

Frontline learning technology Capability Checklist

Looking for the right technology to enable your frontline? Use this list in conversations with your internal technology teams and your learning tech vendors to make sure you have the tools needed to foster a learning and support experience that fits how frontline work is done.

Reach your frontline workforce

- Choose Your Own Device (CYOD) hardware approach
- Adaptive streaming
- QR code access points
- Operations software integrations

1

Make learning simple

- Accessibility standards
- Language translations
- Common credentials
- Schedule awareness
- Consumer-grade digital experience
- Directed and self-directed options

2

Make learning valuable

- Personalized learning experience
- Adaptive learning capabilities
- Reinforcement tools
- Performance support tools
- AI-enabled digital assistant

3

Go beyond digital learning

- Hands-on job training tasks
- Digital and real-world evaluations
- Behavior observations
- Manager coaching tools

4

Get frontline workers to come back

- Integrated communications tools
- Manager goal setting tools
- Gamification tools
- Peer-to-peer social tools
- Rewards and recognition tools

5

[Contact us](#) for help or more information

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