

Terms and Buzz Words

Action Learning. Challenges workers to find solutions on the job, learning as they go.

Adaptive. Referring to technology and content that adjust to match the individual person and situation.

Augmented reality. An enhancement of the environment that provides learning by overlays and additional inputs of information and knowledge.

Content. What's being learned, information. If it doesn't cause change, it's not information. The challenge is how to get the right content to right person, at the right time. This involves media choice (e.g., paper versus on-screen), speed, delivery cost, relevance, learner motivation, and other factors.

Convergence: The most prevalent theme of the future, in which technologies merge to create new technologies, and professional skills merge to create new professions. Within this context, the previously disparate and independent activities of learning, working, capturing knowledge, and the management of their sum total become one activity; see learnativity.

Dynamic content. Real-time, current, up-to-the second information, delivered in response to immediate needs, and personalized to the individual.

ERP. Enterprise Resource Planning. An ERP system encourages enterprise-wide reengineering as it integrates information technology processes across a company's divisions and departments.

Explicit knowledge: Know-how and information that has been expressed and is available to others; opposite of tacit knowledge.

Info Mapping, also referred to as Process Mapping, is the process of bringing to the readers attention the most important information first. There is also a training and consulting company called Information Mapping that offers courses relating to this topic. They are located at www.infomap.com

Informal/formal learning. Formal learning occurs in a class, a seminar, a self-study course, or other environment that is generally recognized as a learning event. Informal learning is all other learning that occurs; it is also known as "working" and "living."

Information object: The smallest useful piece of information that can be used and re-used, such as an illustration, a question, a definition, a procedure, or a sound.

Infrastructure: A management matrix that enables individuals to learn with the support of technology that provides dynamic content.

Knowledge economy: An economy that is driven by Ideas and knowledge, rather than material resources; an economy in which the keys to job creation and higher standards of living are innovation and technology embedded in services and manufactured products. In this economy, risk, uncertainty, and constant change are the rule, rather than the exception. The raw resources of the knowledge economy are information, and people with the skills to continuously convert information into new knowledge, products, and services through innovative thinking.

Learnativity: A way of being that incorporates learning and working in an integrated system of performing tasks, capturing information, managing knowledge, and learning, all leading to the creation of new knowledge. Individual and organizational effectiveness depend not only on learning better, faster, cheaper but through the consistent application of learning, combined with creativity, flexibility, and paying close attention to the right things. This site introduces you to resources that support that learnativity notion. Learn more at <http://www.learnativity.com>.

Learning object: A collection of information objects assembled using metadata to match the personality and needs of the individual learner. Multiple learning objects can be grouped into larger assemblies and they can be nested within each other to form an infinite variety and size. Therefore, there is typically a specified hierarchy of object groupings.

Learning. The process of gaining knowledge or information; ascertaining by inquiry, study, or investigation; acquiring understanding of, or skill, as in learning the way; learning to dance; learning the truth about something.

Metadata: A simple term for a powerful concept, metadata is most easily defined as information about information. One of the most common examples is that of the information in libraries' card catalogues. That content is metadata. Another example is the information on any packaged food item that tells you what is inside, to who makes it, and a full breakdown of every part of the contents. Metadata learning standards are for the categories or "elements" for all the information you would want for every "learning object" or content out there and having an agreed upon standard set of metadata elements so that the person or system receiving this information can read and understand.

Microtization: The trend of computers and other technology to get smaller, eventually reaching the point of being virtually invisible to those using them.

Pattern template: A design for the assembly of information that reflects predictable patterns gleaned from previous observations of usage, behavior, and learning. They capture the underlying principles and best practices of a particular task and use these to assemble and

deliver the right learning objects to the right person at the right time.

Performance support. Learning opportunities technologically embedded in work to provide dynamic content.

Performance. The goal of work related learning; productivity; results.

Personalization. The practice of tailoring learning content to the learner's background, style, previous knowledge, etc.

Predictive technology: Intelligent technological resources that learns as it is used and can provide information "just in time" by anticipating the needs of the user based on previous behavior.

Skills gap: The gap between the skills you should know but don't yet and those you have already mastered.

SPIN comes from Neil Rackham's book, SPIN Selling. SPIN stands for "situation," "problem," "implication," "need."

Standards: Specifications approved by open, accredited standards body. Learning Standards include those covering learner profiles, course sequencing, course interchanges, and learning object metadata, such as those from the IEEE Learning Technology Standards Committee (LTSC).

Tacit knowledge: Know-how and information possessed by an individual that has not been made available to others. Opposite of explicit knowledge.

Transparence: The quality of technology to be useful without requiring attention or maintenance; the ability to perform a function as necessary without fuss or conscious effort on the part of the individual requiring the task to be done. When technology is transparent, the individual can "look through it" to focus completely on the task.