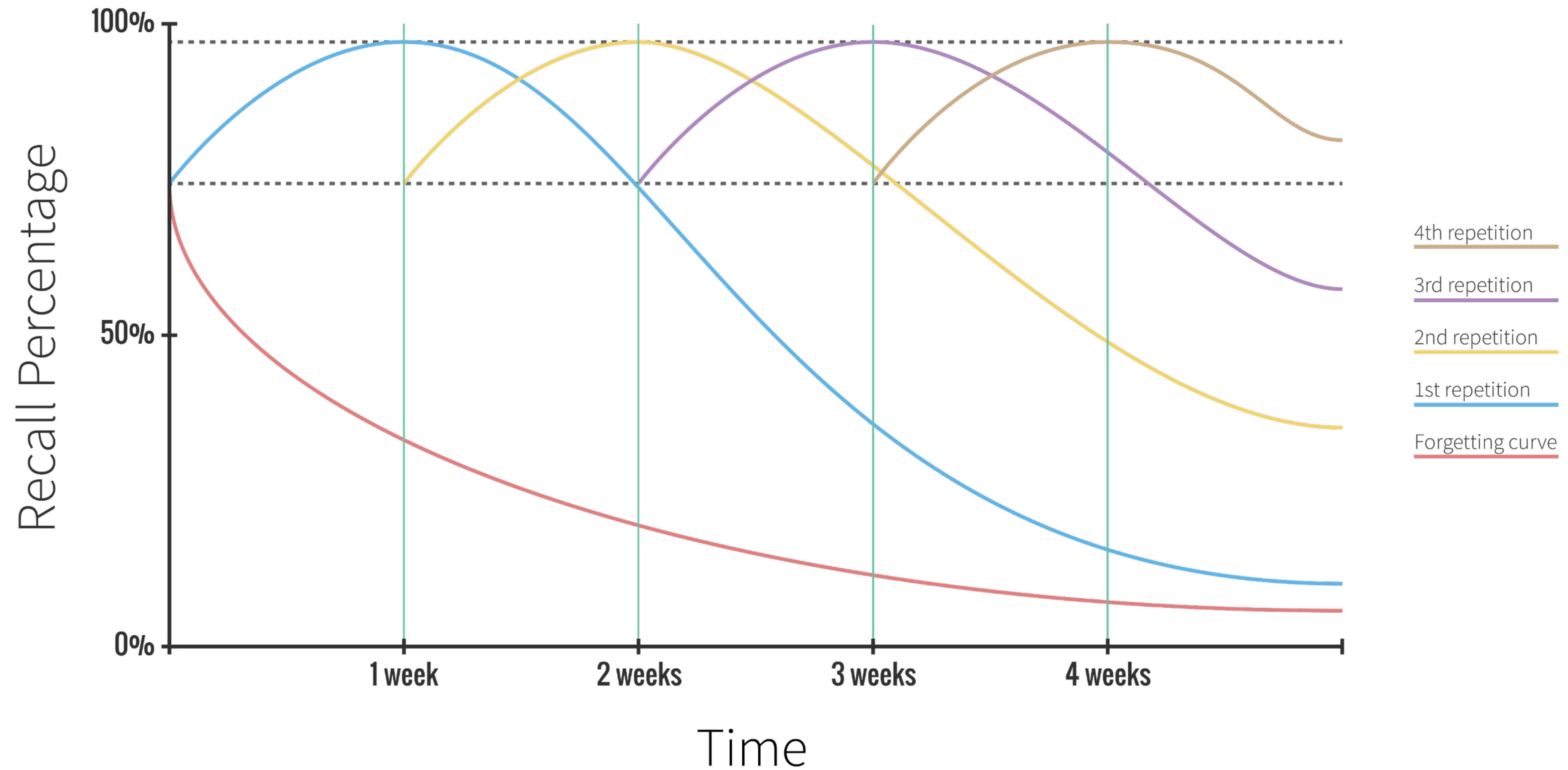
The human attention span has fallen from 12 seconds since the mobile revolution began, to eight seconds.

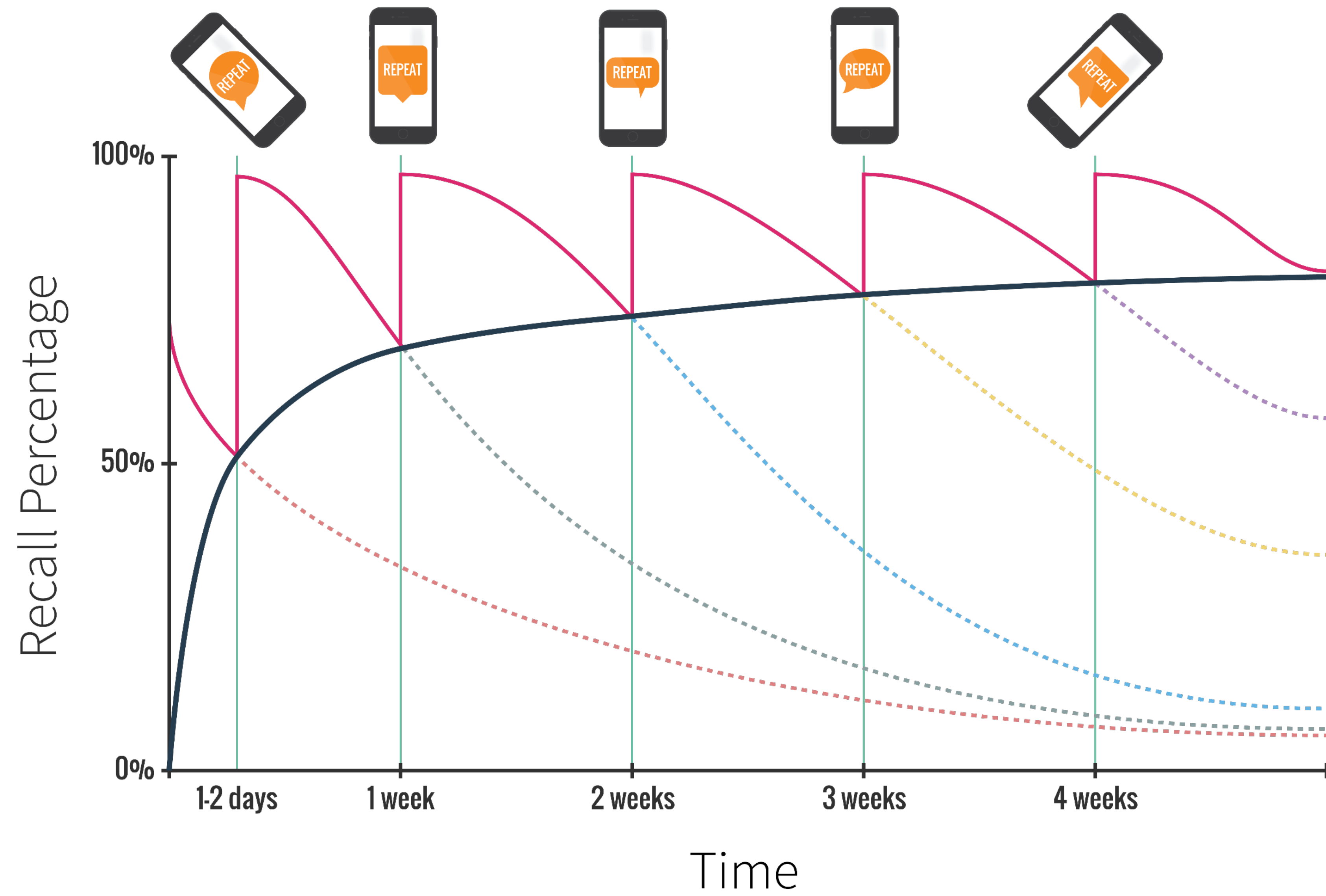
## FRAGMENTED INFORMATION



Information is often unspecific and incomplete. Googling often delivers limited information.

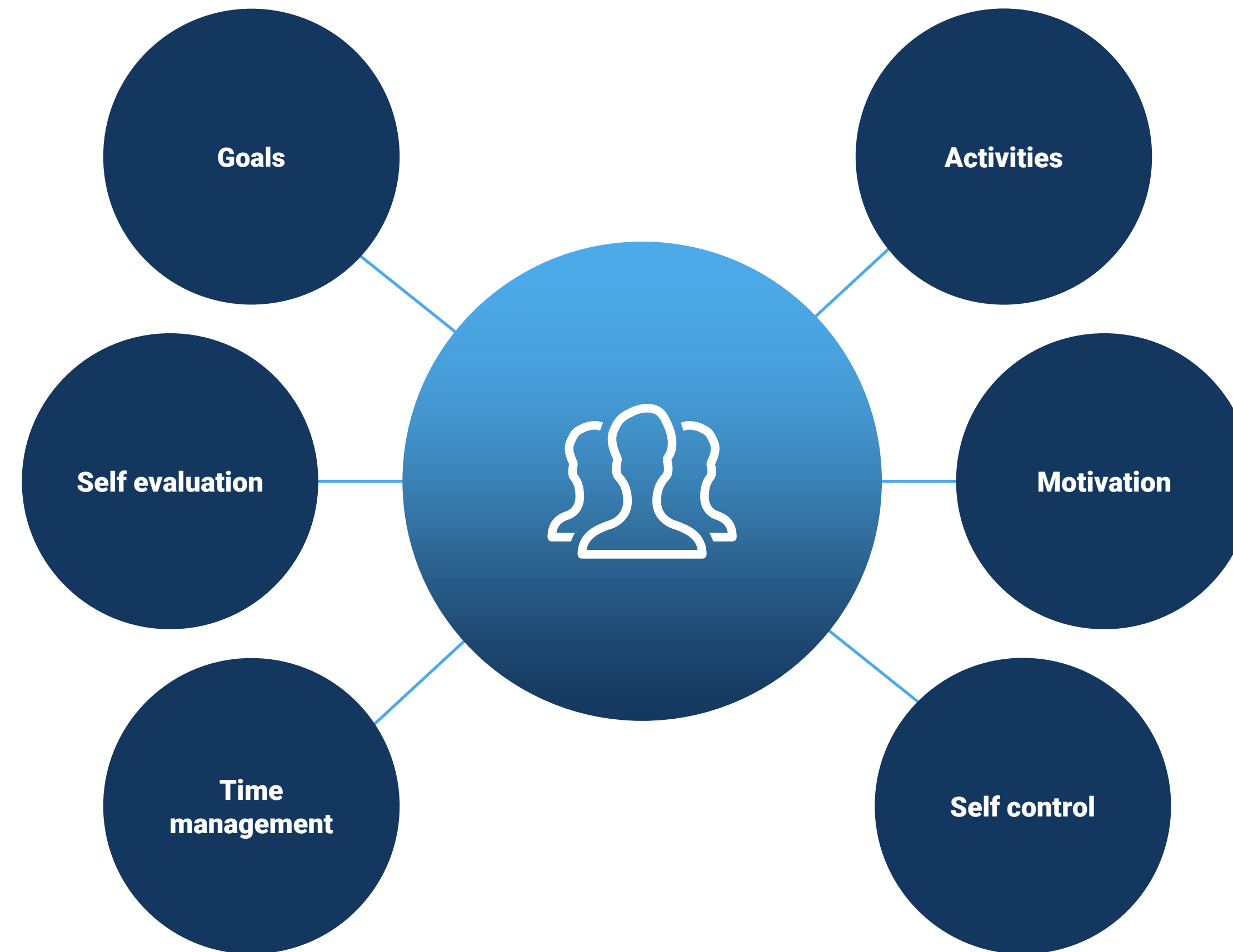
# SPACED REPETITION LEARNING





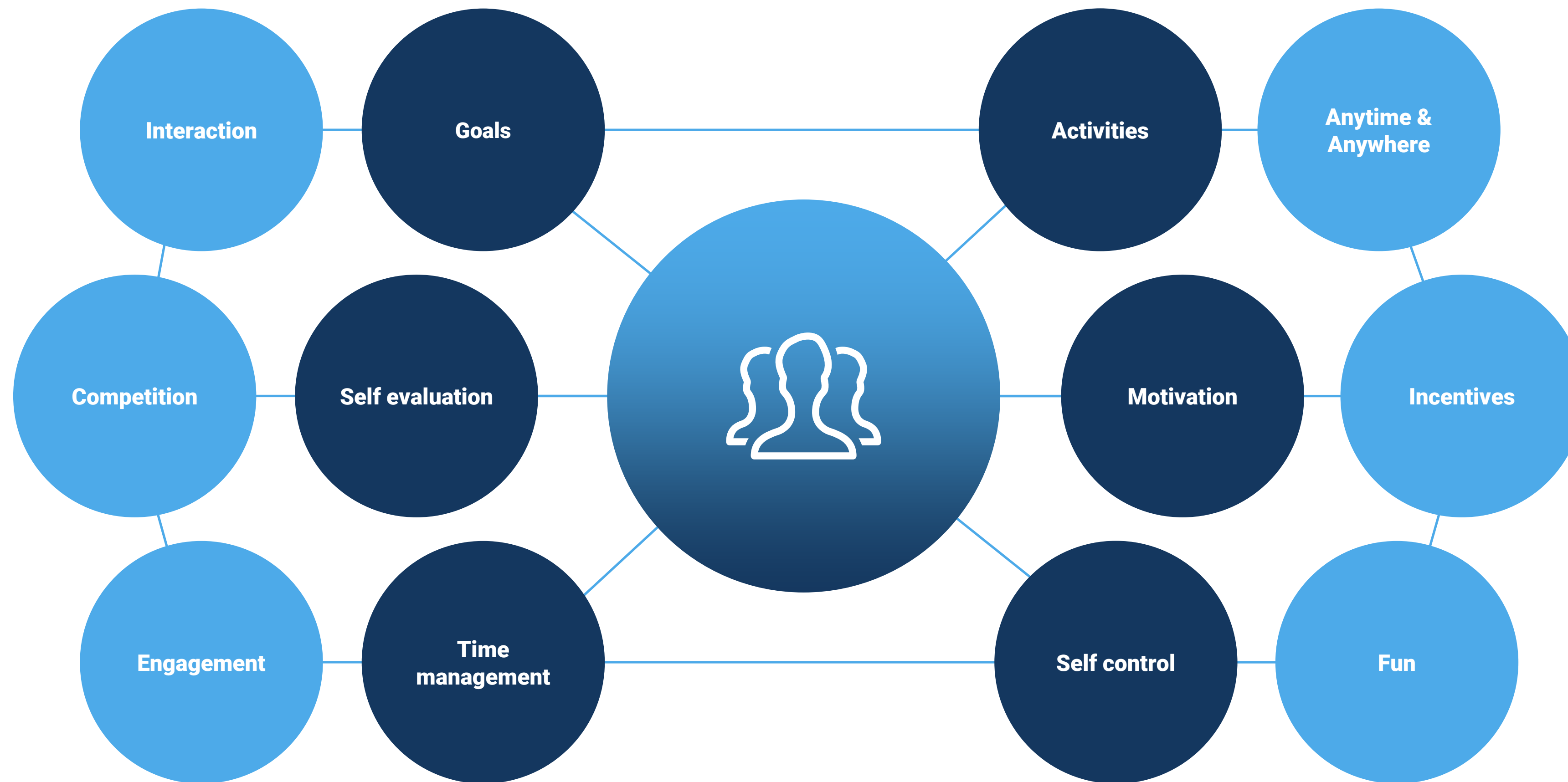
# SELF-REGULATED TRAINING

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# SELF-REGULATED “GUIDED” TRAINING

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Today's employees check their phones 150 times a day, but only have 1% of their workweek— **about 24 minutes**—to learn. Businesses need smarter and faster ways to get the right learning to their people, the moment they need it.

**LEARNING = KNOWLEDGE = VALUE**

# KM

**1**

Critical  
information is  
siloes on  
different  
platforms

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**2**

Different  
locations and  
geographically  
widespread

# ADDRESSING KNOWLEDGE GAPS

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## **Gap in managing knowledge of the experts**

Connect the right person with the right knowledge

## **Gap in recording knowledge**

Knowledge in the right place in the right format

## **Gap in enhancing and maintaining timely knowledge**

Right knowledge at the right time

## **Gap in culture**

SoLoMo

# ADDRESSING KNOWLEDGE GAPS



Source: KASE2, Roznita Othman, 2017

## Gap in managing knowledge of the experts

Connect the right person with the right knowledge

## Gap in recording knowledge

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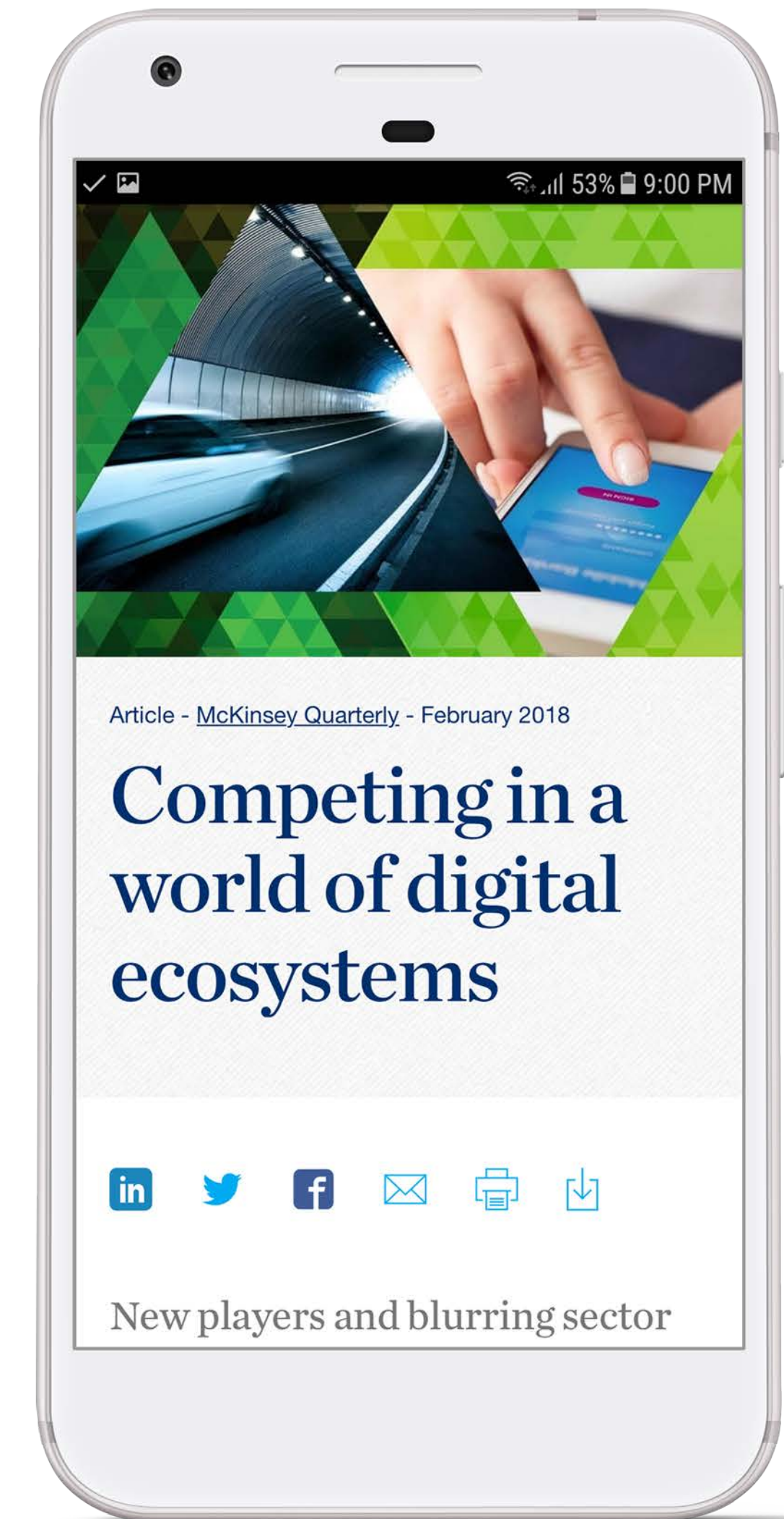
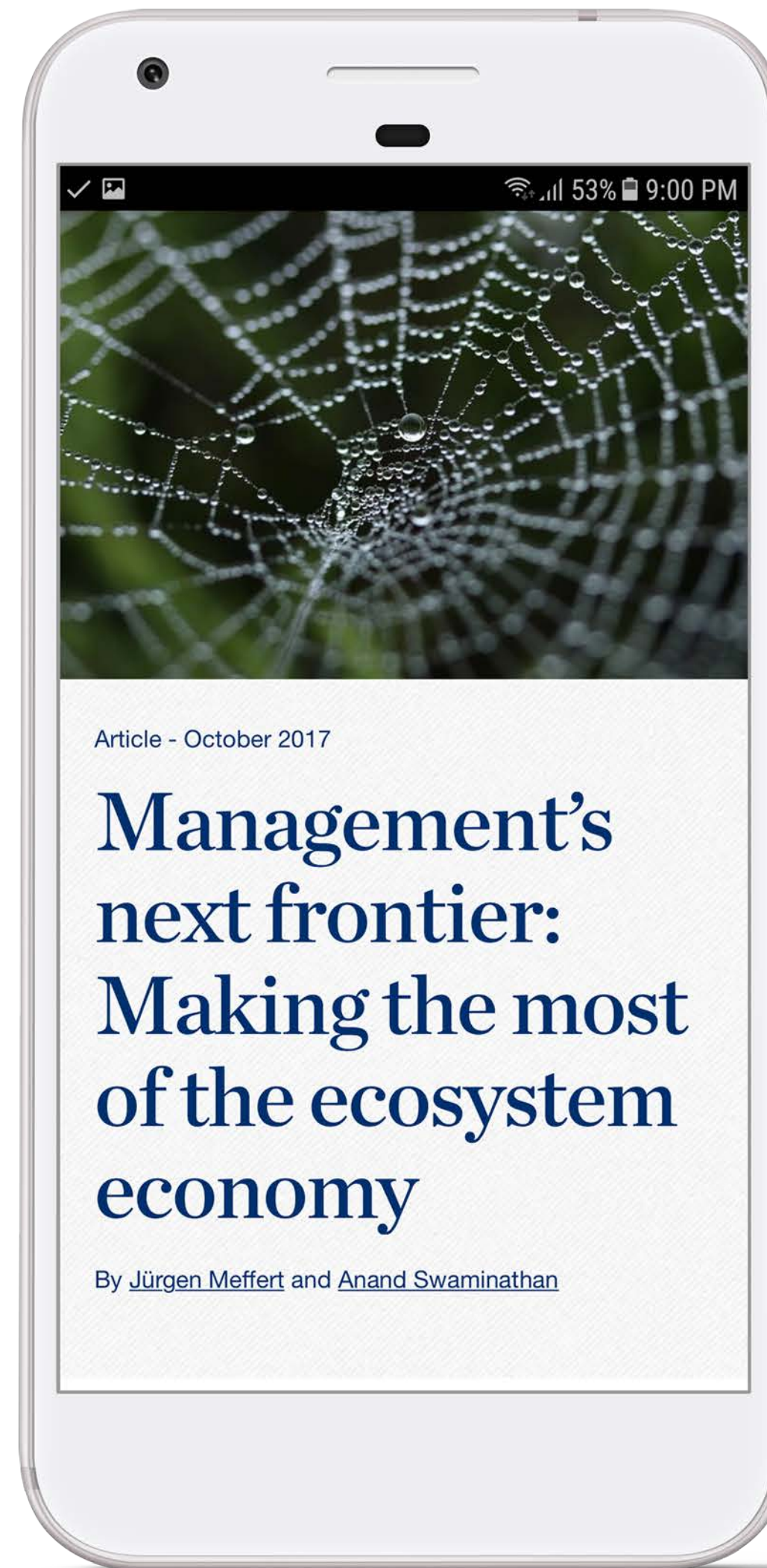
## Gap in enhancing and maintaining timely knowledge

Right knowledge at the right time

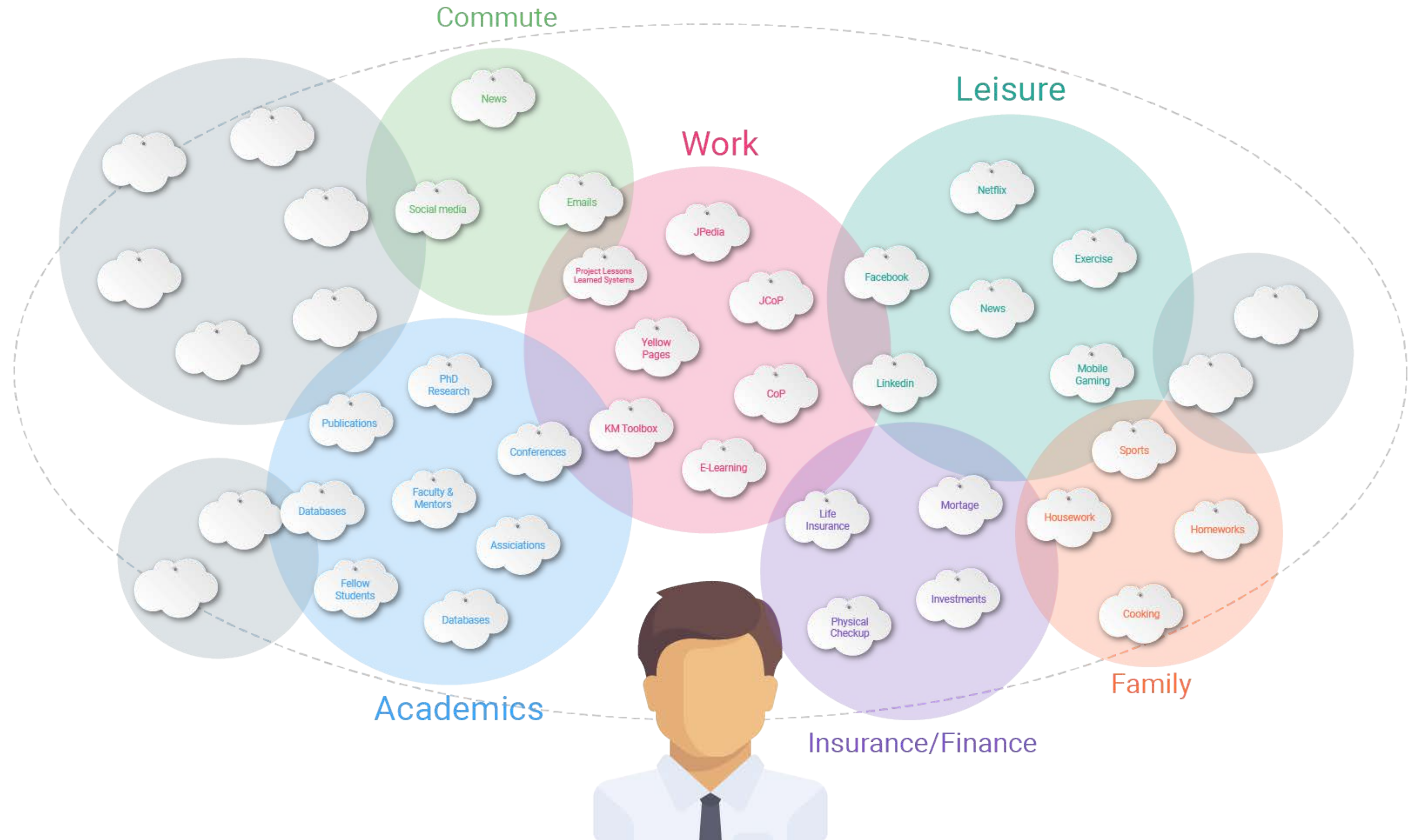
## Gap in culture

SoLoMo

# McKinsey

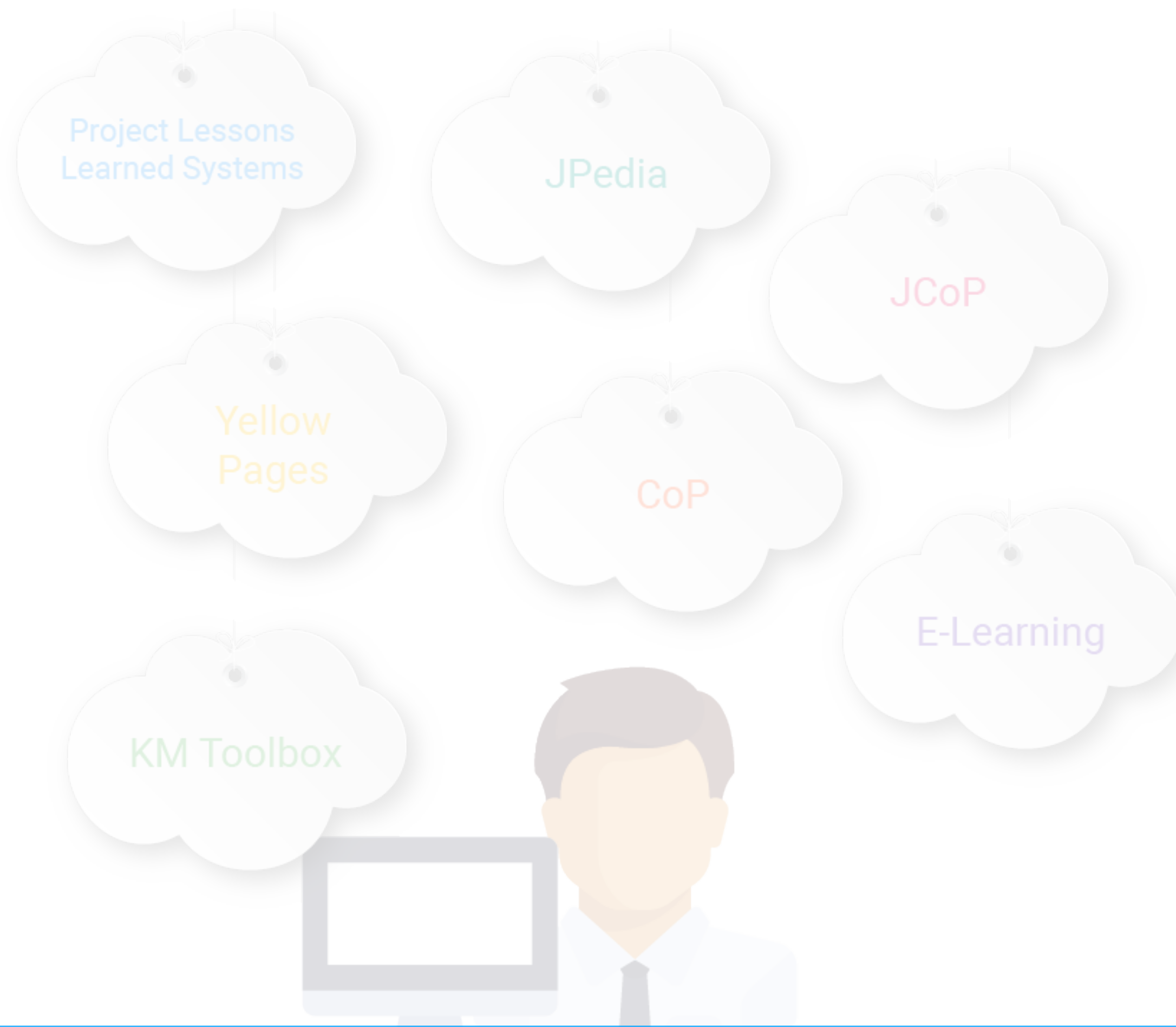


# PERSONAL ECOSYSTEM

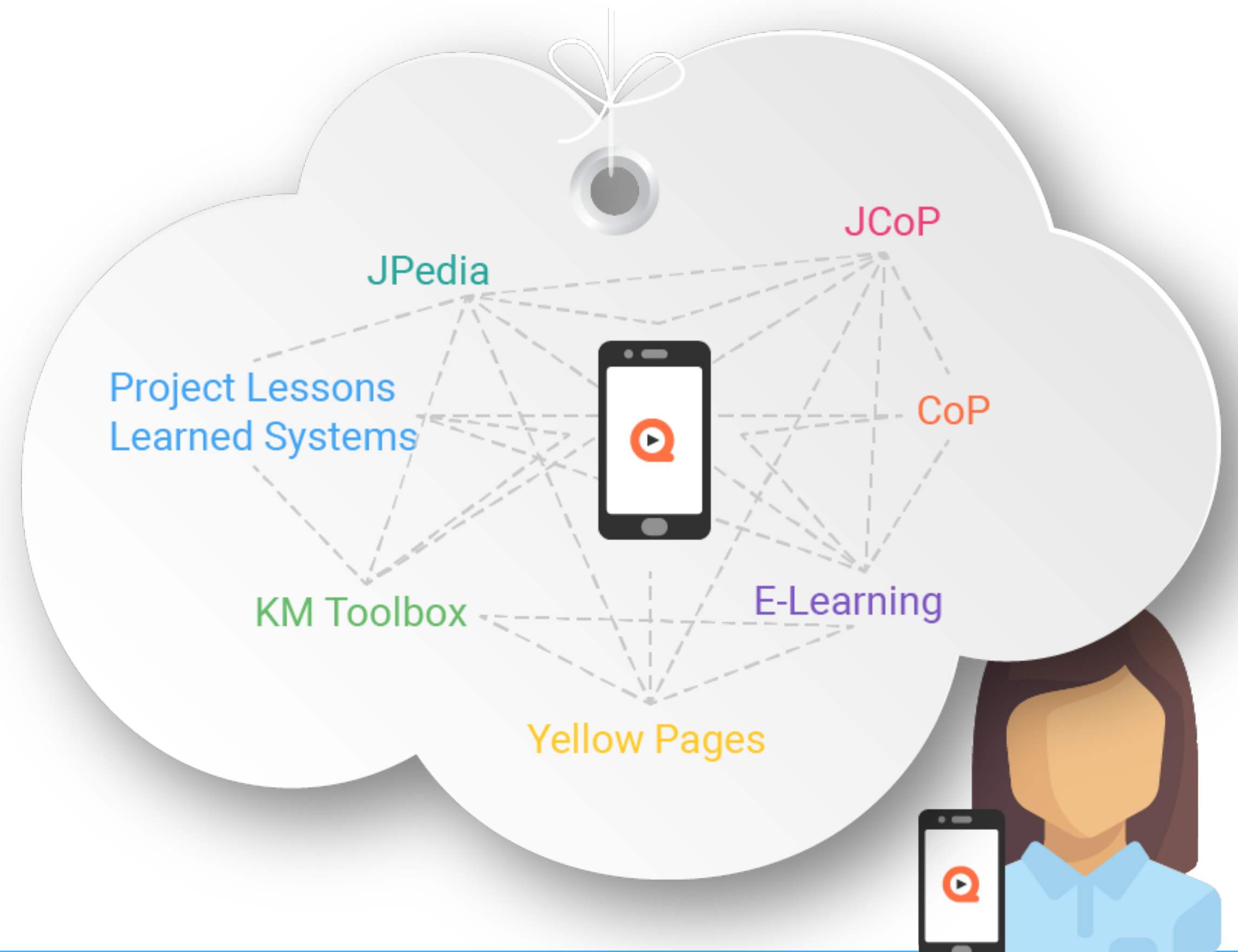


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# KNOWLEDGE CLOUD



An ecosystem that connects the dots in your environment of existing knowledge and processes. Based on the location, role, or even time of the day, each unique employee is connected to personalized and relevant knowledge.



# ABSORPTIVE CAPACITY

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Absorptive capacity is an organisation's ability to identify, assimilate, transform, and use external knowledge, research and practice. In other words, absorptive capacity is the measure of the rate at which an organisation can learn and use scientific, technological or other knowledge that exists outside of the organisation itself. It is a measure of an organisations ability to learn.

# ADAPTIVE ORGANISATIONS

Employees continually acquire and share new knowledge and apply that knowledge in making decisions or doing their work.

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# Gamification

## Mechanics

Includes the rules, settings, goals and how the user progress.

## Dynamics

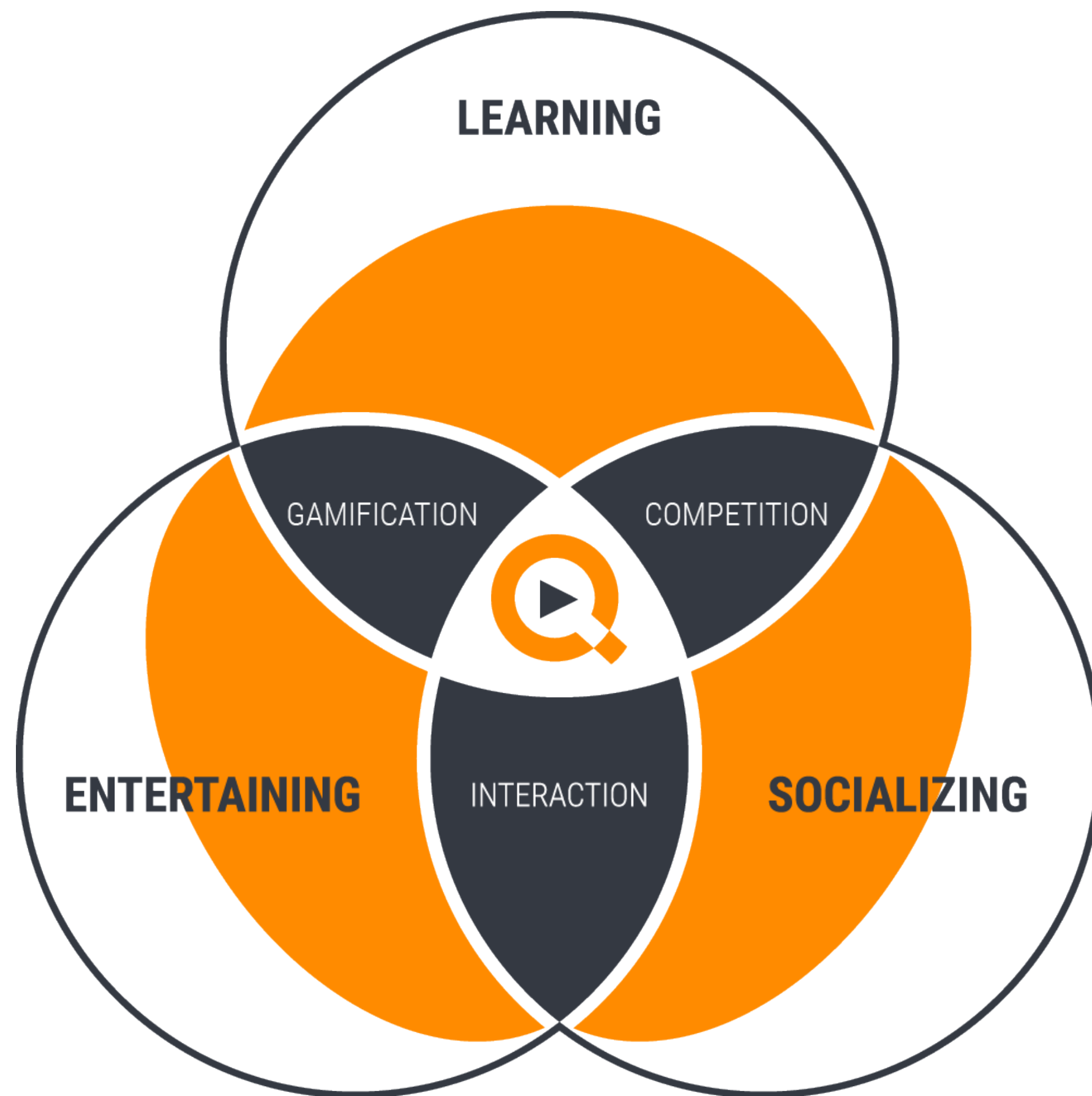
Includes the dynamic user behaviours, such as competing, cheating, or bragging.

## Emotions

If mechanics and dynamics are triggered, positive emotions, such as excitement, goal attainment are powerful drivers.

Negative emotions such as disappointment can also be motivating.

# **GAMIFIED COLLABORATIVE LEARNING IN A MOBILE CLOUD AS PORTAL TO YOUR KM ECO- SYSTEM**



## **Entertaining/Engaging**

Trivia apps are successful and are becoming increasingly popular in Asia.

## **Learning/Training**

Mobile learning is a massive trend, especially in mobile first and mobile only markets. Asia is the most unique and vibrant mobile learning market.

## **Socializing/Interaction**

People are social and love to interact with matching people.

# WHY AN APP?

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Low entry barrier

Low technical requirement

One application for all KM initiatives

Individualized content and learning

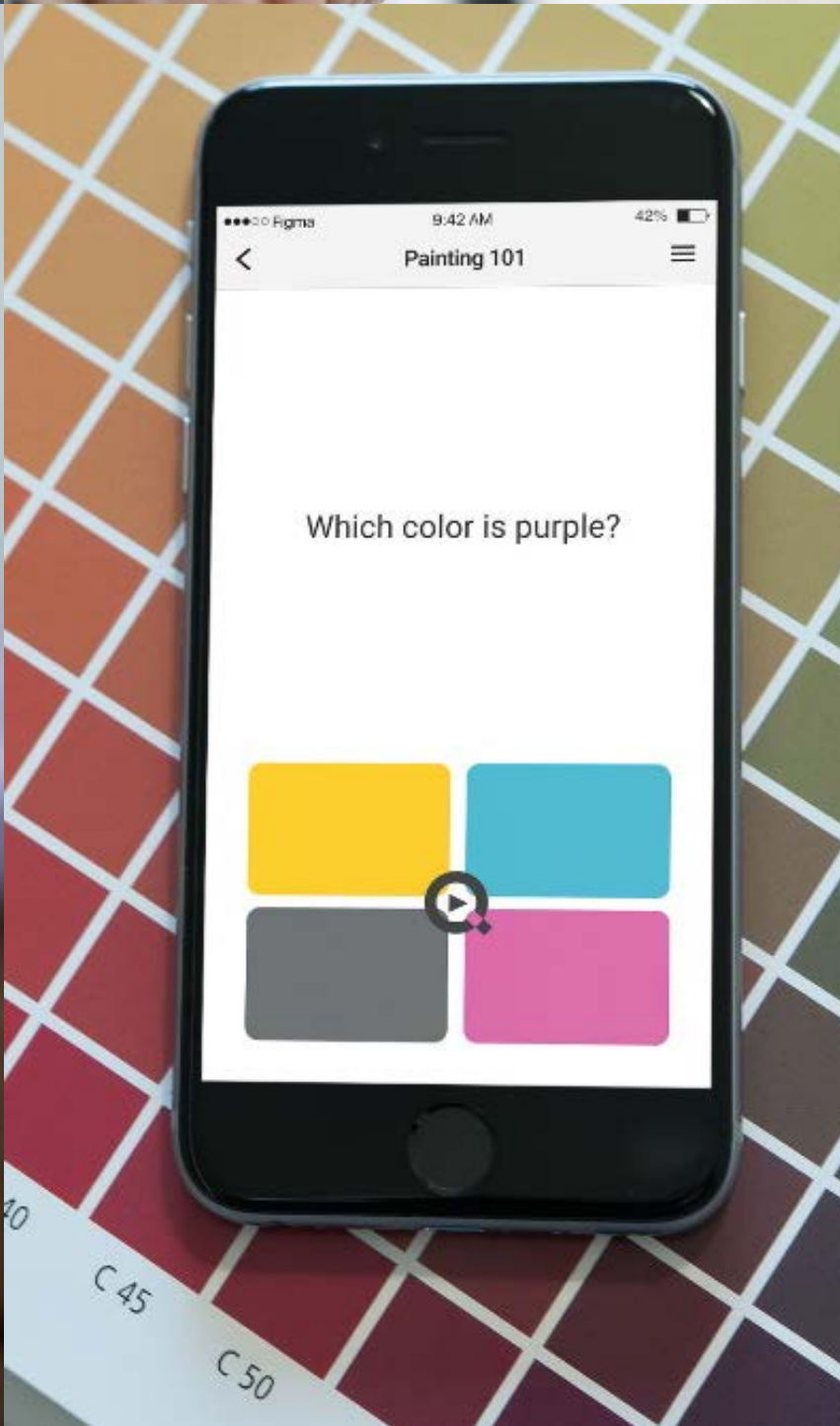
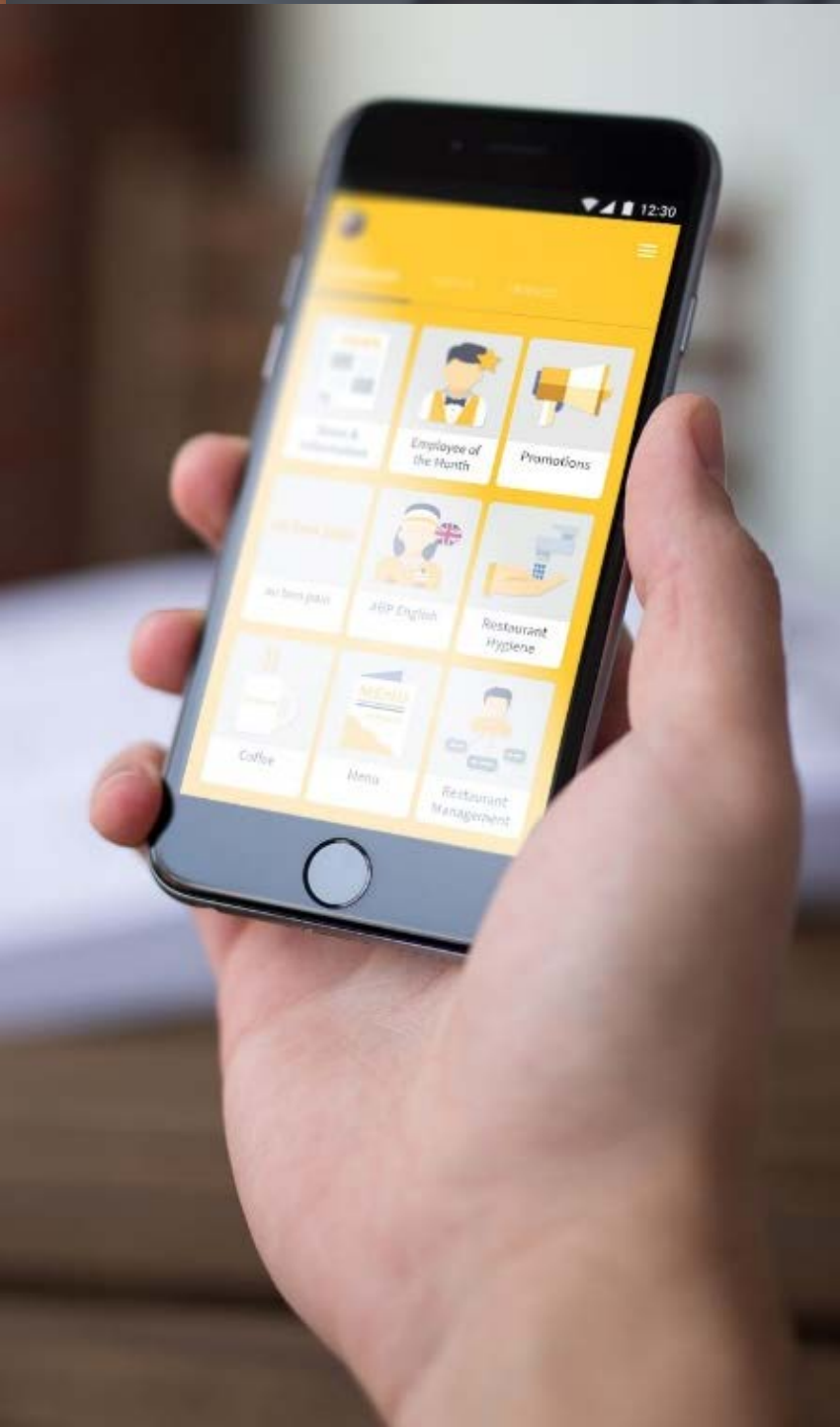
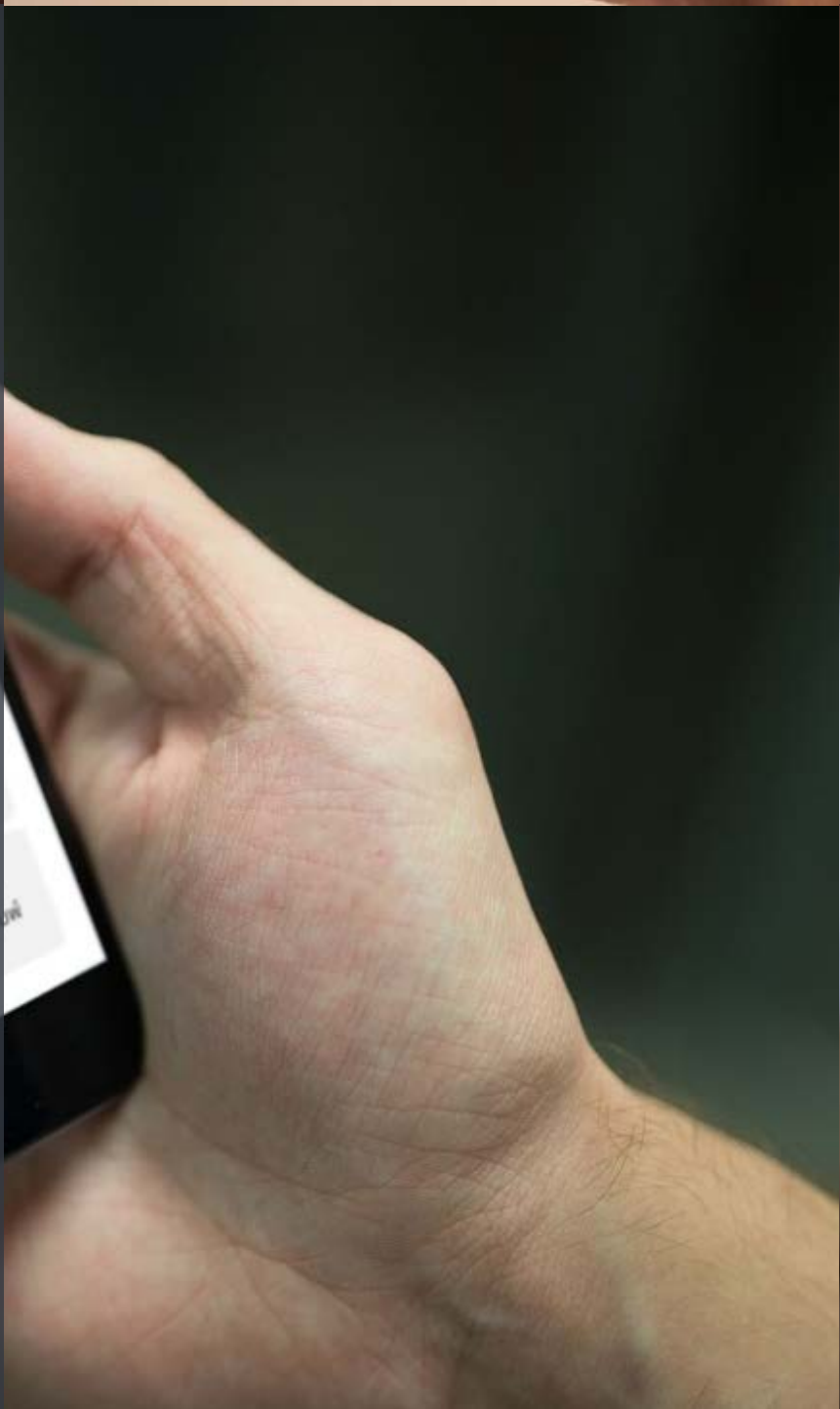
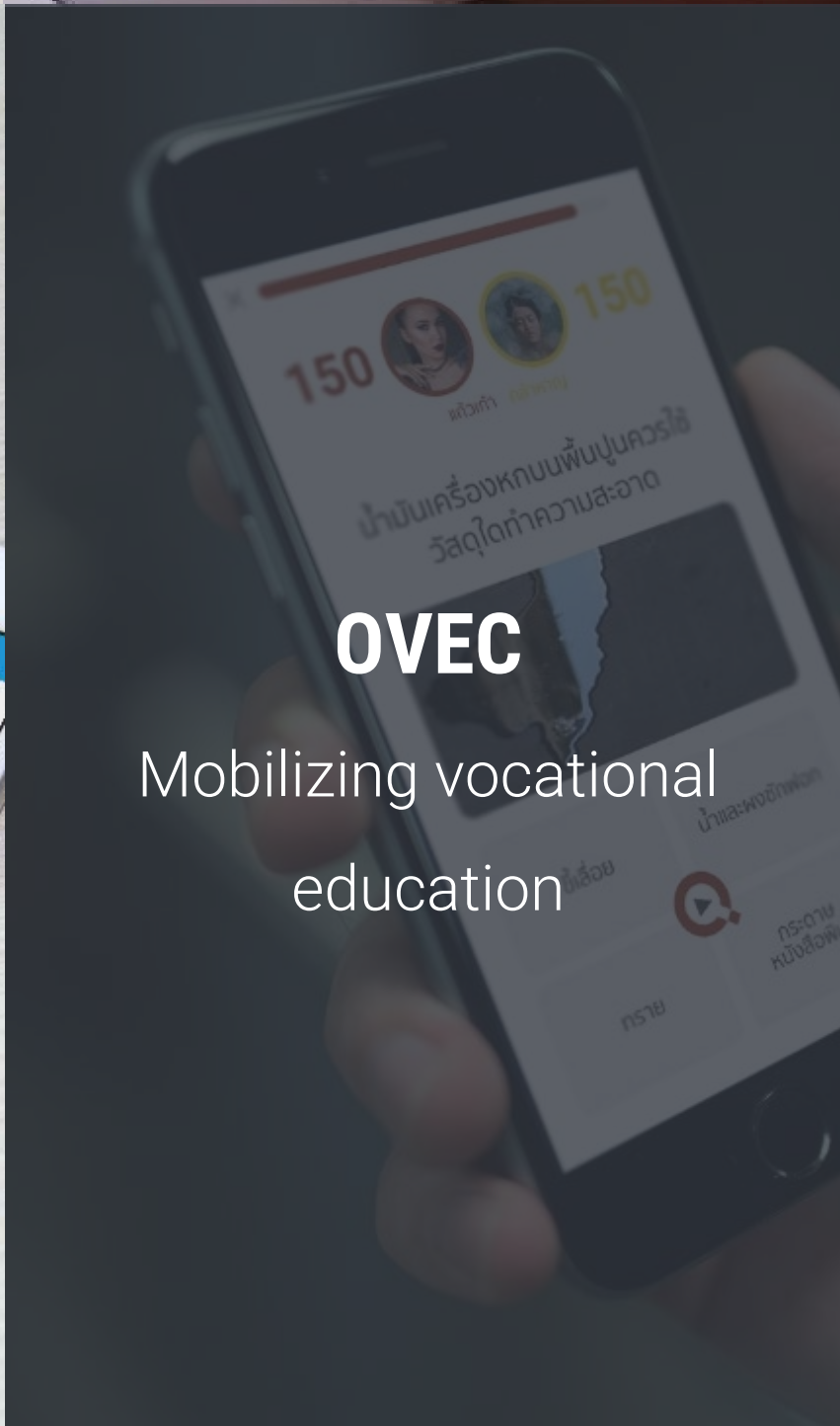
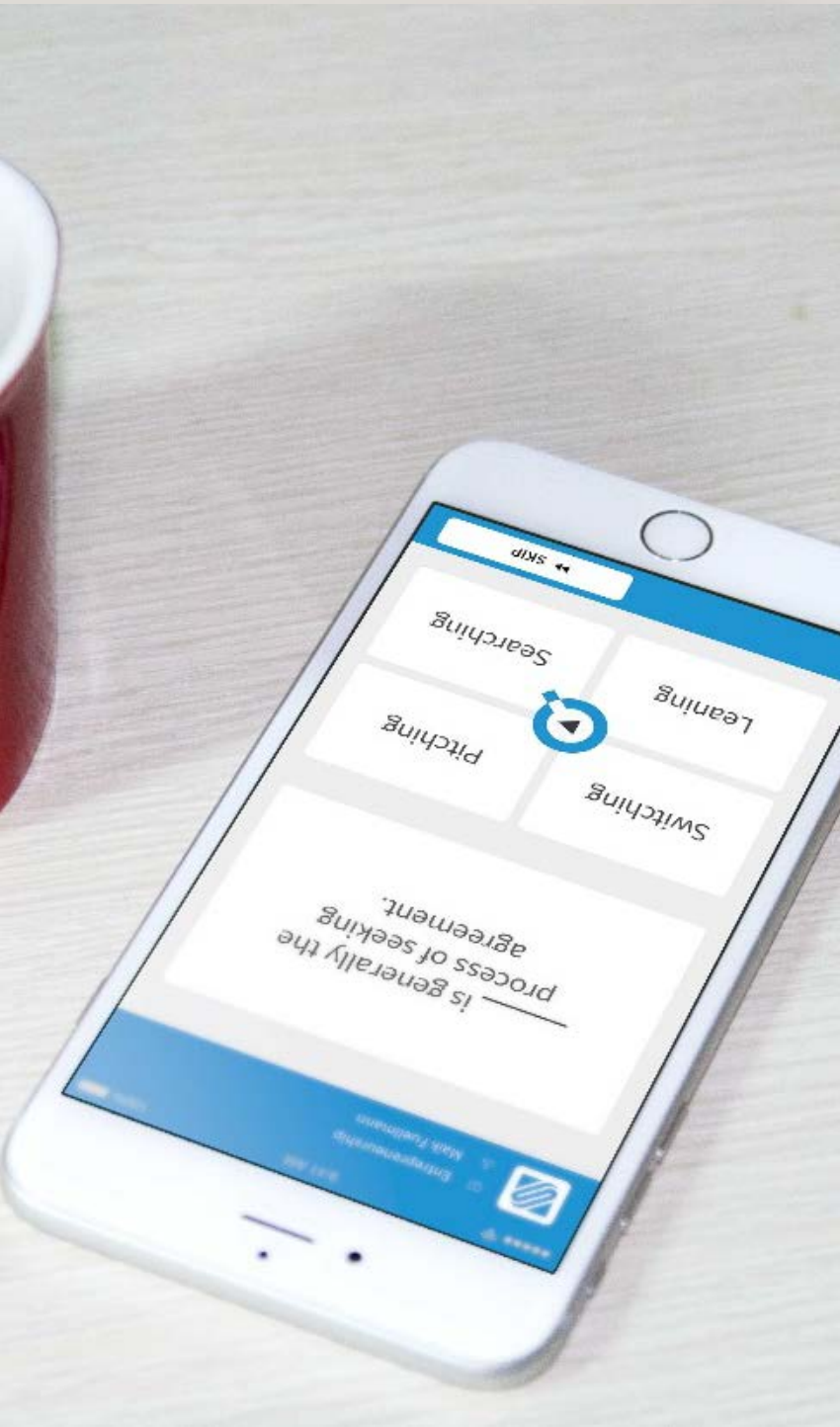
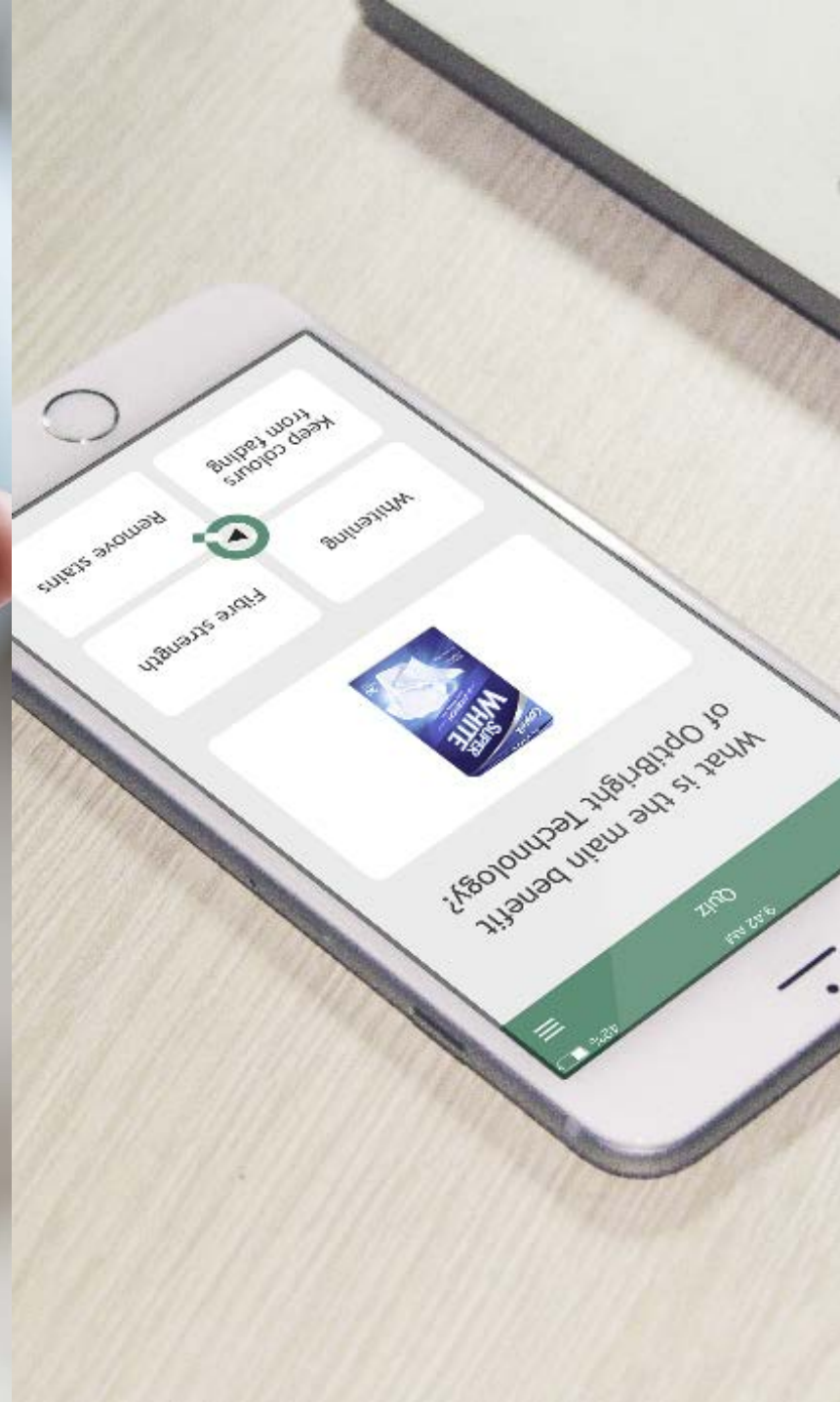
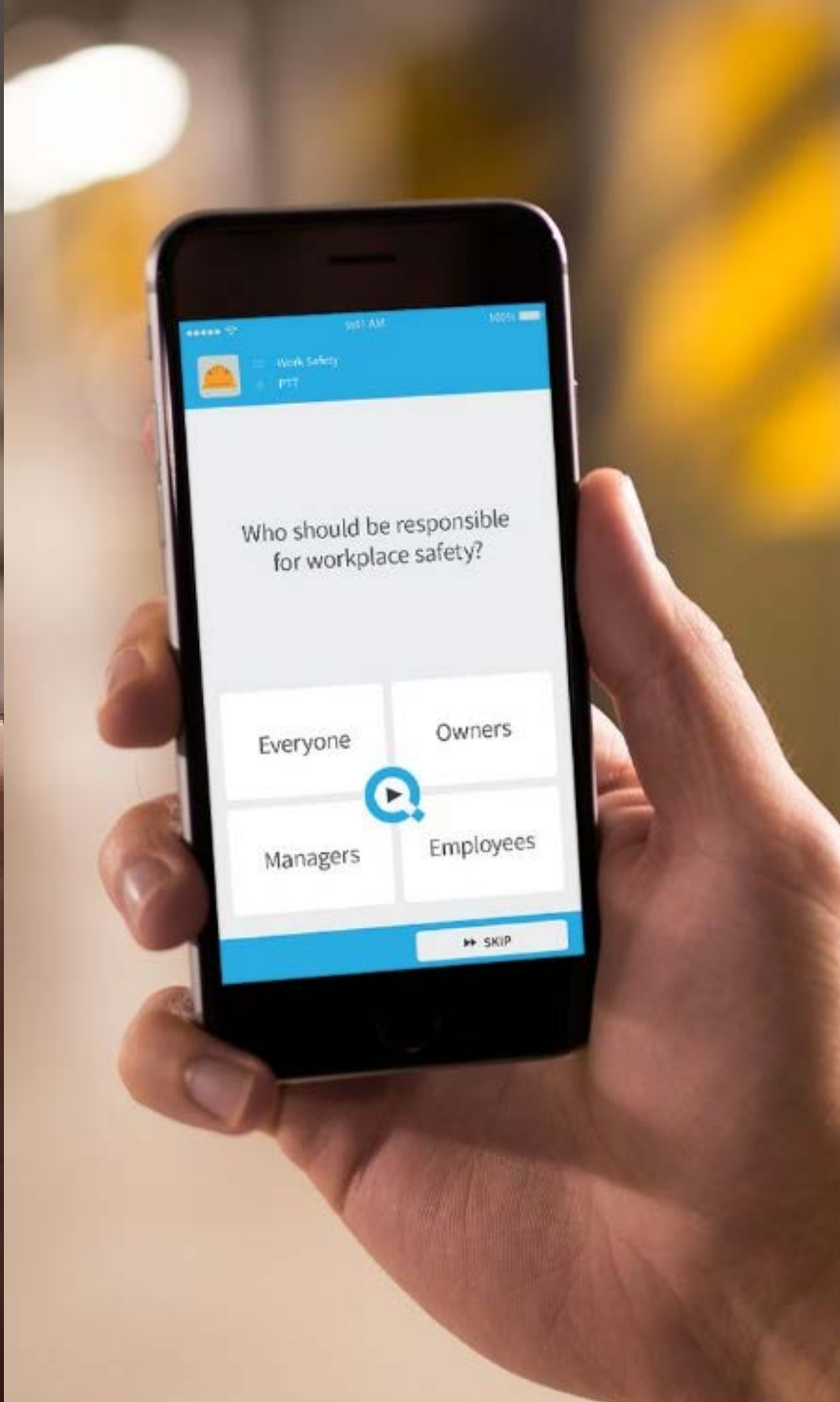
Anywhere and anytime

## MOBILE GAMERS IN MALAYSIA

**43%** are 21 - 35 years

**20%** are 35 - 50 years







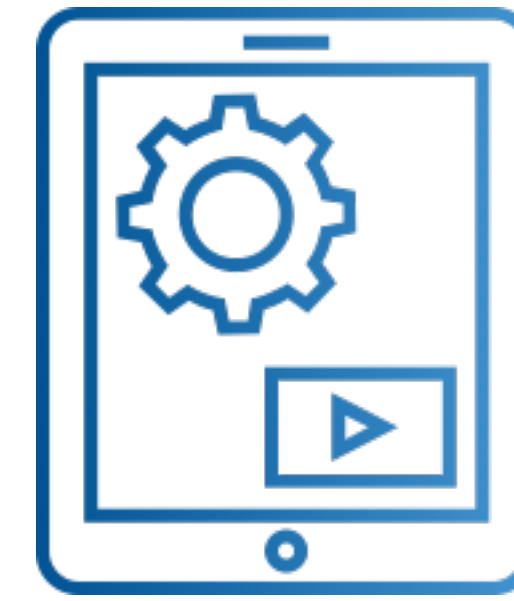
## SAVE

Designed to increase productivity and cost-efficiency by training faster and better. Spend your time and money where it is relevant.



## ENGAGE

Distribute new knowledge across your organisation in an interactive and engaging way while capturing the attention and new learning needs of millennial learners.



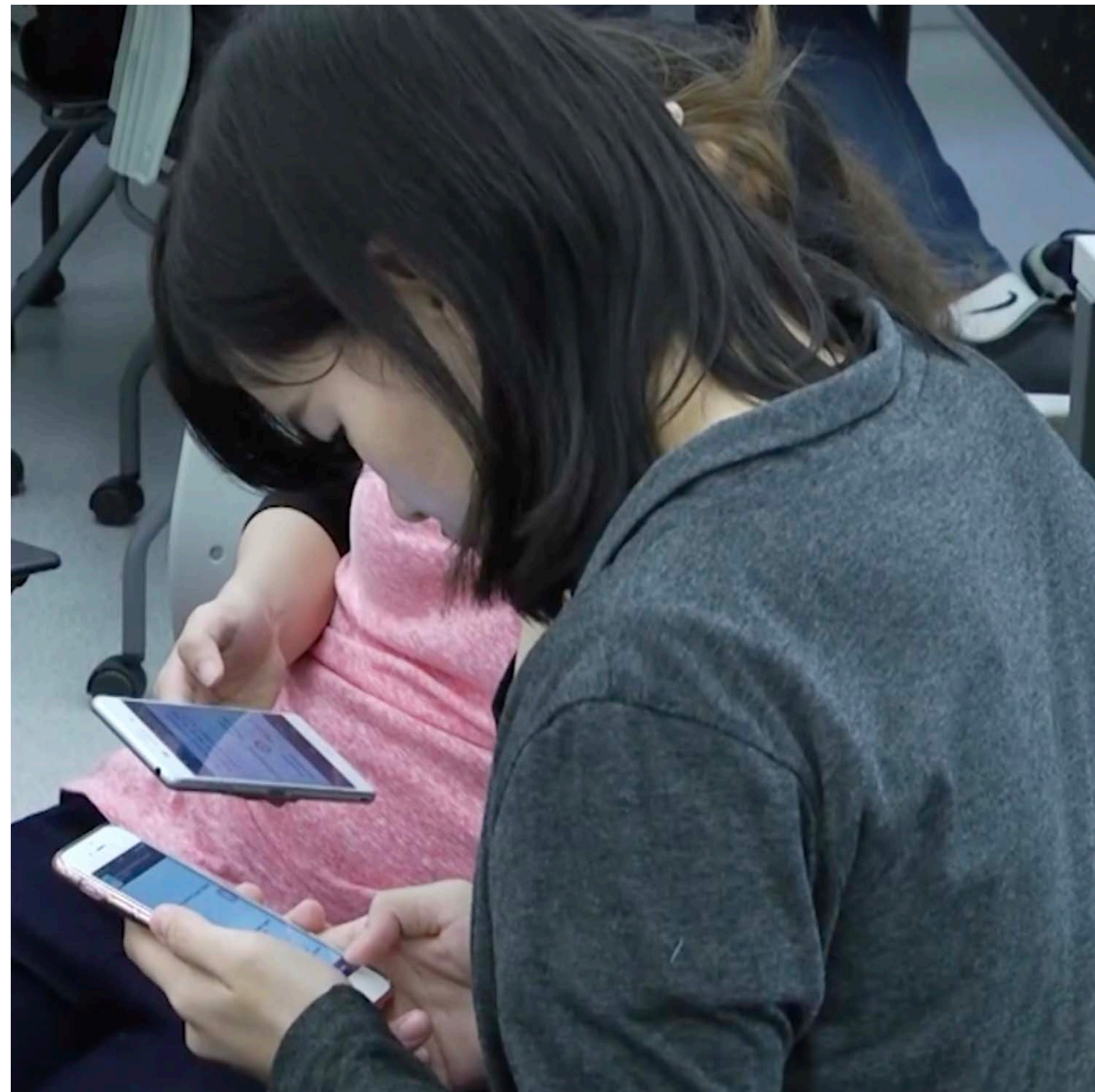
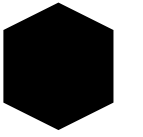
## MANAGE

Designed to increase productivity and cost-efficiency by training faster and better. Spend your time and money where it is relevant.



## SIMPLIFY

Microlearning lets you break your complex product and service knowledge into small digestible pieces without losing any meaning.



# BANGKOK UNIVERSITY

This year Bangkok University has rolled out Uniquizz in their  
new and creative MBI Program.

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# OVEC

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Together with OVEC and vocational education colleges we were able to improve students learning and make the life of teachers easier.



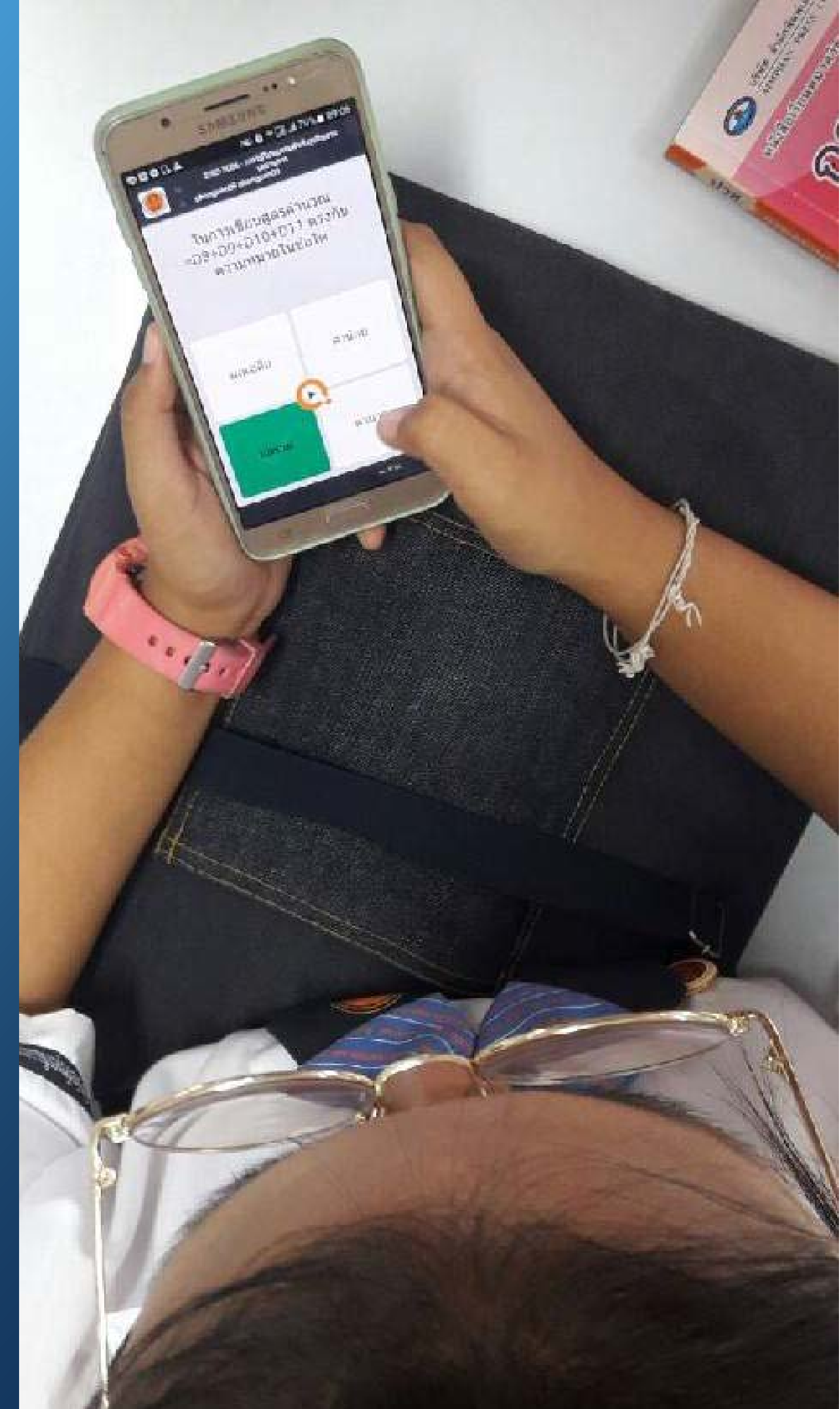
**389**  
students



**31,320**  
questions  
answered



**28**  
subjects





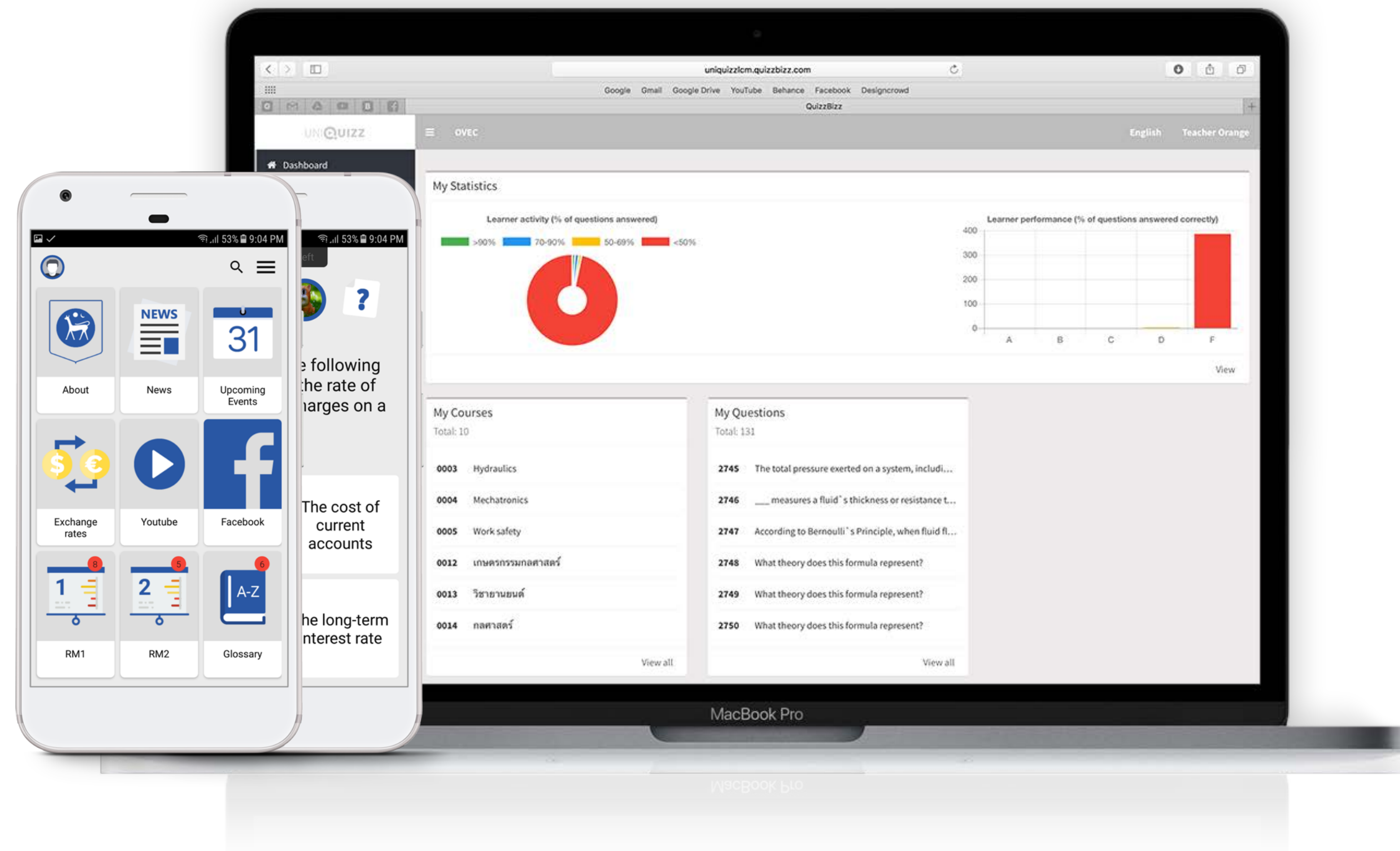
# TRIS CORP<sup>®</sup> APPLICATION

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TRIS Mobile Academy offers a solution for the constant learning needs of employees by transferring knowledge in a microlearning format and distributing repeatable practical information.



# UNQUIZZ



## MOBILE APP

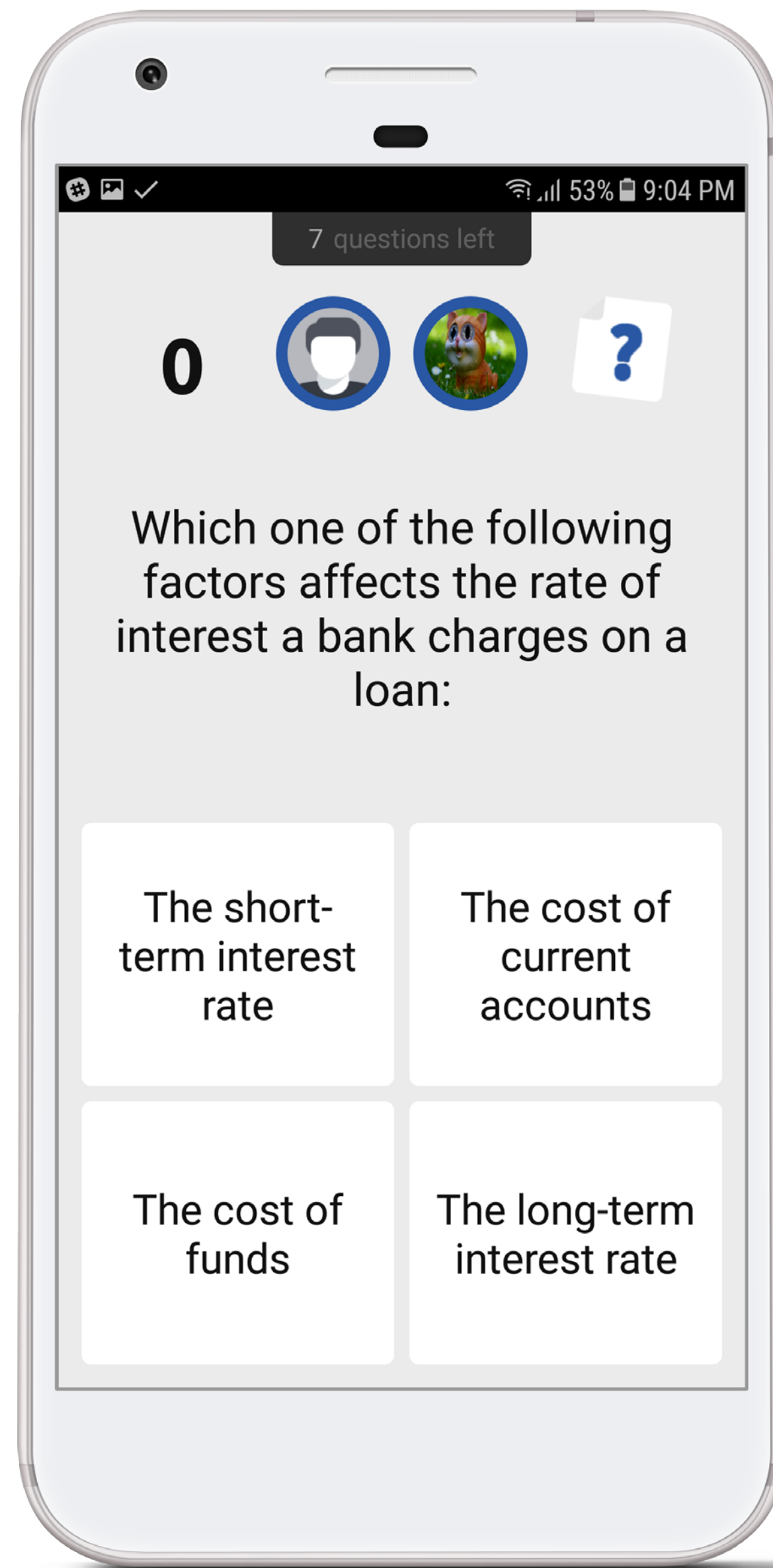
A mobile trivia game that mixes general content with individual content.

## LMS

A tool for supervisors to manage course content, track and monitor learners' knowledge and learning progress.

## BENEFITS

- Efficient
- Cost-saving
- Adaptive



# MOBILE APP

Uniquizz is an interactive and engaging knowledge assessment platform developed for modern learning behaviors



## ASSESSMENT

Users knowledge in selected topics is assessed by an engaging quiz gameplay



## REVIEW

Users can review their answers and get more information about the questions answered



## STATISTICS

Instructors are able to see statistics of every user of the application through the LMS



## DESIGN

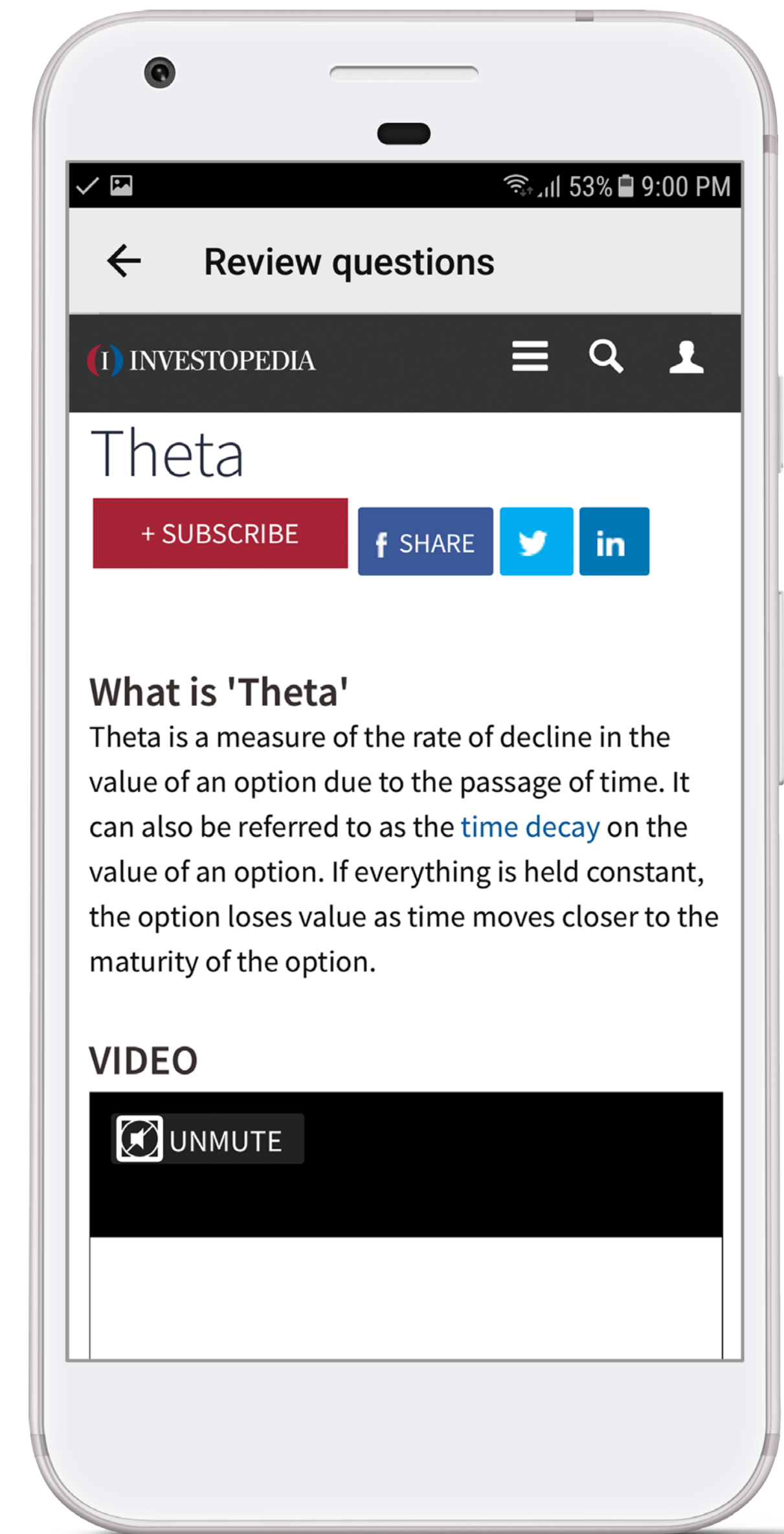
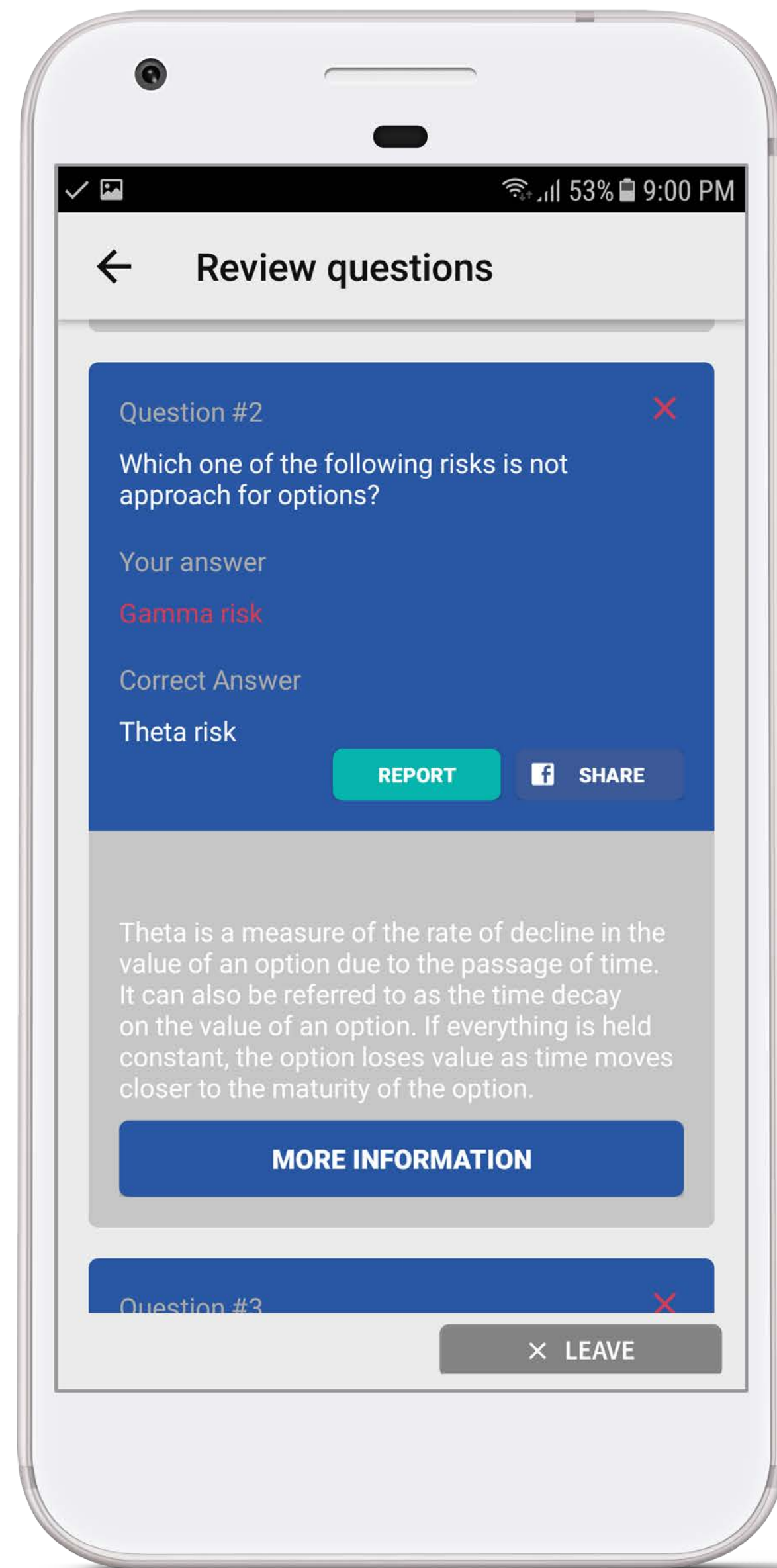
Uniquizz is customizable to the user thorough different themes

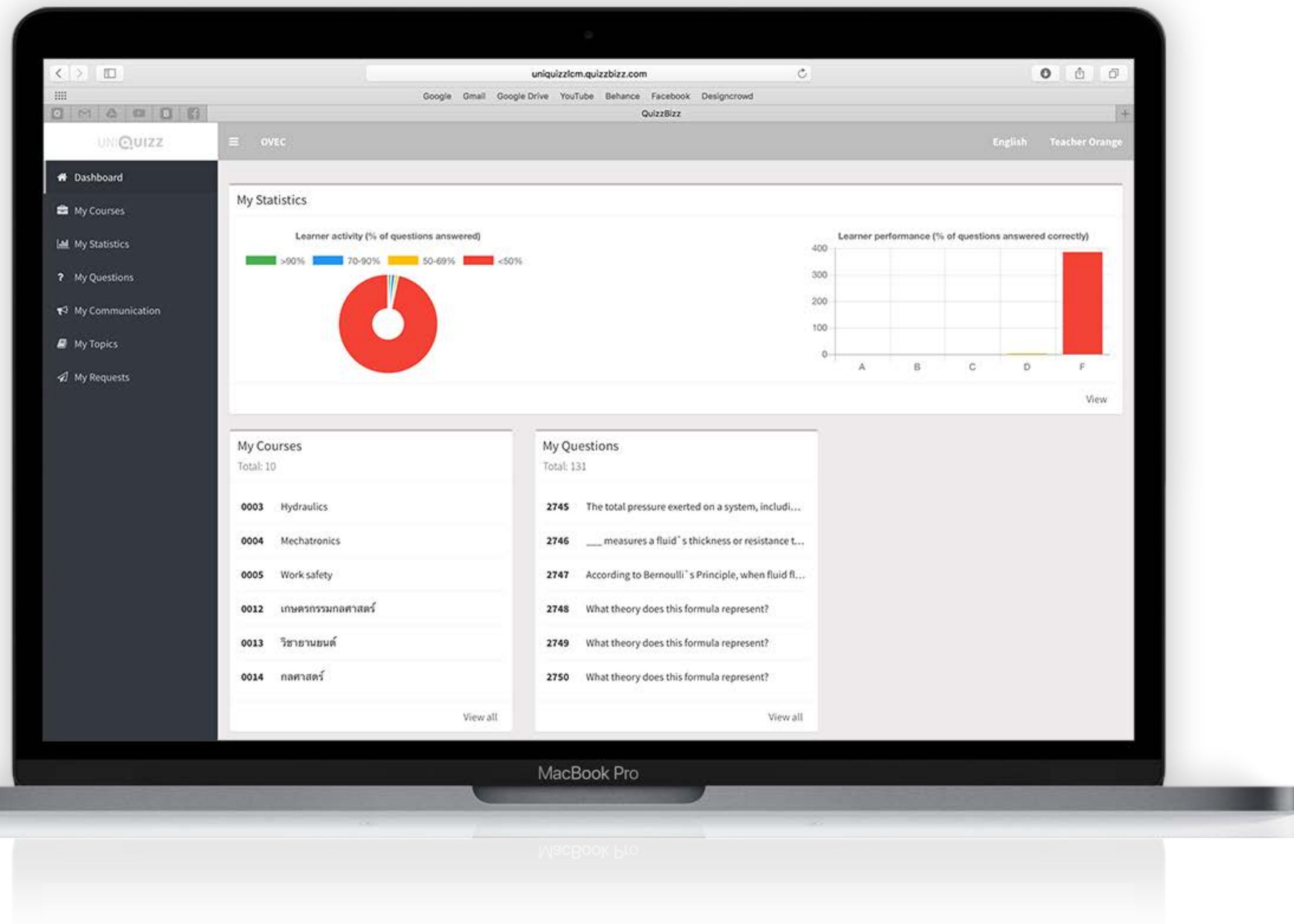
Individual and personalized

# LEARNING

The **right** information  
In the **right** format  
At the **right** time  
To the **right** person

Connect people in a COP based on knowledge





# LMS

The LMS gives trainers the possibility to



MANAGE TOPICS AND CONTENT



INTRODUCE SOURCES TO EVERY QUESTION



SHARE CONTENT WITH OTHER SUPERVISORS



VIEW STATISTICS OF LEARNERS IN REAL TIME



PUSH NOTIFICATIONS TO LEARNERS

# THE FUTURE OF TRAINING

## **PERSONALIZED LEARNING**

Personalized training is the future of corporate training

## **VIRTUAL COMMUNITIES OF PRACTICE**

Connecting employees, trainers and experts to share knowledge

## **MOBILE LEARNING**

Being on everyones favourite device is crucial for next generation training

## **MICROLEARNING**

Bite sized learning nugget to meet specific learning outcomes

## **MACHINE LEARNING**

Building courses based on the individual learner needs and connecting learners

## **AR & VR**

Augmented and virtual reality has the opportunity to create immersive learning experiences



# KASE3

KNOWLEDGE ASSESSMENT WORKSHOPS

**14TH MARCH 2018**

MATRADE, PERDANA HALL, LEVEL 6, WEST WING

Organised By :



In Collaboration With :



**Mesiniaga**

# THANK YOU!



# EXAMPLE ONE

## Service Industry

When employees in the service industry know more about their products, they are more confident to sell and they will provide a better service.



# EXAMPLE TWO

## Banking Industry

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The banking industry is facing challenges in the digital transformation. Knowledgeable employees will always be trusted, but how do we transfer knowledge in the 21st century?