2025

Knowledge Ops vs LMS
Memorization vs Empowerment

ScreenSteps

~~Features~~

Philosophy

Recipes vs. Memorization

Knowledge Ops

- 98% QA Scores in 30 days
- Time to Proficiency Decreased by 10 months
- No more tears in training
- “A huge weight taken off my shoulders”

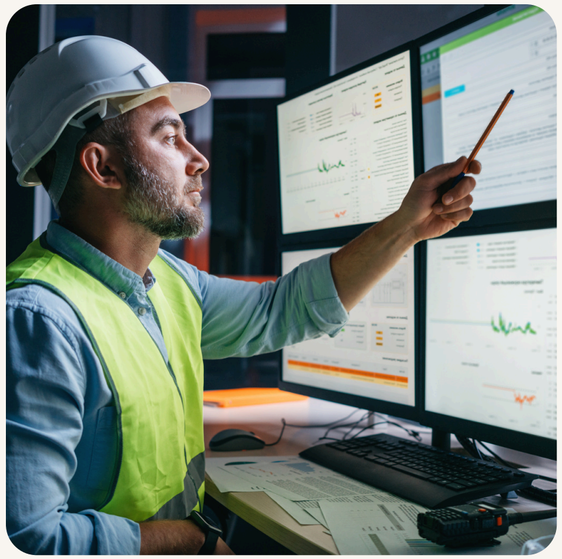
General knowledge about a specific industry

Industry Knowledge

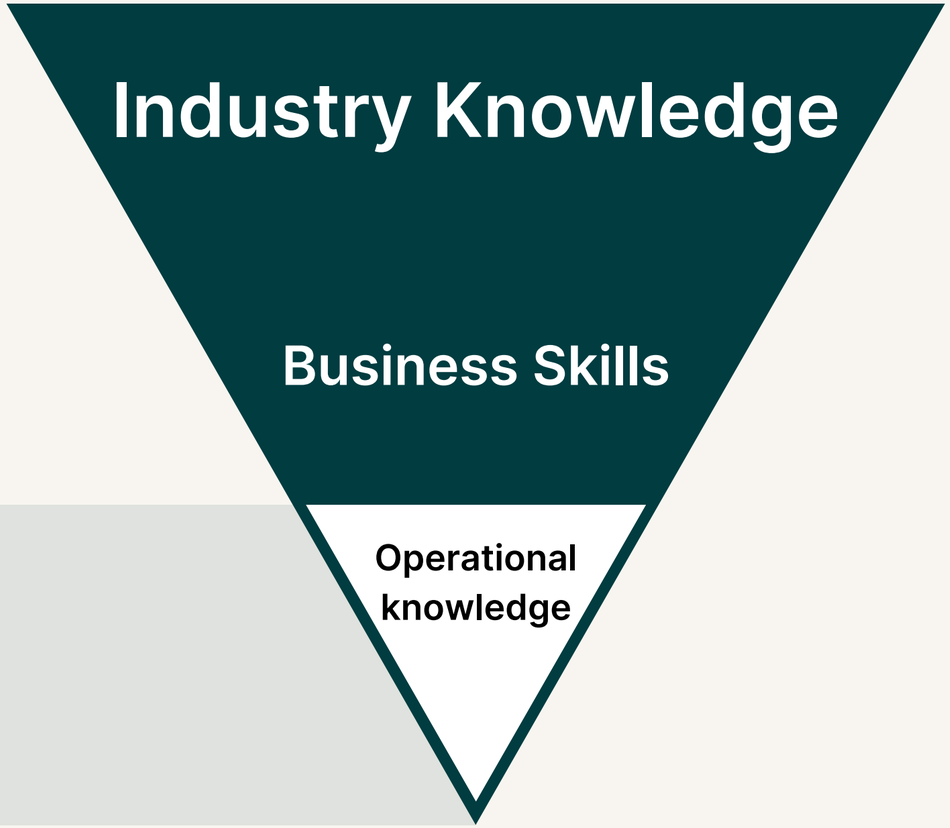
Industry Knowledge

Business Skills

Sales skills, negotiation, managerial/leadership skills



1. Open System X
2. Navigate to Account profile
3. Review transactions...



LMS
Knowledge Ops
Industry Knowledge
Business Skills
Operational knowledge

LMS

Memorization

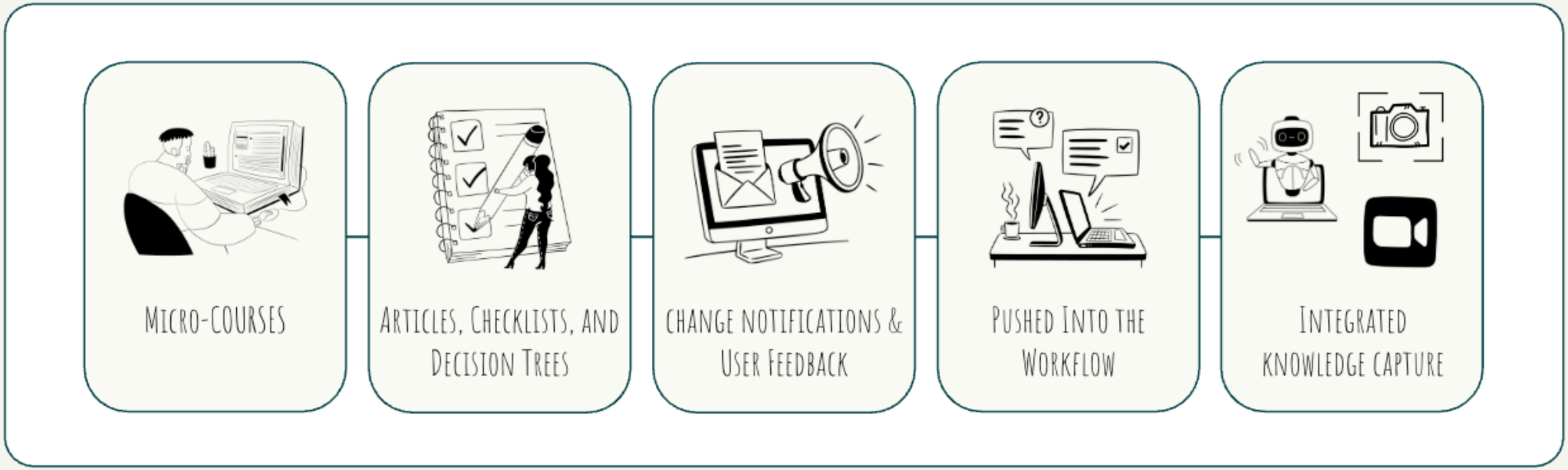
Pros

- SCORM Compliance
- Buy off-the-shelf courses
- Integrated assessments

Cons

- Courses take a long time to create/update
- Does not integrate with a Knowledge Base
- Encourages memorization
- Not iterative

Knowledge Ops Platform



Knowledge Ops

Find & Follow

Pros

- Integrated courses and knowledge base
- Very iterative
- No memorization

Cons

- Doesn’t include SCORM compliance
- Have to use an outside tool for assessments

LMS Experience

- 20-hours of video training
- Employees feel overwhelmed during training
- Employees are not able to perform tasks independently post-training

Knowledge Ops Experience

- Foundational courses that “fit into” employee’s days (10-15m with 2m segments)
- Employees are confident leaving training
- Employees can perform tasks independently post-training

Questions?