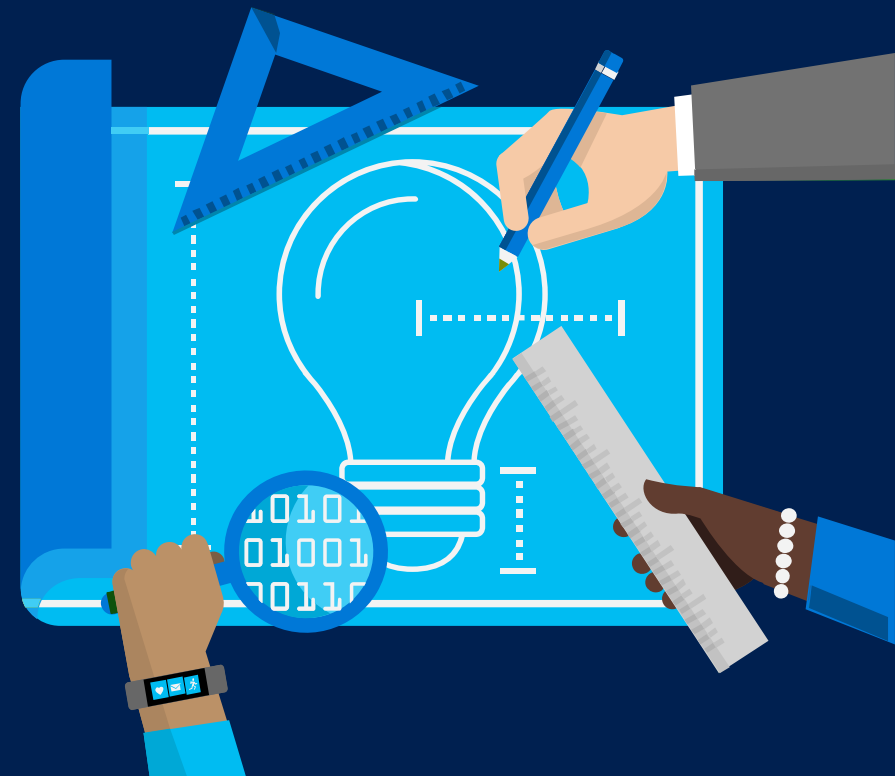**Microsoft**

Van know-it-all naar learn-it-all

Hoe geeft Microsoft zelf
vorm aan readiness van
135.000 medewerkers?

*Martin Diepeveen
maart 2019*

CHANGE IS THE NEW NORMAL ...

THE WORLD'S LARGEST HOTEL COMPANY OWNS **NO PROPERTY**

airbnb

3 BILLION MINUTES OF CALLS PER DAY WITH NO TELCO INFRASTRUCTURE

skype™

THE WORLD'S LARGEST SOCIAL MEDIA OWNER **CREATES NO CONTENT**

facebook

THE WORLD'S LARGEST MOVIE PROVIDER OWNS **NO CINEMAS**

NETFLIX

THE WORLD'S LARGEST TAXI COMPANY OWNS **NO CARS**

UBER

... TRANSFORMING THE WAY WE LEARN

THE WORLD'S LARGEST LEARNING PLATFORM HAS NO TEACHERS

Home Videos Playlists Channels

Learn English with BBC Learnin...

0:00 / 1:26

YouTube

THE WORLD'S LARGEST LESSON PROVIDER HAS NO CLASSROOMS

Once in a while...

N2 H3

Cell
DNA

H1

N1

KHAN ACADEMY

THE WORLD'S LARGEST NON-PROFIT REGISTERED COURSE PROVIDER HAS NO REGISTRAR

edX

THE WORLD'S LARGEST FOR-PROFIT ONLINE CERTIFICATION PROVIDER IS NOT ACCREDITED

coursera

THE WORLD'S FASTEST GROWING STUDENT LOAN REFINANCING GROUP IS NOT A BANK

SoFi

Mission   Empower every person and every organization on the planet to achieve more

Worldview   Intelligent cloud, intelligent edge

Solution Areas

Gaming

Modern life

Modern workplace

Business applications

Applications & infrastructure

Data & AI

Empowered Experiences
(Quality engagement)

Digital Transformation
(Quality consumption)

Culture

Growth mindset

Customer obsessed
Diverse & inclusive
One Microsoft

Make a difference

Leadership principles

Create clarity | Generate energy | Deliver success
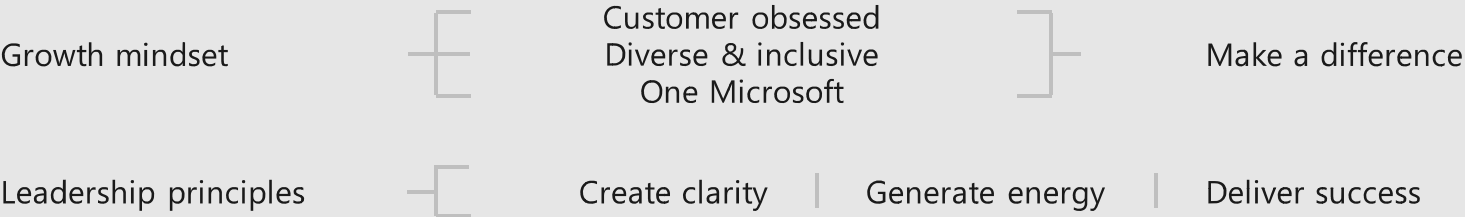
Confronting fixed mindset

Customer obsessed | Diverse & inclusive | One Microsoft

A growth mindset

"If there is anything perhaps that defines me the most, it is that I'm a learner."

"I sign up for more online courses than I can finish."

"I absolutely get energized by people at work and other people that set high standards, people who are constantly improving."

Satya Nadella | CEO, Microsoft

WHAT ARE THE RIGHT LEARNING MODALITIES IN A WORLD WHERE CHANGE IS THE NEW NORMAL?

DO YOU **KNOW** THE RIGHT INFORMATION?
DO YOU **HAVE** THE RIGHT SKILLS?

HOW **FAST** CAN YOU **FIND** THE RIGHT
INFORMATION & **ACQUIRE** NEW SKILLS?

Training Department

Social Learning Ecosystem

samen

delve

Teams met
microsoft
innovative
educators

perspectives

kennis

Coaching Mooc

intranet

voor lighe den

linkedin
learning

Microsoft
learn

zelf

Van know-it-all naar learn-it-all

FIXED   MINDSETS   GROWTH

Technical Skills Initiative – Generalist Trainings

TSI Requirement: ~10 hours

3 Business Achievements (launch Feb 2019)

Completion expected by May 31, 2019 or within 90 days of notification

Description:
After completing these achievements, you will understand how Microsoft solutions enable digital transformation. You will have a basic overview of solutions, how to identify digital transformation opportunities, and how to get the most business value from cloud solutions.

Skill areas targeted:
- Digital transformation
- Business value prop
- Opportunity identification

Microsoft Azure Business Achievement
"Learn the business value of Microsoft Azure" on Microsoft Learn

7 Modules

Time to complete (approximate): 5 hours

Knowledge Check follows each module

No final exam

No 'test out' exam prior to taking

No pre-study/ preparation needed

MODULES
- Welcome to Azure
- Introduction to Azure Solutions
- Apps & Infra migration & modernization
- Data Estate migration & modernization
- Artificial Intelligence
- Internet of Things
- Cloud Operating Model

Microsoft Dynamics 365 Business Achievement
"Learn the business value of Microsoft Dynamics 365 and the Power platform" on Microsoft Learn

14 Modules

Time to complete (approximate): 2.5 hours

Knowledge Check follows each module

No final exam

No 'test out' exam prior to taking

No pre-study/ preparation needed

MODULES
- Welcome to Microsoft Dynamics 365
- Introduction to Business Applications
- Enabling Digital Transformation
- Introduction to Dynamics 365 Applications and Power Platform
- Dynamics 365 for Sales
- Dynamics 365 for Marketing
- Dynamics 365 for Customer Service
- Dynamics 365 for Field Service
- Dynamics 365 for Finance & Operations
- Dynamics 365 for Retail
- Dynamics 365 for Talent
- Business Central
- Power Platform
- Microsoft Runs on Trust: Security, Compliance & Privacy

Microsoft 365 Business Achievement *
"Modernize your workplace with Microsoft 365 and Surface for Business" on Microsoft Learn

13 Modules

Time to complete (approximate): 2.5 hours

Knowledge Check follows each module

No final exam

No 'test out' exam prior to taking

No pre-study/ preparation needed

MODULES
- Welcome to Modern Workplace
- Introduction to Microsoft 365 & Surface for Business
- Do your best work with Microsoft 365
- Work as a Team with Microsoft 365
- Work across your organization with Microsoft 365
- Teamwork in Microsoft 365
- Connect and communicate with Microsoft 365
- Get more from Microsoft 365 with Surface
- Deploy & Manage your Modern Desktop with Microsoft 365
- Protect Your Enterprise with Microsoft 365
- Meet your Compliance Obligations with Microsoft 365
- Power Platform
- Get Up & Running Quickly with Microsoft 365

* NOTE: Microsoft 365 Business Achievement coming late February 2019. Subject to change.

Microsoft Azure Artificial Intelligence (AI) strategy and solutions

59 min remaining • Module • 7 Units

★★★★★ 4.7 (217)

This module provides an overview of Azure AI and demonstrates how Microsoft tools, services, and infrastructure can help make AI real for your organization, whether you want to unlock insights from your latent data with knowledge mining, develop your own AI models with machine learning, or build immersive apps using AI. More Info

Overview ∧

Introduction to Azure Artificial Intelligence

10 min

Knowledge mining

12 min

Machine learning

10 min

Apps and agents

15 min

AI impact and ethics

6 min

Knowledge check

4 min

Summary and resources

2 min

Course Overview

Congratulations, you are enrolled to start the 5-week online course next week!

Coaching is an essential leadership skill, but many of us struggle with what it means, and how to coach effectively. This course will challenge you to bring the best out of your employees and drive business performance through the application of game-changing coaching techniques.

Unlock the course

STEP 1: Take the coaching questionnaire (required).
Before you start the course, we want to know a few things about your current coaching practice. Start the 5-minute questionnaire here.

STEP 2: Unlock the course.
Once you've responded to the short questionnaire you will be granted access to the course. It's recommended you bookmark the course URL once you've unlocked it so you can return to the course directly.

STEP 3: Start earning points by reviewing the course overview videos and content.
The course overview section contains all the important course materials you'll need to get started, including introductory videos, the course calendar, completion requirements, as well as your course OneNote.

THREE WAYS THIS TRAINING WILL SURPRISE YOU

Watch this video to learn about how the course works and why it might be a little different than other online courses you've taken.

Welcome to The Coaching Habit!

Where you will learn the skills and techniques you need to improve your leadership skills.

CLICK HERE

Who is Michael?

Video 1:05 min

Michael Bungay

You'll have a group to help you.

To facilitate this process, we've put you into a group of coaching partners. The members of your group are:

Participant	Name	Email
1	Joris Haverkort	JOHAVE@microsoft.com
2	Lara Pille	LAPILLE@microsoft.com
3	Laura Nuhaan	LANUHAAN@microsoft.com
4	Martin Diepeveen	MADIEP@microsoft.com
5	Maud Zaal	MAZAAL@microsoft.com

Each week you will pair with a different member of your group to complete the activity. Here are your suggested pairings. Of course, you can work with your group to adapt this schedule, but this will help you get started.

Week 1		
The First Three Questions		
1	with	2
3	with	4 & 5

Week 2		
The Next Four Questions		
2	with	3
4	with	1 & 5

Week 3		
Forming a Habit		
3	with	4
5	with	1 & 2

Week 4		
Impact, Growth, and Coaching		
4	with	5
1	with	2 & 3

Week 5		
Gaining Mastery		
1	with	5
2	with	3 & 4

Learning

Skills ∨   Products ∨   Sales Support ∨   Manage My Boards

Search Learning 🔍   Resources ∨   General

Learning > Learning

Need help? ···

1 COURSE(S) CURRENTLY DUE

Required Training

🖥 Field Service Incident Playbook Training

Available: Now
Due: 31 MAR 2019
Time: 30min
Status: not started
Assigned by: Discipline Owner

🖥 Role Based Compliance Training: After the Fact Discounting

Available: Now
Due: 30 APR 2019
Status: not started
Assigned by: Field Governance Council

View all

⊣ ⤷

Recommended Training

15 course(s) recommended

👤 FY17 Lab One Learning Journey and Learning Extension for FY18

Status: In Progress

FastStart FY19 H2

Hear from Judson and Jean-Philippe as they speak about the opportunities and key priorities for H2.

🔗 Get Started

⊣ ⤶ ···

Welcome to LinkedIn Learning

in LEARNING

Now all employees have access to LinkedIn Learning, the personalized

MyRole

Get clear, role-based learning expectations and targeted learning paths that build technical, professional, and industry capability. If you're an AE, TSP, ATS, CSA or sales manager aligned to EOU or you'd like to leverage the learning for these roles, you can find guided learning for every stage in your career from onboarding to continuous development.

In Microsoft Services? Learn more about your role-based learning.

🔗 Explore MyRole Onboarding

🔗 Explore MyRole Continuous Development

📙 MyRole Overview

📄 Preview (3)   ⊣ ⤶ ···

Technical Skills Initiative (TSI)

Every day, you are leading the digital transformation of our customers and partners and helping us deliver against our company mission. Your ability to do this great work is fueled by your growth mindset and ongoing professional development. To support you, we designed the Technical Skills Initiative (TSI), a role-based approach to learning that delivers a set of technical certifications and achievements.

🔗 Get Started

⊣ ⤶ ···

Ask Learning Support (Beta)

Education

Empowering Digital Transformation in Education

Microsoft can help education institutions digitally transform to engage students, empower educators, optimize institutions and transform learning.

🗁 Learn about the FY19 Education Strategy
25 Jan 2019 | Internal Users

🗁 Tune in to the Education Podcast on Stream
20 OnTheGo Education podcasts on Stream
18 Feb 2019 | Internal Users

🗁 Check out podcast resources
20 OnTheGo Education Industry page
18 Feb 2019 | Internal Users

🗁 Education Marketing
Find education marketing materials, including the Storybook, Campaign assets, customer-ready decks, demos and leave-behinds, and post-sales documentations and programs.
25 Jan 2019 | Internal Users

📄 Preview (4)   ⌁ ⤳ ⋯

What's Trending

🗁 Education Industry Teams site

🗁 Microsoft Education blog

🗁 Yammer for Microsoft Education

🗁 Follow Microsoft in Education Twitter

🗁 Follow Microsoft in Education LinkedIn

📄 Preview (5)   ⌁ ⤳ ⋯

Education Hot Topics Calls

🗁 Inclusive Classroom and OneNote Edu

🗁 Windows7 EOS

🗁 Azure for Education Update

🗁 Higher Education Update

🗁 Access the full Hot Topic Call Archive

📄 Preview (5)   ⌁ ⤳ ⋯

Anthony's Education Industry Update

VP of Worldwide Education Anthony Salcito works with educational institutions and partners globally to optimize their use of technology.
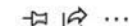
�W Read Anthony's bio

�W Education Industry Publications

�W Education Industry Trends

🗁 Follow Anthony on Twitter

🗁 Follow Anthony on his blog

📄 Preview (5)   ⌁ ⤳ ⋯

Continue Your Learning

🗁 Ready FY19

🗁 Learn Education Industry Fundamentals

🗁 LinkedIn Learning

🗁 edx courses for Education

K-12 Education Transformation Framework (ETF)

An effective, flexible platform for education transformation grounded by research from academics, experts, and policy makers.

Education Transformation Framework for Higher Education (ETF)

For digital transformation to be effective, an institution must carefully analyze, design, develop, implement and evaluate their plan for change.

Library ▾

🔍 Search for skills, subjects or software

🏠 Home   🕐 In Progress   🔖 Saved   👤 Me ▾

IN PROGRESS

Teaching with Technology
2h 30m

See all (3)

▶

You have no saved content

SKILLS YOU FOLLOW

2

Stay sharp on Writing

‹ Previous   Next ›

Ninja Writing: The Four Levels of Writing Mastery
By: Shani Raja

14,496 viewers   🔖

Writing with Impact
By: Tom Geller

8,431 viewers   🔖

Writing a Proposal
By: Judy Steiner-Williams

36,052 viewers   🔖

Writing a Research Paper
By: Judy Steiner-Williams

23,041 viewers   🔖

Trending on LinkedIn Learning

‹ Previous   Next ›

Martin Diepeveen (madiep) ⌄

SR INDUSTRY SOLUTIONS MGR (Reports to Emily Glastra)

Home   My Feedback ⌄   My Connects ⌄   My Team ⌄

Request feedback

Ask your colleagues or direct reports to share their perspective with you.

Requests will be sent directly to your colleagues or direct reports.

Watch a 3-minute video to learn more about Perspectives, our new approach to feedback.

Colleagues   Direct Reports

Seek input from people with a wide variety of backgrounds and whose views you may not have heard before. Both you and your manager will be able to view all responses. Responses are not anonymous to help fuel our learning culture.

Search for colleagues

Find an employee or intern...   🔍

Autosave ⬤ On

Possible providers to consider powered by Microsoft Graph

Show more ⌄

Emily Glastra
PUBLIC SECTOR LEAD
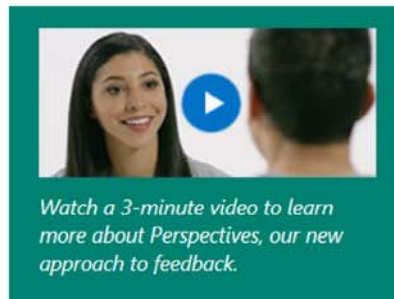
Johan Verweij
ENT CHANNEL MGR

Julian Kreuk
PRINCIPAL SOLUTION SPEC

Marita Jonase
COMMERCIAL EXECUTIVE EDU

Yvette Lansbergen
SR COMM MGR