






Learning in the Flow of Work: A Practical Guide


Technology is bringing learning closer to where work happens. With the advent of AI, learning in the flow of work is about enhancing performance.

What Is Learning in the Flow of Work?

Short, contextualized, and actionable learning that is seamlessly integrated into daily work.

 Microlearning moments: Small, digestible learning chunks.	 In-the-moment relevance: Support exactly when and where it's needed.	 Context-driven design: Learning built around real tasks.
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Learning in the flow of work is all about driving behavior change and performance improvement without taking people away from their work.

 Think "learn as you do," not "stop to learn."

Designing for Learning in the Flow of Work

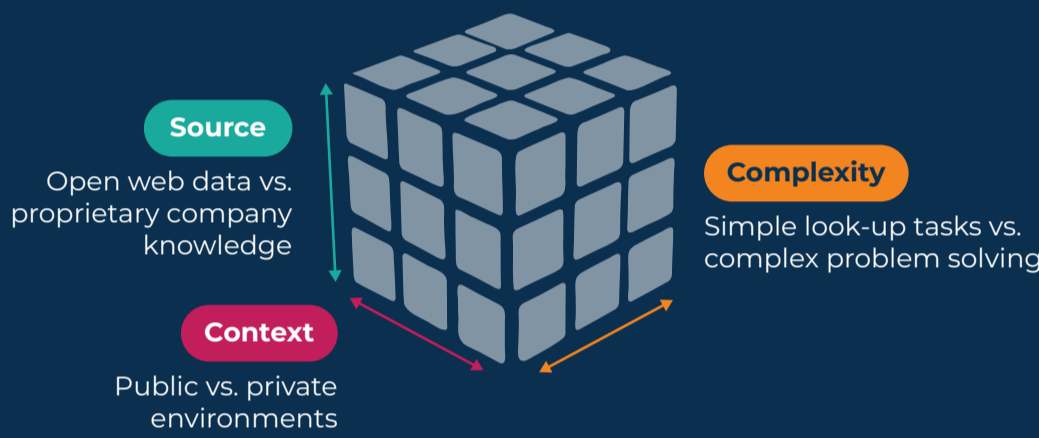
Know your audience and design with purpose, context, and performance in mind.

- 1 Understand the workflow:** Observe what people actually do.
- 2 Identify moments of need:** Diagnose where performance gaps occur.
- 3 Leverage existing content:** Reuse, remix, and reframe for just-in-time delivery.
- 4 Integrate with current tools:** Learning should show up where people work.
- 5 Balance depth and immediacy:** Nudge for performance vs. experience for mastery.

 Good design should feel invisible and support without disruption.

Matrix: Context, Complexity, and Source

Visualize learning as a cube of context, complexity, and source.



 This helps you map interventions to identify where, when, and how learning should appear.

The AI Advantage

From static training to adaptive performance enablement




AI is making learning more personal, precise, and practical.

With AI, you can:

- 1** Understand the learner's context and behavior
- 2** Deliver bespoke, up-to-date learning responses
- 3** Connect data signals to needs and learning moments
- 4** Sustain real-time performance ecosystems that evolve with the work

Balancing Learning Moments

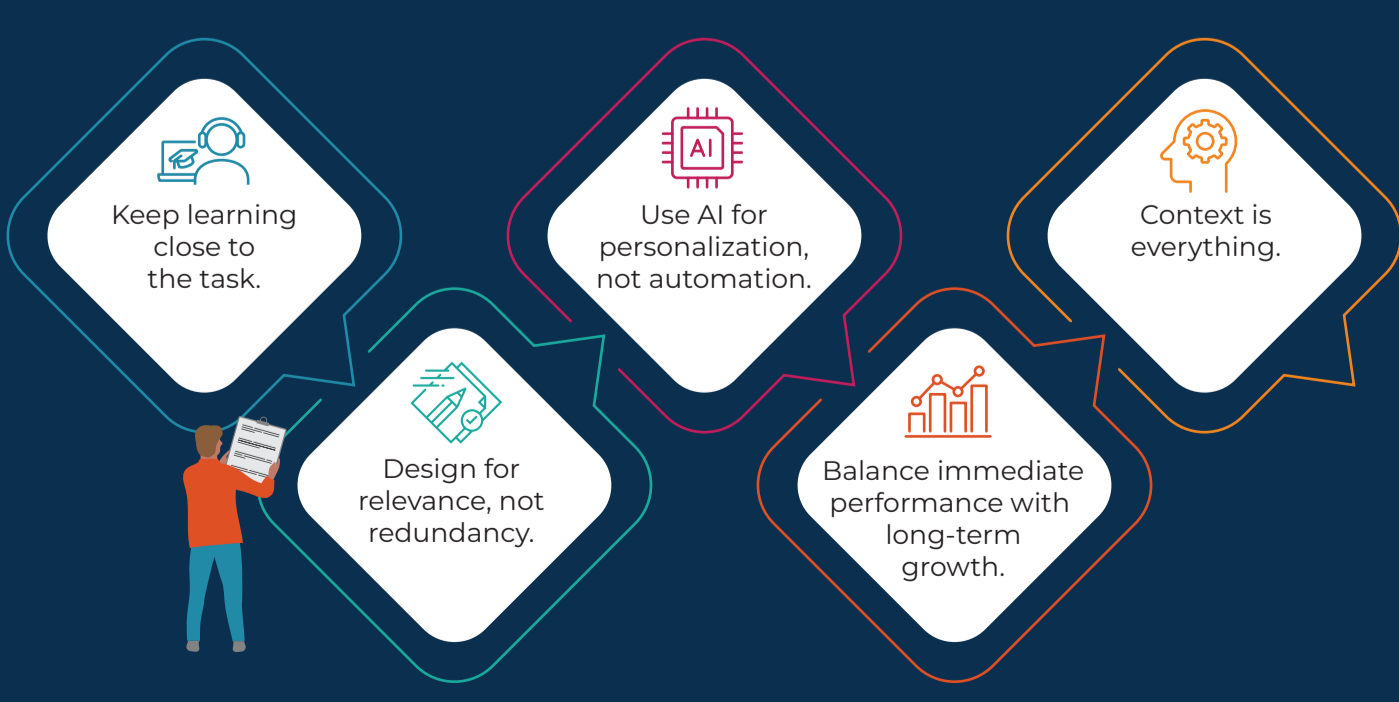
Learning Need	Approach	Example
Immediate performance support	Micro-nudge	Task tip pop-up
Skill reinforcement	Bite-size practice	5-minute video recap
Deep capability growth	Structured learning	Guided workflow challenge

 Combine "just-in-time" with "just-enough" and "just-for-me."

Design Principles for Learning in the Flow of Work



Five Takeaways for Learning in the Flow of Work



Get in touch with our leading experts to discuss your next learning initiative.