LTIMindtree's Learning Promenade Powers Business Solutions

LTIMindtree

Best Use of Social Collaborative Learning

November 2024

Brandon Hall Group
HCM Excellence Award

LEARNING AND DEVELOPMENT
GOLD
2024

Company Background

LTIMindtree is a global technology consulting and digital solutions company that enables enterprises across industries to reimagine business models, accelerate innovation, and maximize growth by harnessing digital technologies. As a digital transformation partner to more than 700 clients, LTIMindtree brings extensive domain and technology expertise to help drive superior competitive differentiation, customer experiences, and business outcomes in a converging world. Powered by 81,000+ talented and entrepreneurial professionals across more than 30 countries, LTIMindtree — a Larsen & Toubro Group company — combines the industry-acclaimed strengths of erstwhile Larsen and Toubro Infotech and Mindtree in solving the most complex business challenges and delivering transformation at scale. For more information, please visit https://www.ltimindtree.com/.

LTIMindtree

Company-at-a-Glance	
Headquarters	**Mumbai, India**
Year Founded	**1996**
Revenue	USD 4.4 Billion
Employees	**81,000+**

Global Scale (Regions that you operate in or provide services to)	Americas, Asia Pacific, Middle East, Europe, Africa
Customers/Output, etc. (Key customers and services offered)	700+ Customers in the areas of Banking & Financial Services, Communications, Media & Entertainment, Energies, Utilities, Healthcare, Hi-Tech, Insurance, Life Sciences, Manufacturing, Retail & CPG, Travel, Transport & Hospitality providing services in Cloud & Infrastructure, Consulting, Customer Success, Low Code, Cyber Security, Data & Analytics, Digital Engineering, Enterprise applications, Platform Operations, RPA and Quality & Engineering.
Industry	Technology Consulting Company
Stock Symbol	LTIM (NSE)
Website	https://www.ltimindtree.com/

Budget and Timeframe

Budget and Timeframe	
Overall budget	USD 75K
Number of (HR, Learning, Talent) employees involved with the implementation?	10
Number of Operations or Subject Matter Expert employees involved with the implementation?	60
Number of contractors involved with implementation	0
Timeframe to implement	6 months
Start date of the program	Feb'24

Fit to the Needs

In today's ever-evolving, disruptive working landscape, the need to stay relevant, competitive, and transformation-ready has been more significant than ever for

organizations and employees alike. Critical thinking, creativity, and complex problem-solving have become some of the most in-demand skills required to shape the future of work.

At LTIMindtree, learning is a fundamental pillar that strengthens our ability to learn, experiment, and thrive in a dynamic and ever evolving world, thus, creating a culture of continuous learning.

The Learning Promenade initiative celebrates this culture of learning at LTIMindtree through various contests crafted with the intention to nurture and celebrate knowledge sharing & learning in the organization at large by -

- providing unique learning opportunities to associates to gain new skills & knowledge,

- encouraging a creative mindset to experiment and think out of the box,

- spotting the right talent within the organization,

- coaching & mentoring by leaders and subject matter experts,

- enhancing collaboration and teamwork to create a sense of shared purpose,

- showcasing the learning business impact

Overview

Under the larger brand of Learning Promenade, 2 uniquely curated contests were implemented to ignite and nurture the creative and innovative minds in LTIMindtree -Hack2Future Contest, Learning Rally Contest, along with the Learning Experience Portal.

Hack2Future Contest - Hack2Future is a competitive hackathon where participants solve real-world business challenges and unearth ground-breaking solutions leveraging cutting-edge technologies that promise significant value for LTIMindtree and its esteemed clientele.

Learning Rally Contest - Learning Rally aims to highlight the impact of learning on real-world business cases. In this contest, participants from various business units compete to showcase the unique learning journeys and experiences that impacted the business and helped achieved customers' confidence.

Learning Experience Portal – A new horizon for learning, creativity, and collaboration at LTIMindtree. This portal is designed to take the learning

experience to the next level, moving beyond conventional methods to offer a holistic, engaging, and immersive journey.

Design of the Program

A. Hack2Future Contest –

A platform that showcases brilliant minds from varied backgrounds, unravelling real-world business challenges and deep dive into the world of possibilities, where technology, innovation, and creativity converge to shape a better future.

Hack2Future is envisioned as a holistic and comprehensive journey, intertwined with learning opportunities from industry and technology experts, coaching sessions, and exclusively curated learning packages**.**

Hack2Future 3-Dimensional Framework -

The Hack2future 3-Dimensional framework is designed to foster problem-solving, critical-thinking while maximizing business value.

1. Focused Problem Solving: Participants tackle specific and well-defined real-world business challenges meticulously selected by the Senior leaders from various business units.

2. **Enhanced Learning Engagement:** Participants were engaged in hands-on learning, collaborating with like-minded peers, subject matter experts, mentors to enhance their skills and knowledge. This learning integration provides the participants with valuable technical insights, tools, and resources.

3. **Building a Culture of Innovation:** Hack2Future promotes fostering a culture of innovation by encouraging participants to adopt design thinking principles and storytelling techniques to develop compelling narratives that resonates with audiences and inspire action.

B. Learning Rally Contest -

The Learning Rally Contest design provides a holistic view of learning on the ground, by enabling the synergy between delivery implementation, internal collaborations, and partnerships to deliver effective results to the customers.

4 Pillars of the Learning Rally Contest:

1. Delivery – Focuses on how well learning outcomes are translated into practical applications within the business, leading to better outcomes for the customer.

2. Competence Development Partners - A key pillar to the learning ecosystem that connects the Shoshin School team to the business to create tangible value for service lines and delivery organizations through skilling initiatives.

3. Learning Business Partners – Drives the key learning initiatives across business units to ensure effective implementation and measure the impact.

4. Human Resource Business Partners – Focuses on ensuring that workforce development aligns seamlessly with the company's overall human capital strategy.

C. Learning Experience Portal -

The Learning Experience Portal embraces a holistic, engaging, collaborative and immersive experience that empowers every user to thrive and grow.

Portal Design & Features -

1. The portal design to be an experience, visually stunning, and user-friendly interface.

2. Created an emotional connection to evoke the curiosity and excitement with interesting features throughout.

3. Focuses on fostering collaboration, social interaction and knowledge sharing among learners by facilitating online discussion forums and microblogging experience.

Delivery of the Program

Hack2Future Contest Execution -
The Hack2Future contest was executed into three main phases -

Phase 1 - Challenge Identification and Solution Proposal Submission: The business challenges were sourced directly from our business units, carefully selected, and designed as a blueprint to create significant value for LTIMindtree and its clients.

This year, we received **43 unique business challenges** from our Delivery and Practice Units**. Fifty-one percent** of these challenges were proposed by team members in client-facing roles. Of these, **our Centre of Excellence teams** have **shortlisted 16 business challenges** for their potential to leverage futuristic and cutting-edge technologies.

58 Teams, 250 participants across various competencies, business units and locations registered for the contest. Of these, **17 teams, 103 participants** submitted the valid solution approaches with the support from **29 experienced Tech Gurus and qualified to Phase-2.**

Phase 2 – Implementation and Solutioning in 48-Hour Code2Solve: The Top teams shortlisted from Phase 1 came together for a 48-hour non-stop, Code2Solve – an intense in-person event. The Code2Solve phase emphasizes collaboration, creativity and rapid prototyping to transform ideas into tangible solutions.

Held in **three different LTIMindtree locations** simultaneously – **Mumbai, Bangalore and Kolkata,** wherein **17 teams, 103 participants** battled against the clock to create a minimum viable product under the guidance of the mentors and tech gurus.

The Code2Solve phase was enabled with meticulously planned ecosystem in collaboration with multiple functions – Shoshin School, Business Units, IT Team, Administration, Human Resource Partners, Travel & Accommodation, Procurement and People Shared Services to deliver a one-of-a-kind experience to the participants.

1. IT Infrastructure – A robust infrastructure that provided participants with the essential tools and resources needed throughout, such as, Virtual Machines enabled with development environment including cutting-edge software, seamless internet connectivity without any technical hindrances.

2. Leader Connects – LTIMindtree Senior leaders and Centre Heads inaugurated the event and encouraged the participants. Various Business Unit leaders connected with the participants and provided with valuable insights.

3. Connect with Business Challenge Authors – The participants directly connected with the business challenge authors. This interaction was pivotal aspect of the contest to ensure alignment between participants and the challenge authors. Participants understood the background of the challenges, including the context, scope, desired outcomes, etc.

4. Mentoring & Coaching Sessions – Participants were introduced to the Tech Gurus who were seasoned professionals with technical expertise in relevant domains. The tech gurus helped the participants with practical guidance on coding, technologies, best practices to enhance their solution effectiveness. In addition, story coaches were also assigned to help the participants in crafting compelling narratives and effectively present the value and impact of their

solutions to the jury.

5. Fun Zones – Recognizing the importance of balance and well-being, designated fun zones were provided to the participants to recharge and rejuvenate.

Phase 3: Jury Presentations to CXOs: At the culmination of the Hack2Future contest, Top 5 teams shortlisted from Phase 2 presented their hacks to a jury of executive leaders and other senior leaders.

The Top 5 teams showcased their MVPs, highlighting the problem-solving approach, technical innovation, and business value of their solutions.

The jury evaluated presentations based on the criteria such as feasibility, scalability, and potential business impact on the organization. Top 3 Winning teams were announced along with a Trophy and Cash Prizes.

Learning Rally Contest Execution –

The Learning rally contest was executed in three rounds -

1. Round 1 – Launch & Call for Learning Story Submissions: Learning Rally Contest was launched to LTIMindtree inviting learning story submissions showcasing business impact created through unique learning journeys that aided business units gain customer confidence.

Overall, **65 teams, 203 participants** registered for the contest submitted the learning journeys designed for their respective groups emphasizing on the learning objective, methodologies, best practices, focused capability building, and business impact to the organization. Of these, 30 teams were shortlisted after screen evaluation by the Learning Rally core team and thus, qualified for Round 2.

2. Round 2 – Panel Presentation: The shortlisted teams presented the learning success stories to a pool of panel members comprising of senior leaders across various business units. The evaluation criteria followed by the panel was based on –

- Story content and relevance,

- Business story impact to the organization,

- Team participation

3. Round 3 – Grand Finale: The top 10 teams shortlisted from Round 2, presented their learning success story to the panel comprising of Business & Function Heads during web broadcast to a wider audience of LTIMindtree.

Top 3 Winning teams were announced with a cash prize.

Learning Experience Portal -

The experience portal was developed in a phased approach, in collaboration with the Enterprise IT team. Cross-functional teams worked together seamlessly, combining expertise from IT, Shoshin School, Design and user experience team to create a cohesive and integrated platform.

Features of Collaboration and Engagement-

1. Social Learning Communities: The portal fosters a vibrant community where learners can share knowledge, exchange ideas, and support each other's growth. Discussion forums, microblogging space encourage connections and collaboration.

2. Distinct Event Pages: The portal is a one-stop solution for all the event details. All the event pages like hack2Future, learning Rally Contest are designed with specific themes, features, and interactivity, where LTIMindtree associates can stay up to date with all the happenings of the events under one roof.

3. Gamification: Gamification elements such as live leaderboards, voting options and display of business challenges inject an element of fun and motivation into the learning experience. It includes features that allow associates to engage with the content, such as liking, commenting, or sharing.

4. Wall of Fame: The portal is enabled with a platform for showcasing and celebrating the accomplishments of winners of the Hack2Future Contest, Learning Rally Contest, fostering a culture of appreciation, recognition, and excellence. Each associate featured on the wall of Fame have their profile displayed in detail.

Change Management Efforts

1. Branding & positioning with Senior leadership – Establishing the Learning Promenade initiative's brand identity and positioning it effectively with senior leadership was challenging amidst the integration process, where multiple initiative competed for attention.

A proactive communication strategy was adopted to articulate the value proposition and its alignment with the organizational goals. Engaging business

unit heads in continuous dialogues and leveraging them as catalysts helped in reinforcing the vision and relevance of the initiative at an organizational level.

2. Getting the buy in from various stakeholders – Securing buy-in from various stakeholders, including leaders, project managers, competence development partners, human resource partners were crucial for the success of the Learning Promenade initiative.

A stakeholder communication plan was developed to identify the key stakeholders, created and customized opportunities for participation as well as included stakeholders to contribute to the initiative's design and implementation.

3. Getting the right business challenges for the Hack2Future Contest and Learning Stories for the Learning Rally Contest – With a merged entity where organizational priorities and dynamics were evolving getting through the right stakeholders and the business challenges and stories was challenging to address.

However, a collaborative approach with the business heads, competence development partners, learning business partners helped in conducting focused group discussions with various groups to identify the pressing business challenges as well as the learning impact stories.

Measurable Benefits

1. Bringing an element of learning – Learning is embedded into the fabric of this initiative. Integrating learning components in each of the contests and providing an experience portal for continuous engagement gives an edge to the learners in LTIMindtree to collaborate, engage, and discover an experiential journey.

The participation of LTIMindtree associates in the contests to involvement of the leaders as catalysts, speakers, mentors, technical coaches, panel members demonstrate the celebration at an organizational level.

2. Socializing the Top 3 solutions of the Hack2Future Contest – The socializing process fosters collaboration, encourage cross-functional dialogue, and opens avenues for further development of the solutions highlighting the potential business value for the organization and its clientele.

3. Spotting Top Talent – Learning Promenade initiative provides a platform to the LTIMindtree associates to showcase their skills, talents, and achievements in a visible and tangible way. By participating in these initiatives, associates get increased visibility and recognition of leaders. On the other hand, leaders from various business units spot the right talent coming from varied backgrounds.

3. Transforming Solutions into Real-time Projects – The top 3 solutions from the Hack2future contest holds the potential to be transformed into real-time projects with tangible business impact. It demonstrates a commitment to employee-driven innovation and fosters culture of continuous learning and growth.

4. Opportunity to Learn & Practice New Skills – The Hack2Future contest provide participants with a unique opportunity to learn and practice new skills in virtual environments, collaborate to ideate, prototype, and develop solutions. It provides a perfect platform to the associates to engage in hands-on learning and expand their technical capabilities.

5. Showcasing Business Impact Stories - The Learning Rally Contests provides a platform to showcase how learning journeys translate into measurable outcomes for the customers and the organization at large. It also reinforces the importance of continuous learning and demonstrates the impact made to the customers.

We believe that the collective outcomes from these initiatives will significantly help in generating business value for some of our key customers from our business units.

Overall

1. Enthusiasm and High Learning Spirit: The Learning Promenade initiative served as a platform for participants to demonstrate high level of enthusiasm and curiosity to learn and explore. The Hack2future participants demonstrated eagerness to work with latest technologies indicating a strong learning spirit and problem-solving skills.

2. Commitment & Dedication: Throughout the Code2Solve phase of the contest, participants exhibited a remarkable level of commitment and dedication in the 48-hour non-stop hackathon. They went the extra mile, investing time and effort to develop innovative solutions.

Future Outlook -

Based on the key findings of the initiative, the future outlook for the Learning Promenade initiative is promising and exciting.

1. Building a Talent Pool: The success of the Hack2Future Contest highlights the potential of the platform to serve as a talent pool for identifying and nurturing top talent within the organization with a passion for innovation and technology.

2. Fostering Collaboration and Continuous Learning: The Learning Promenade initiative will serve as a catalyst for fostering collaboration and culture of continuous learning within LTIMindtree.

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