

We have compiled some Frequently Asked Questions (FAQs) to help you with your Workday Learning experience. If your question is not answered below, please contact People Connect.

## 1. What is Workday Learning?

Learning is a new worklet within the Workday platform and replaces LearningLink as our learning management system. This is where you will find learning that has been assigned to you (e.g. How We Work at Lendlease) as well as a range of digital content from external content libraries.

## 2. Who has access to Workday Learning?

Salaried employees globally have access to the full functionality of Workday Learning.

### Australia Only:

Wages employees from Retirement Living and Retail (Australia Only) have access to Workday, and will complete required training from their Workday account. Only required training (e.g. How we work at Lendlease etc.) will be available (at this stage).

Workday Learning will be rolled out to all Australian Wages employees later in 2019.

## 3. What are the key benefits of Workday Learning?

- One People & Culture system for most people activities, all within Workday.
- Provides a contemporary and user based learning experience that is on demand, relevant and personalised.
- Functionality that enables you to learn where and when you need it from most devices (PC, Tablet & Mobile).
- Easier access to digital content for salaried employees from external content libraries (e.g. LinkedIn Learning and, for People Managers only, Harvard Manage Mentor).
- Provides People Managers with Learning information on demand and via self-service on the existing Manager Dashboard.

## 4. What browser should I use?

The Workday platform performs best when using Google Chrome.

## 5. Is all content in Workday Learning suitable for mobile devices?

Some of the required training content has not been developed to suit mobile devices. It is recommended that you complete any required training (How We Work at Lendlease, GMRs etc.) using a laptop or desktop computer.

## 6. Has Workday Learning replaced any systems?

'Learning' replaces LearningLink as our learning management system.

## 7. Where can I find my required learning?

If you are new to Lendlease and haven't yet completed required learning, the modules you need to complete will appear in the 'Required for You' section on the Learning homepage.

If you have completed a required learning module in the past (in LearningLink) and are up for renewal, you will receive a notification in your Workday Notifications inbox to complete the module.

## 8. Why have I received an email from Learning@lendlease.com about completing my How We Work at Lendlease Passport?

Due to a data load error the automatic notification email for How We Work at Lendlease Passport was not activated. To capture those employees who are due to complete their How We Work at Lendlease Passport an email was sent from Learning@lendlease.com.

How We Work at Lendlease Passport is required learning and recertification is required every 12 months. Please head to 'My Enrollments' in Workday Learning to complete this course.

Once you have completed, the next time you are required to recertify you will receive a notification from Workday as per the automatic notification process. If you have any questions please contact People Connect.

## 9. What if I've started a course in LearningLink but not yet finished?

The course will appear in Workday Learning for you to complete. Unfortunately, your progress does not get carried over, so you will need to start the module from the beginning.

## 10. I am a new starter but haven't been assigned required training in LearningLink. Why is this?

From Monday 21st January, new starters will not be assigned required training in LearningLink. Their required training will be assigned in Workday Learning from Monday 18th February. If you have any questions, or if you need to complete required training sooner, please contact People Connect.

## 11. Is Learning available in languages other than English?

You can select your language preference within Workday by accessing 'My Account' in the top right corner of Workday homepage, and then selecting 'Change Preferences' and selecting your language choice. This will translate some Workday content i.e. home screen titles, buttons.

At this stage only some courses and course descriptions within Learning will be translated.

## 12. What can employees do in Workday Learning?

- Access and complete mandatory training
- Enroll in courses, both digital and face to face
- Set up preferences under 'Recommended for You', pulling personalised and relevant content through to your Learning home page
- See content employees are accessing most frequently via the 'Most Popular' header
- See content that has been recently added to Learning via the 'Recently Added' header
- Save content to 'My Library' to 'Watch Later' or create a 'Learning Path' of courses to complete over time

## 13. What additional functionality do People Managers have?

- Develop leadership skills by accessing content from external sites such as Harvard Manage Mentor and LinkedIn Learning
- Check how your team are progressing with their learning via the existing Manager Dashboard
- Enroll your team in learning offerings
- Approve requests for learning through the Workday inbox

## 14. I am a People Manager and have enrolled my team into a digital course, however only some of my team are able to access the content. Why?

The course you may have selected could be content from Harvard Manage Mentor. If so, the content is only available to people in your team who are People Managers. For more information, contact People Connect.

## 15. Will I receive notifications when I have overdue required training in Workday Learning?

Yes, a reminder notification will be sent at three days and seven days past your due date. At the ten day mark your People Manager will receive a notification advising them that you have overdue required training to complete.

## 16. What happens if I select the wrong course?

In Workday Learning you can manage your courses under 'My Enrollments'. Please check the quick fact guide for step by step instructions on how to 'Drop Enrollments'.

## 17. Something has come up and I can no longer attend a course I've enrolled into, what do I do?

If you are unable to attend and the course has a cancellation period, please follow the above FAQ. If it is within the cancellation period, you will receive an alert that your business unit may be charged. For more information please contact People Connect.

## 18. I need to re-enroll into a course but I can't find it, what do I do?

The course may no longer be available. For more information contact People Connect.

## 19. Where can I find my learning history?

Your learning history, up until 31st December 2018, is available via transcript within Workday under the 'Personal Information' worklet. Transcripts will be available by Friday 1st March 2019.

Anything from 1st January 2019 onwards will be found in the Workday Learning worklet, under Learning History. Please check the quick fact guide for step by step instructions.



## 20. I don't have a learning history transcript under 'Personal Information', why would this be?

Transcripts are being uploaded progressively and will be available by Friday 1st March 2019. Please check back again later.

If you are a casual employee you may have been using a different system (other than LearningLink) to track your learning attendance and completion. To have your learning history updated in Workday, please provide the official completion record from your People Manager / Village Manager, or send a copy of your completion certificate (sent to your Lendlease email address) to [learning@lendlease.com](mailto:learning@lendlease.com).

If you have any questions, please contact People Connect.

## 21. Can I print certificates from Workday Learning?

Yes, select 'Print Learning Certificate' from the right-hand navigation pane within Workday Learning. Please check the quick fact guide for step by step instructions.

## 22. I've enrolled for a Workshop and the notification I have received confirming my enrollment has the right time zone but the wrong city. Why is this?

The Workday application has a pre-determined list of cities set against the time zones and unfortunately, they cannot be edited.

### For example:

- Australia: I've enrolled into a Workshop in Melbourne; my notification is showing AEST (Sydney)
- America: I've enrolled into a Workshop in San Fran; my notification is showing as Pacific Time (Los Angeles)
- UK: I've enrolled into a Workshop in Manchester; my notification is showing GMT United Kingdom Time (London)

To validate, when saving the iCal to your outlook calendar the location will save as the city the Workshop will occur in.

If you are unsure if you've enrolled into the right workshop please call People Connect.

## 23. What is LinkedIn Learning?

LinkedIn Learning is an external online learning platform that provides you with a range of courses relating to business, technical and creative skills taught by recognised industry experts. This content is available through the Workday Learning platform.

## 24. Who has access to LinkedIn Learning?

All salaried employees can access LinkedIn learning content if they have a personal LinkedIn account, and go through the initial set up through Workday Learning.

## 25. What do I need to do to access courses from LinkedIn Learning via Workday?

The first time you select a course from Workday delivered through LinkedIn Learning, the course will open and connect to the LinkedIn platform. You can complete the course as normal and your progress information will be sent back to Workday Learning to register your completion or progress status.

## 26. Does that mean I need a LinkedIn account to access courses through Workday Learning?

Yes, you need to have a LinkedIn account. When selecting LinkedIn Learning content in Workday Learning you'll be redirected to LinkedIn to sign in to your personal account OR to create an account if you do not have one. Please check the quick fact guide for step by step instructions.

## 27. Can I control what Learning information is displayed on my LinkedIn profile?

Yes, your LinkedIn Learning activity won't show on your LinkedIn profile unless you choose to add a completed course. Learn more about [managing your privacy](#)

## 28. Will Lendlease have access to view my LinkedIn private activity on my personal account?

No, we will only be able to see your learning activity, such as courses you've completed, through the Lendlease LinkedIn Learning account.

## 29. Can I access LinkedIn Learning via LinkedIn without going through Workday Learning?

Once you have linked your Workday Learning and LinkedIn profiles, you can access LinkedIn Learning content through your LinkedIn account. However, by doing this your learning history will not be saved in Workday Learning.



### 30. I am receiving notifications from LinkedIn to both my personal & Lendlease email accounts, how can I stop these?

Notifications from LinkedIn Learning will be sent to alert you to courses that you may be interested in, based on your LinkedIn profile and your preferences in Workday Learning. If you no longer want to receive these notifications you can select 'Unsubscribe' at the bottom of the email.

### 31. What is Harvard Manage Mentor and who has access?

Harvard Manager Mentor (HMM) covers 41 essential concepts for People Managers including leading yourself, leading others and leading the business. Only People Managers can access digital content from Harvard Manage Mentor directly from Workday Learning.

### 32. Previously I would access courses using the course calendar, where do I go now?

One of the many benefits of Workday Learning is accessibility - employees now have access to thousands of courses anywhere, anytime and on any device. Looking for courses is easy, just head to the Workday Learning worklet, select 'Search Learning' and search using the search bar or filter options. Once you've found the relevant course you can watch now by selecting 'Begin', save the course to 'Watch Later' to consume at a later date or if the course you've selected has a face to face element (either a webinar or workshop) you'll select 'Enroll'.

If you are unsure, or need further information, check the Quick Fact Guides or contact People Connect.

### 33. Are there any changes to other external libraries I may access today?

At this stage platforms you may access like Red Vector, Ashridge and Pegasus are not connected to Workday. You will continue to access these sites as you do today.

### 34. Below is an explanation of the terminology you'll see in Workday Learning.

#### Required for You

All Lendlease mandatory training you must complete

#### Recommended for You

Content populated as per your preferences

#### Most Popular

Content accessed most by employees

#### Recently Added

Content that has been recently added

#### Lesson

A single piece of media. It can be a standalone item or part of a larger course, i.e. short video

#### Digital Course

Single lesson or a combination of lessons

#### Blended Course

Single lesson or a combination of lessons that have a face to face element.

#### Enroll

Register to complete a course.

#### Drop Enrollment

Cancel a course you have enrolled into

#### Waitlist

The course you have selected is full and you have been put on a waitlist. If a spot becomes available, you will automatically be enrolled and notified.

#### My Library

A repository of courses you have 'saved' to 'Watch Later' or 'Learning Pathway'

### 35. Where can I go if I need help?

- Please see our Quick Fact Guides for instructions on how to access and navigate Workday Learning.
- Our People Connect team is here to help, reach out via [peopleconnect@lendlease.com](mailto:peopleconnect@lendlease.com) or call us on the numbers below.

#### ASK PEOPLE CONNECT ONLINE OR CALL:

AUSTRALIA	1800 554 044
EUROPE	+44 (0) 20 8271 8444
Italy please contact your People & Culture representative	
AMERICAS	+1 866 848 1200
ASIA   Malaysia	+603 2385 9911
	Singapore 800 1811 071

Japan and China please contact your People & Culture representative