Do you See how Mobile Social Learning and the 70-20-10 Model are a Perfect

Match?

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Workforce Challenge

Workplace harassment is a persistent issue that effects both individual well being and organizational effectiveness. Imagine a scenario where a high performing employee is consistently interrupted in meetings or subjected to offhand comments about their appearance, race, gender, or other characteristics. Over time, these repeated incidents may erode confidence, reduce engagement, and even cause the employee to leave the organization. While most companies provide mandatory training modules, like online videos or classroom sessions, these traditional approaches often fail to produce lasting behavioral change. Knowledge of company policy alone does not equip employees with the skills or confidence necessary to intervene, report, or prevent harassment in the workplace.

According to the U.S. Equal Employment Opportunity Commission (EEOC, 2023), nearly 30% of employees experience harassment in their careers, yet a significant portion of cases goes unreported due to fear of retaliation or lack of trust in reporting systems. The consequences of harassment effect more than the individual employee. Teams affected by harassment show lower morale, decreased collaboration, and higher turnover rates, which collectively harm organizational productivity and culture. Subtle forms of harassment like social exclusion or microaggressions are particularly damaging because they are difficult to identify and address, creating environments where employees may feel unsafe or undervalued.

The 70-20-10 leadership development model provides a framework for addressing these challenges more effectively. The model asserts that 70% of learning occurs through on the job experience, 20% through coaching and mentorship, and 10% through formal instruction (The BridgeSpan Group, 2016). Employees require practical, guided experiences, opportunities for

reflection, and mentorship to internalize appropriate behaviors. Without these components, training is disconnected from the real challenges employees face.

How Mobile Learning Could Support in Resolving the Issue

Mobile social learning can help support in resolving the workplace issue of harassment by offering effective and engaging training. Unlike traditional, static modules, mobile platforms allow learners to engage with interactive, scenario based exercises that simulate real workplace situations. For example, an employee may encounter a module depicting a team meeting where a colleague makes subtle discriminatory remarks or excludes a team member from a project discussion. Learners must decide how to respond, reflect on the consequences of their choices, and analyze the scenario in peer discussions. This immersive approach mirrors the 70% experiential component of the 70-20-10 model, allowing employees to practice real world responses in a safe, guided environment (The BridgeSpan Group, 2016).

Social features that are apart of mobile platforms further reinforce learning by supporting the 20% coaching and mentorship component. Discussion boards, moderated chats, and collaborative exercises allow employees to analyze strategies, provide feedback, and observe how others may navigate complex situations. For example, peers may share techniques for addressing repeated microaggressions or discuss approaches to safely report inappropriate behavior. These interactions create a culture of reflection, collaboration, and shared responsibility. By participating in these exchanges, employees are building the confidence of applying skills learned in real workplace scenarios.

Manager involvement, a critical factor in effective training, is easily integrated through mobile social learning. Mobile dashboards allow supervisors to monitor participation, provide timely feedback, and recognize positive behavior changes, ensuring lessons learned in modules

are reinforced on the job. Training is the most effective when learners perceive managerial support, receive guidance, and are recognized for applying knowledge in practice (The BridgeSpan Group, 2016).

By combining experiential learning, social engagement, and managerial reinforcement, mobile social learning can transform harassment prevention training from a one time compliance exercise into a continuous and applied process. Employees understand what constitutes inappropriate behavior and gain the skills, confidence, and support needed to respond effectively which creates a safer, more inclusive, and productive workplace culture.

Three Mobile/Interactive Solutions to Reinforce your Position

EdApp by SafetyCulture is a mobile microlearning platform that emphasizes social learning, gamification, and scenario based exercises. Learners engage with short, interactive modules and can participate in discussion boards or team challenges to reflect on ethical decision making and harassment prevention strategies. The platform also provides analytics for managers to track engagement and offer feedback, ensuring coaching and experiential reinforcement. Pricing is usually $25–$40 per learner per month, depending on organization size and features (EdApp, 2024). This approach aligns with the 70-20-10 model, structured lessons account for 10% formal instruction, peer discussions contribute 20% coaching, and scenario application reinforces 70% experiential learning. Pricing typically ranges from $35–$50 per employee annually (EverFi, 2024).

Kognito offers role play simulations that allow employees to practice sensitive conversations in a safe environment. Users can simulate responding to subtle discriminatory behavior, experiment with different approaches, and receive immediate feedback. Kognito's scenario based simulations strengthen experiential learning while supporting social learning

through discussions. Pricing is estimated at $30–$60 per employee annually, depending on licensing and scale (Kognito, 2024).

Vault Platform combines interactive learning with reporting tools, enabling employees to practice intervention while accessing confidential reporting options. Scenario exercises encourage repeated application of appropriate responses, while discussion and feedback features strengthen the 20% coaching component. Manager dashboards allow supervisors to track engagement and provide guidance, supporting the 70% experiential learning component. Pricing varies by organization size (Vault, 2024).

These platforms move harassment training beyond a static, compliance focused model by creating interactive, applied, and socially reinforced learning experiences. Employees gain knowledge of policies and develop the confidence and skills to act effectively in real situations. By integrating scenario based exercises, social discussions, and managerial reinforcement, organizations can create and grow a culture of accountability, inclusion, and safety, ultimately reducing harassment incidents and enhancing workplace engagement.

References

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