

Using The 70/20/10 Model in Workplace Learning

CATEGORY	WORKPLACE EXAMPLES	KPIS TO TRACK
<div>On the Job Experience</div> <div>70%</div>	Leading or taking on a new project	<ul style="list-style-type: none">• Project outcomes and quality measures• Manager evaluations• Performance review data• Process improvement metrics• Before-and-after productivity comparisons• Error rate reduction
	Shadowing another dept	
	Job rotations	
	Launching a new process	
	Troubleshooting client issues	

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Social Learning 20%	Peer mentoring	<ul style="list-style-type: none">• Participation rates in peer/ mentor sessions• Quality of feedback exchanged• Collaboration frequency• Self-reported learning from peers
	Coaching sessions	
	Professional communities	
	Team debriefs	
	Knowledge exchanges	
	Cross-functional collaboration	

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Formal Learning 10%	Instructor-led training	<ul style="list-style-type: none">• Course completion rates• Assessment scores• Post-training knowledge checks• Certification achievement• Learner satisfaction ratings
	eLearning courses	
	Certification programs	
	Webinars, workshops, and conferences	
	Cross-functional collaboration	