

FUTURE OF HR & LEARNING: RE- ENGINEERING THE EMPLOYEE AND LEARNING EXPERIENCE



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Introduction

Organizations that redesign the employee and learning experience gain a lasting advantage in attracting and retaining talent. This Future of HR & Learning: Re-engineering the Employee and Learning Experience Training Course explores how HR and learning leaders can reshape workplace experiences using modern design principles and digital tools. Participants examine employee journey mapping, personalized learning pathways, and technology-enabled HR service delivery. Furthermore, the course connects experience design theory with practical implementation strategies that improve engagement and performance. As a result, attendees gain the confidence to lead transformation projects that place employees at the center of HR and learning strategy. This program suits professionals seeking to modernize workplace experience delivery.

Future of HR & Learning: Re-engineering the Employee and Learning Experience Course Objectives

- Define employee experience and its role in organizational strategy
- Apply employee journey mapping to identify key experience touchpoints
- Design personalized learning pathways using the 70-20-10 learning model
- Use Learning Experience Platforms (LXP) to deliver adaptive content
- Apply design thinking principles to HR service redesign
- Build digital employee self-service portals and workflows
- Integrate people analytics into experience improvement decisions
- Develop microlearning and blended learning strategies
- Apply human-centered design to onboarding and career development
- Build a practical roadmap for HR and learning transformation

Course Methodology



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- Interactive lectures on employee experience and learning design
- Case studies examining successful HR transformation projects
- Hands-on workshops applying journey mapping tools
- Group exercises building learning pathway prototypes
- Practical demonstrations of digital HR platforms
- Continuous feedback sessions to reinforce learning outcomes

Who Should Take This Course

- HR managers leading employee experience initiatives
- Learning and development professionals and trainers
- HR technology and digital transformation specialists
- Talent management and organizational development leaders
- People analytics professionals supporting experience design
- Senior HR leaders overseeing workplace modernization

Future of HR & Learning: Re-engineering the Employee and Learning Experience Course Outlines

Day 1: Foundations of Employee Experience

- Defining employee experience and its business impact
- Linking experience design to engagement and retention
- Introduction to employee journey mapping
- Identifying key moments that matter
- Overview of experience design frameworks
- Distinguishing employee experience from employee engagement



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- Case study: organizations leading experience transformation

Day 2: Reimagining Learning and Development

- Applying the 70-20-10 learning model
- Introduction to Learning Experience Platforms (LXP)
- Designing personalized learning pathways
- Microlearning and blended learning strategies
- Measuring learning effectiveness and engagement
- Aligning learning content with career development
- Practical exercise: designing a learning pathway

Day 3: Design Thinking for HR Services

- Introduction to design thinking principles
- Mapping HR service touchpoints and pain points
- Prototyping improved HR processes
- Applying human-centered design to onboarding
- Redesigning performance and feedback experiences
- Testing and iterating on HR service solutions
- Case study: design thinking in HR transformation

Day 4: Digital Enablement of HR and Learning

- Building employee self-service portals
- Automating routine HR transactions and workflows
- Using chatbots for employee support
- Integrating mobile-first learning solutions



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- Ensuring accessibility across digital HR tools
- Data privacy considerations in digital platforms
- Practical exercise: mapping a digital enablement plan

Day 5: Measuring Impact and Sustaining Transformation

- Applying people analytics to experience measurement
- Tracking engagement and learning effectiveness metrics
- Gathering continuous employee feedback
- Reporting transformation outcomes to leadership
- Building a culture of continuous improvement
- Sustaining momentum for long-term change
- Final workshop: presenting a transformation roadmap

Conclusion

By successfully completing the Future of HR & Learning: Re-engineering the Employee and Learning Experience Training Course, participants will have acquired practical knowledge of journey mapping, learning design, and digital enablement techniques that support modern HR delivery. Furthermore, learners gain the confidence to lead experience transformation projects across their organizations. As a result, participants return to their workplaces ready to strengthen engagement and learning outcomes. Gentex Training Center designed this program to connect experience design theory with practical, results-driven HR transformation.





FAQs

Q1 What is the "Future of HR & Learning: Re-engineering the Employee and Learning Experience" course about?

This course covers the redesign of employee and learning experiences using journey mapping, personalized learning models, and digital tools, helping professionals modernize how HR delivers value across the organization.

Q2 What are the key benefits of the "Future of HR & Learning: Re-engineering the Employee and Learning Experience" course?

Participants gain the ability to improve engagement, personalize learning delivery, streamline HR services, and support digital transformation, ultimately strengthening talent retention and organizational performance.

Q3 What skills will I gain from the "Future of HR & Learning: Re-engineering the Employee and Learning Experience" course?

Learners develop skills in employee journey mapping, learning pathway design, HR service redesign, and digital platform enablement, allowing confident leadership of experience transformation initiatives.



Q4 What tools, methods, or standards are covered in the "Future of HR & Learning: Re-engineering the Employee and Learning Experience" course?

The course covers employee journey mapping, the 70-20-10 learning model, Learning Experience Platforms (LXP), design thinking methodology, and people analytics tools used to guide HR transformation.

Q5 How is the "Future of HR & Learning: Re-engineering the Employee and Learning Experience" course applied in real-world practice?

Participants apply these concepts by mapping employee journeys, designing personalized learning pathways, building digital self-service tools, and measuring transformation impact within their own HR and learning functions.