

**Transform your Organization**  
**Cognitive Quotient**  
First Learning Intelligence Program





# Why do you need to transform your Enterprise's CQ now?

## Digitized learning is not enough

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The learning interaction between the learner, machines, systems, and processes needs to be digitized. The interplay between these interactions enriches the learner's journey to Mastery.

## Units of Intelligence cannot be disintegrated

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Enterprise's codified knowledge resides within the learner, machines, systems, and processes. These units have to work in tandem as a single unit of intelligence.

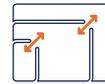
## Cookie-cutter learning is obsolete

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One module cannot work for all. Learning Organizations have to explore personalized and adaptive learning pathways.



# How can you transform the Enterprise CQ?



## Multiply the Learning Potential.

More learners gaining Mastery is the goal. Multiplying an organization's learning potential is a constant that smarter learning organizations have added to the equation of Enterprise Capital.



## Collaborative Collective Intelligence

Collaborative Collective Enterprise Intelligence among organizations has gained global acceptance, driving the 'new normal'. It is not just to do with humans who contribute to the knowledge capital, now machines, processes, and systems are also a part of it.



## Mastery Learning Network

Cognitive Quotient (CQ) is directly associated with employee turnover. Increased CQ reduces churn and vice versa. It also has an impact on the quality of work which further affects the experience delivered to your end customer.



**Multiply** the Learning Potential.

**Build** Intelligent Organizations.



**Engage** with the Mastery Learning Network.



# A Learner's Journey to Mastery

Pre-Mastery

Few people reach the mastery levels



Learning as an AI Service



Assisted by virtual instructor **CHENU**



Post-Mastery

More people make progress towards achieving mastery





# Why FLIGenie?



## Learner-centric

Using the 'Nudge model', inspired by Nir Eyal's HOOKED, the learner's learning experience is personalized, engaging, and measurable. This scientific method engages the learner with triggers & rewards.



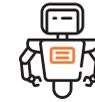
## Return on Value

The platform adds 25% efficiency on the 7% revenue. The return on value derived from the Mastery Network has a direct positive impact on the learner, resource team, processes, culture, and organizational knowledge.



## Designed for appreciating human capital

The platform aids to increase productivity, improve quality, and make transition more efficient. These enhancements are a result of increased Cognitive Quotient which further reduces churn, and appreciates human capital.



## Future-Proof with Learning as an AI service

Delivers Learning as an AI service\* for all stakeholders, aided by technology that encourages a culture of Collaborative Intelligence (between machine and humans).



## Validated & Tested Platform

280,000 learners used the platform which created 40 million pathways that drove an average of 24% learning outcome.

\*Learning as an AI service includes domain structure analysis, maintaining and improving outcome, generating recommendations, predicting grades and outcomes, and learner modelling that encourages Collaborative Intelligence.

# FLI's value addition to the Mastery Learning Network

## Your Customer

They also gain transparency of the state of knowledge of every assigned resource. Your customers experience seamless change management with the mastery learners delivered as the best resource pool.



## Learner

The learner takes the path of customised adaptive learning which is self-paced and exclusive to each learner. FLI Genie provides continuous access to assisted, shared, and dynamic knowledge, driving results of mastery.



## Organizational System

Achieves Collaborative Collective Intelligence between humans, machines, systems, processes, and other learning entities. Results in increased value of human capital derived from 25% of efficiency on 7% spend.



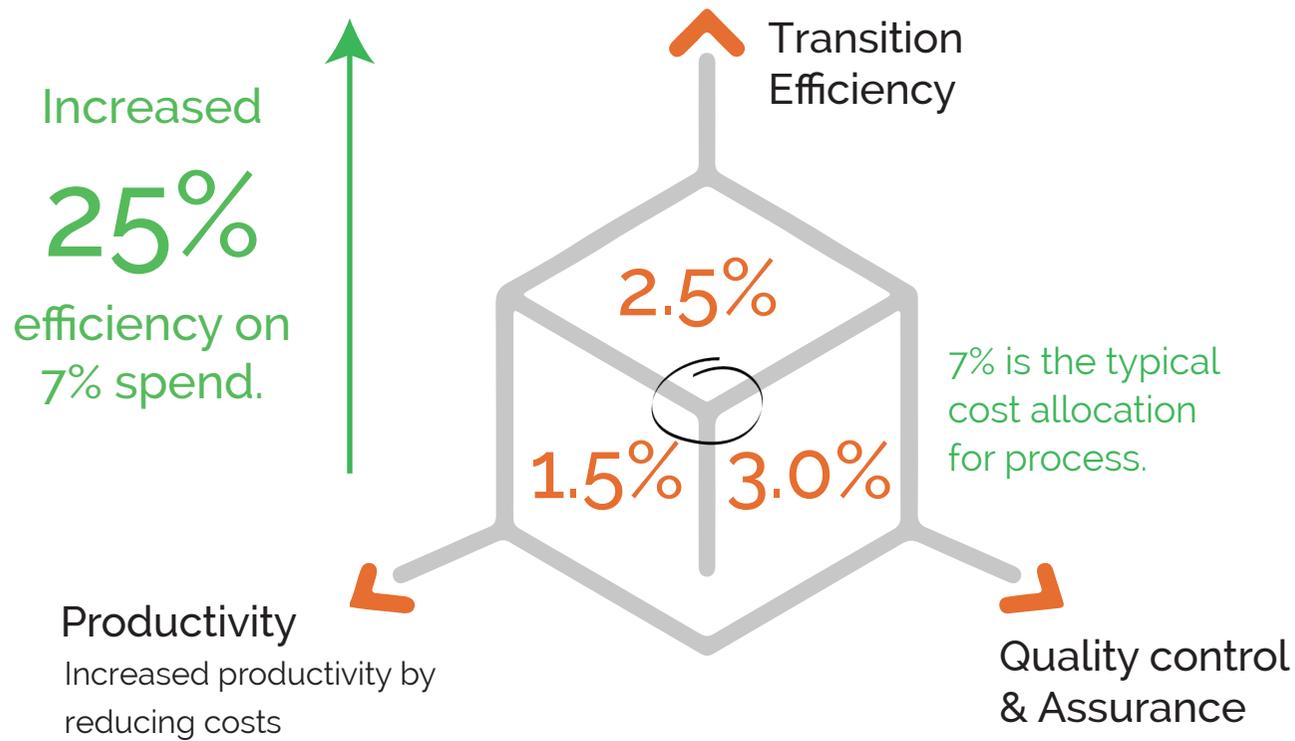
## Knowledge Managers

L&D managers gain a bird's eye view of competency and knowledge mastery among learners. Get access to insights about enriched resources and learning impact on every individual and feedback to the trainer. With FLI Genie, they can benchmark the mastery of every learner against their peers and the industry as a whole.



# The Mastery Network Impact

Organizations building a Mastery Learning Network experience an improved efficiency of 25% across L&D, QA + QC, and transition.



The Mastery Learning Network that binds the organizational knowledge ecosystem has a direct impact on the revenues, productivity, efficiency, resource quality, and friction-free transition.



- Reduced Costs
- Increased Revenues



# Bringing the Mastery Learning Network to enhance your Organizations Cognitive Quotient.

Productivity | Quality | Transition Efficiency

# Your Customers

FLIGenie is designed to deliver seamless change management for your customers with transparency about the state of knowledge of shared resources



## Productivity

Access to a rich pool of human resources who have transitioned into mastery of customized customer-product knowledge.



## Quality

Promotes consistency of approach in training content, delivery process, and support. Allows customers to know the quality of each resource.



## Transition Efficiency

Reduced time for resources to learn and orient with the customer knowledge base.



# Organization & Your Business

FLIGenie is designed to add 25% efficiency on 7% of your costs. Derived from increased employee productivity, improved efficiency, better quality, and friction-less transition.



## Productivity

More people progress towards Mastery, building the Enterprise capital which otherwise resides among teams, machines, systems, and processes. Shortens Learning Cycles, accelerating Enterprise knowledge capital enrichment.



## Quality

Improves employee competency by 3% while nurturing, enhancing, improving the 'Collaborative Intelligence' within the organization.



## Transition Efficiency

Uplifting the Collaborative Intelligence, the platform drives seamless transition (change management). 2.5% of improved transition efficiency.



# Learners (Employees)

FLIGenie is a learner-centric platform that allows every learner to identify the learning pace and caters to their exclusive learning needs, eliminating human bias existing within hierarchies.



## Productivity

Designed to success and achieve mastery. Continuous access to knowledge with mobility and assisted bot - Chenu.



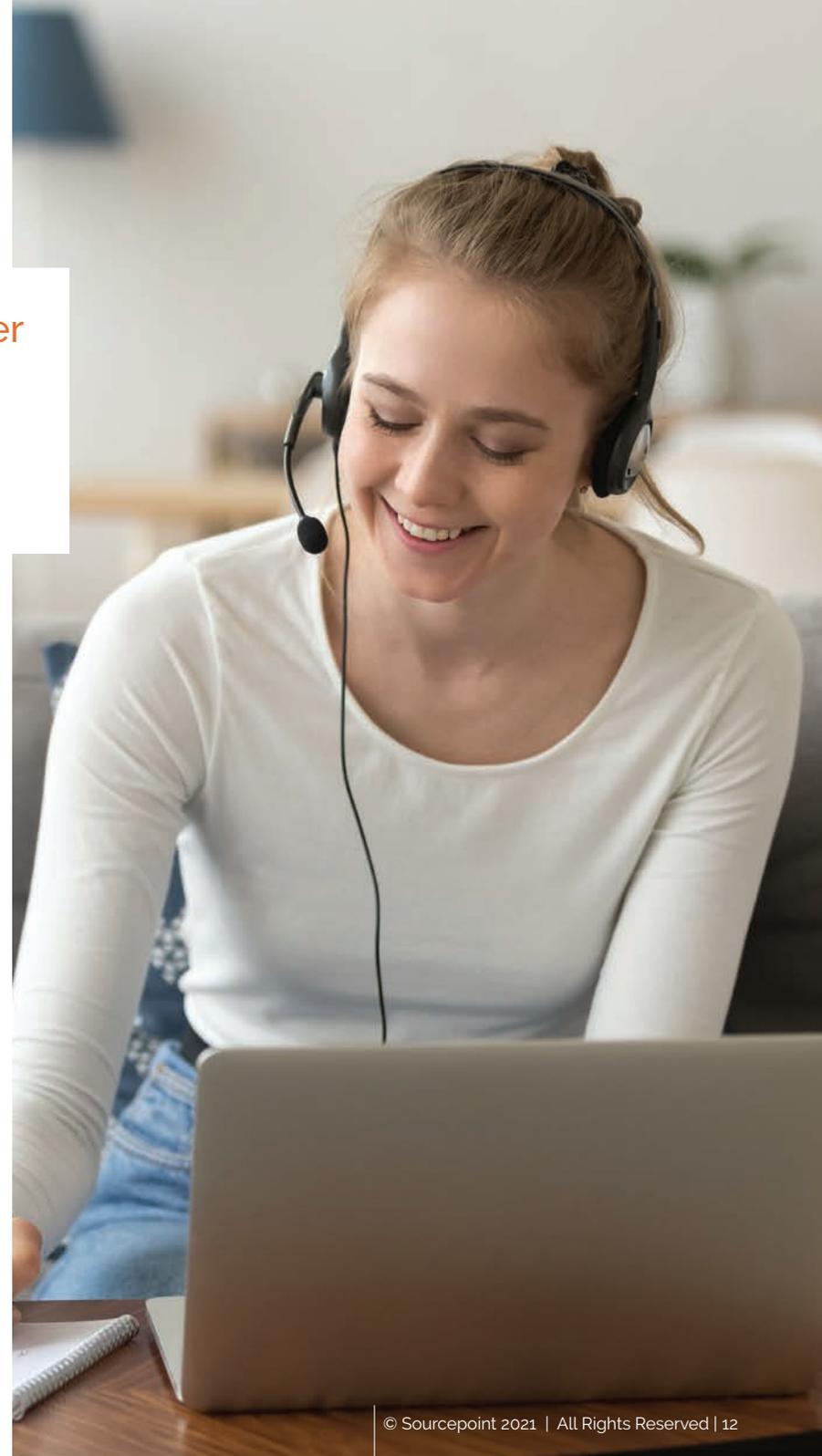
## Quality

Transparency in measuring Mastery quotient of each learner, batch, and organization's average.



## Transition Efficiency

Self-paced, shared knowledge bank with practice exercises, grades, analytics, and customized recommendations.



# Knowledge Managers (L&D)

FLIGenie encourages L&D teams and knowledge managers to provide precise recommendations to the teachers and go beyond the design of apprentice model. It lets you focus on creating effective content, locating the learner, and placing them in the appropriate task.



## Productivity

The platform encourages L&D to go beyond the design of apprentice model. Continuous Knowledge delivery.



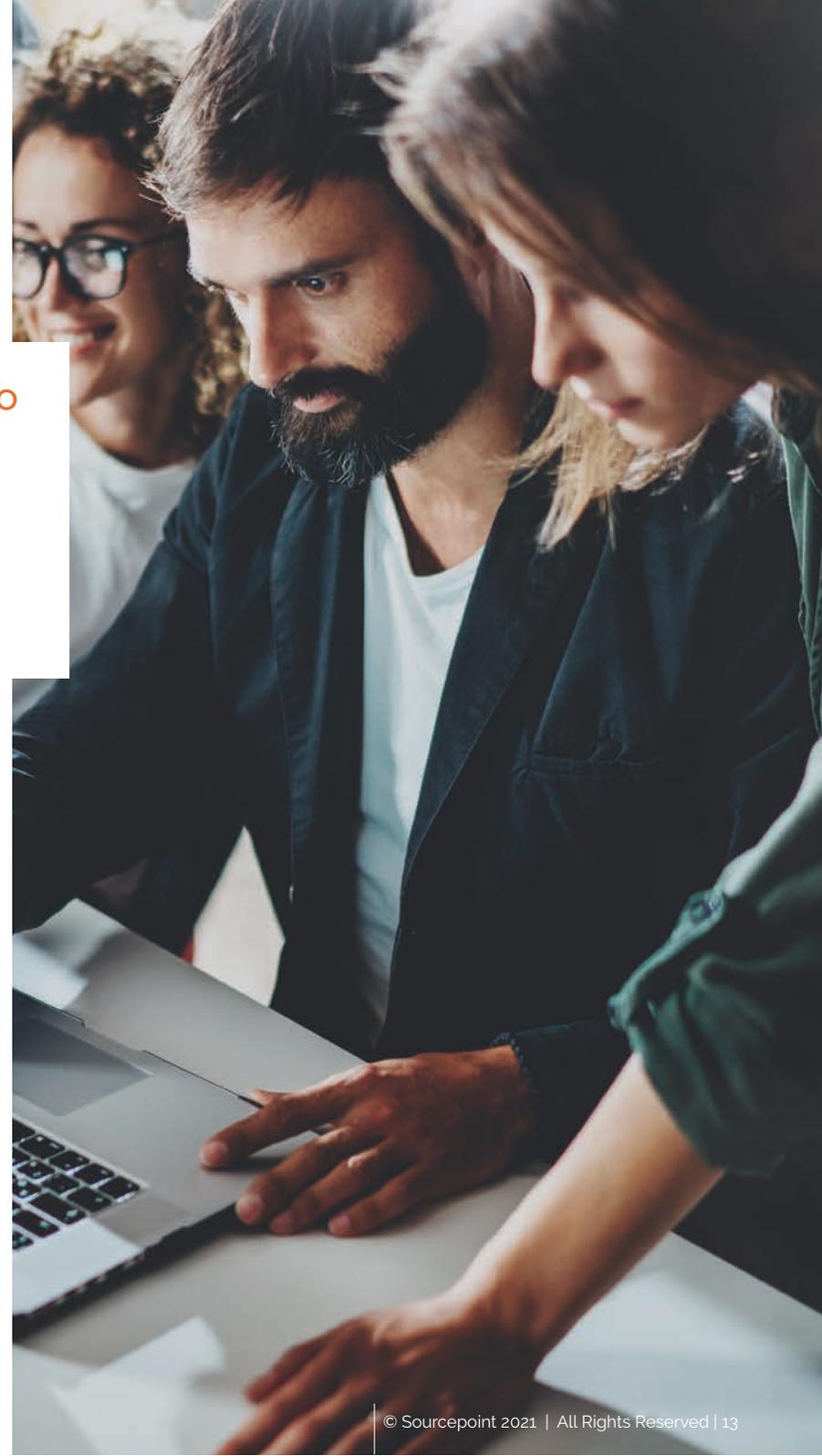
## Quality

Access to insights about learner interaction with the course-ware and degree of enrichment of learners and learning impact which provides feedback to trainees.

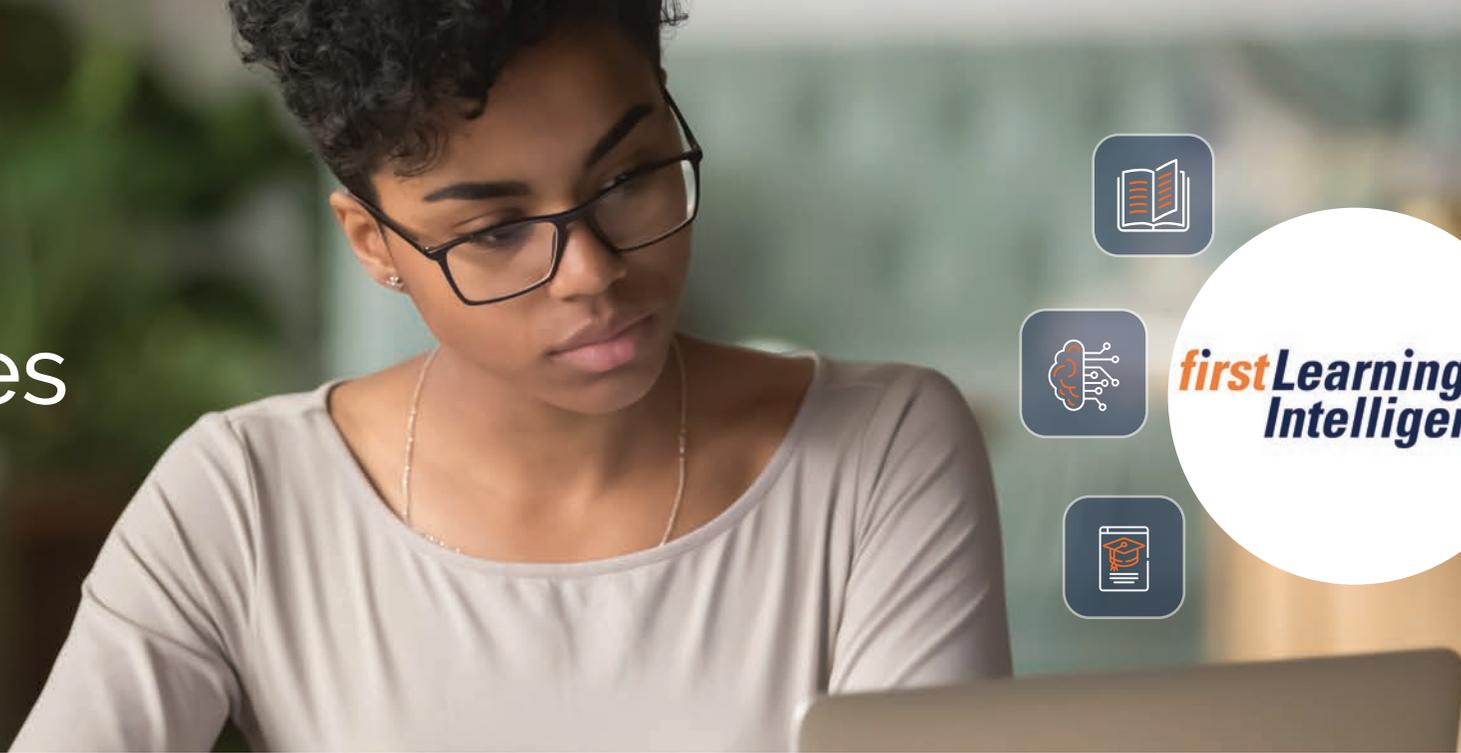


## Transition Efficiency

Engages and provides feedback to process designers, trainers, and identifies the trending misconceptions in a learner's pathway.



# Platform Capabilities



## Build Mastery Learning Network

- Establish competency of associate and hone necessary skills and capabilities.
- Deliver digitized instructional design
- Seamless transition and manage change.

## Locate Associate Competency

- Identify and locate learners and assign learning modules to build competencies.

## Build AI-driven Personalized Pathway to Mastery

- Self-paced concept mastery with assisted content delivery and coaching using bot technology.

## Identify Trending Misconception

- Locate learners with competency gaps
- Re modify training
- Recommend training resources

## Identify Learning as an AI Service

- B2B extendability to:
- Tutors
  - Content owners
  - L&D professionals
  - Certification authorities
  - Learners

# Underlying Technology, enabling Mastery Learning Network



## Ontology

The mastery learning network system incorporates ontological engineering with 4 layers. Comprising of:

- Curriculum Ontology
- Syllabus Ontology
- Subject Ontology
- Resource Ontology

## Question Creation

Multiple choice questions include a question tag with four options, one being the correct answer and the other three are the distractors.

## Assessment Strategy

Assessments are created with a distribution of the following:

- Sub-Concept coverage
- Difficulty Level
- Blooms Level

## Micro and Nano content

The AI based learning path provides two forms of content: Micro Content, and Nano Content

## Learning Analytics

Efficacy Reports for all stakeholders.

## Digital Journey Administration

DJ Module plays an important role in assigning the assessments and coordinating the whole process.

## Learning as AI Service

FLIGenie has been investing heavily in Artificial Intelligence. Along with the partnership of Centre for the Science of Learning and Columbia Teachers College



## Providing customer-centric transformation solutions across the mortgage value chain

Sourcepoint is a premier provider of expertly crafted products and services to the US mortgage industry. For more than 25 years, we have helped leading mortgage companies sharpen their competitive edge. Our technology-based business process solutions, together with our right shore delivery model, help mortgage companies improve agility, cycle time and the borrower experience.

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