



THE TEAM-OF-ONE LEARNING PLAYBOOK

How to build a scalable learning culture for employees and customers using CYPHER



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How to build a scalable learning culture for employees and customers using CYPHER

Most organizations don't fail at learning because of a lack of ideas.

They fail because they lack:

- Time
- Headcount
- Structure
- Systems that scale

Alicia built a thriving learning program at Daybreak AI — serving both employees and customers — as a **team of one**. This playbook captures the operating model behind that success and shows how to replicate it using CYPHER.



The Daybreak AI story

Daybreak AI is a San Francisco-based AI-native supply chain planning platform provider with the goal of eliminating global inventory waste by improving prediction accuracy and planner productivity. Introducing AI to a sector that has traditionally relied on Excel poses an education challenge that Daybreak AI wanted to overcome with a formalized customer education program.

Additionally the company is preparing to enter a period of hypergrowth and needed to get institutional knowledge out of silos and into a repeatable, accessible format so that employees could onboard quickly.

To achieve these goals, Daybreak AI invested in establishing a training program. Daybreak AI's powerful team of one, Alicia Porowski, was brought on board and built a program that exceeded expectations and produced real results.

[Read more about Daybreak AI and Alicia's story](#)

"With CYPHER, we're able to create, update, and scale training in a fraction of the time, giving us the clarity and efficiency we needed to support our expanding workload."

- Alicia Porowski, Learning and Development Leader



[Watch Alicia tell her story](#)

90%

faster course creation with AI

92%

customer satisfaction score

35%

reduction in baseline errors

30%

increase in AI tool adoption



The 8-step playbook to success

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Start with a **cultural anchor**, not a course

Alicia tied learning to an existing company value — Continuous Growth — and made learning visible, recurring, and expected.

Your move

Choose one clear cultural anchor and operationalize it.

An anchor is anything that's strongly engrained at your organization. It could be:

- Innovation
- Mastery
- Growth
- Customer excellence
- Operational discipline

Decide how to put this anchor program into place with:

- A recurring learning moment (like Daybreak AI's Mastery Mondays, a live, weekly event that encourages peer-to-peer learning)
- A visible schedule
- A defined owner
- A consistent format

Edit event [X]

Summary Description Web conferencing

Name: Mastery Mondays

Duration: Mar 23 2026 08:30 am to Mar 23 2026 09:00 am [All day]

* Optional [Save]

Edit event [X]

Summary Description Web conferencing

Repeat

Repeats: Weekly Repeats every: 1 weeks

Event ends: Never After On

* Optional [Save]

Use CYPHER to

- Schedule the session
- Send automated reminders
- Create a learning plan

Why it works

Culture sustains learning long after novelty wears off.



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Turn informal **sharing** into elevated learning

Alicia transformed informal knowledge-sharing sessions into:

- Organized recordings
- Categorized content
- Structured pathways
- Certifications

Your move

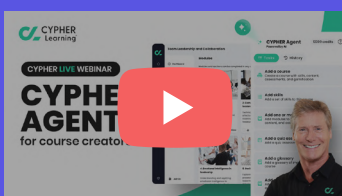
Take a look at how knowledge-sharing happens today. Is it: weekly calls? Slack threads? Enablement sessions hosted on Zoom?

Once you understand where the knowledge lives and how it's being shared, create a plan to elevate it:

1. Figure out how to record it or otherwise mine the content
2. Convert it into a course or a resource for the Knowledge base
3. If you've created a course:
 - a. Add a quiz
 - b. Infuse it with gamification
 - c. Add it to a learning pathway if it's critical knowledge
4. If you added it to the Knowledge base, make easy to discover for future reference

Use CYPHER to

- Create courses in minutes with CYPHER Agent with:
 - Module + section structure
 - Embedded video
 - Automatic assessment creation
 - Skills tagging
- Automate certification cycles



Watch now

How CYPHER Agent can be used to build courses

Outcome

Knowledge stops disappearing into chat history and becomes reusable assets.

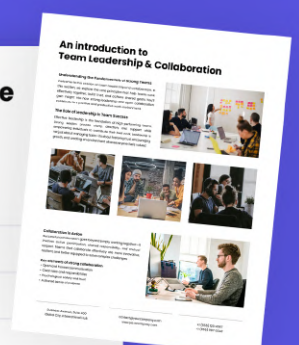
Agent knowledge base

Added at
 📅 Sep 16, 2025
 Enabled: true

🔄 Update

– Disable

✕ Remove





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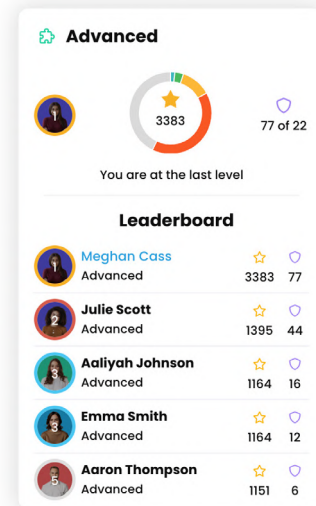
STEP 8

Design a flagship engagement program

To launch the LMS and get people excited, Alicia developed an 8-week learning challenge with little doses of learning every day on the productivity tools they use most, like Slack, and Google Workspaces.

The 8-week AI and tools challenge worked because it combined

- Microlearning
- Daily touchpoints
- Quizzes
- Points + badges
- Leaderboards
- Public sharing
- Executive buy-in
- Tangible rewards



Your move

Launch a time-bound challenge that will resonate with your learners and their needs:

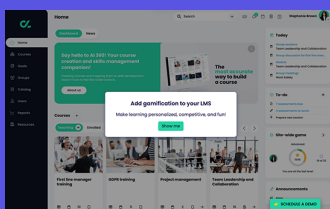
- Keep it tight: 4–8 weeks
- Keep it bite-sized: one small lesson per day
- Keep it useful: applicable topics, actionable learning
- Keep it fun: weekly milestone recognition, points, prizes
- Keep it meaningful: a final certification to demonstrate full participation

Use CYPHER to

- Drip content on schedule
- Add gamification (points, badges, levels)
- Track and trumpet leaderboards
- Trigger automations
- Certify the pathway

Key insight

Engagement isn't about content volume — it's about momentum and visibility.



Take a tour
See how CYPHER gamification works



Watch now
Learn about CYPHER content dripping



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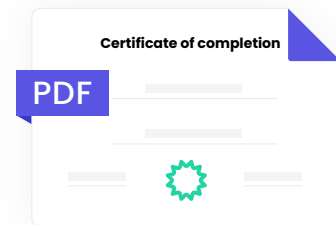
Use **automation** to multiply yourself

Don't bury yourself under a bunch of administrative tasks when you don't have to. No team can manually manage enrollment, reminders, certifications, and tracking and expect to scale.

Your move

To make the most of your time and reduce the opportunity for errors, automate:

- Enrollment on hire, contract signature, or purchase
- Reminders before due dates
- Certification issuance
- Re-enrollment on certification expiration
- Progression enrollments from one course to the next
- Milestone congratulations
- Gamification awards



Actions added for learners

- ✉ Send the "Welcome to CYPHER" canned message
- ☆ Enroll in course "Welcome to CYPHER Learning"



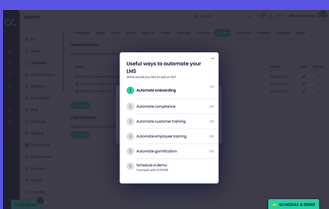
Completion actions

- ⚙ Award certificate
- 🔗 Integration: Credly badge

Outcome

You spend time improving programs — not chasing learners.

Use CYPHER's sophisticated automation engine and its if-then logic to create a self-managing system.



Take a tour

See how CYPHER automation works



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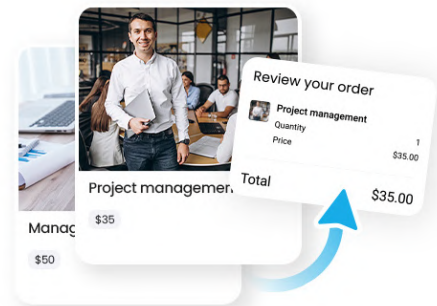
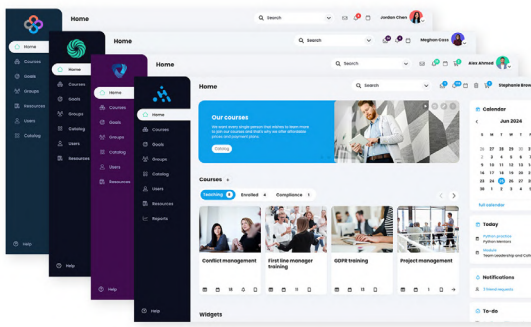
Build for **multiple audiences** within one system

Alicia's business requires her to support both internal employees and external customers, with a plan to eventually serve partners as well. Doing this within a single solution simplifies administration and enables her to reuse content as needed, all while providing a unique user experience.

Your move

If you need to support multiple audiences, design with modularity in mind:

- Identify your core content that will get reused (general principles, overviews, product knowledge, etc)
- Clarify audience-specific layers, such as employee-onboarding or customer project plans
- Create separate branded portals if needed
- Create a system of a role-based visibility

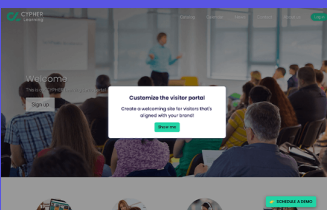


Principle

One engine.
Multiple experiences.

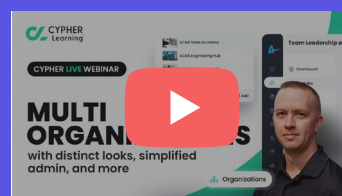
CYPHER supports a multiple audience set up with

- Multi-organization portals
- Catalog visibility controls by role or group
- Role-based permissions
- E-commerce (if monetizing external audiences)
- Branded environments, including a white label option



Take a tour

Learn more about
CYPHER branded portals



Watch now

Learn about managing
different organizations



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Measure what matters

Alicia focused on learning about what worked and what didn't, and adapted accordingly.

A learning culture isn't built on logins — it's built on:

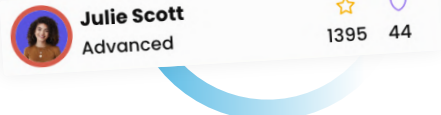
- Adoption
- Application
- Completion
- Certification
- Efficiency gains
- Behavioral change

Your move

Expand the definition of learning success and track:

- Course completion rates
- Assessment submissions
- Program participation
- Tool adoption increases
- CSAT / ratings
- Reduction in clarification or rework

Skills		Strategic Leadership	Vision Setting	Goal Alignment	Decision Making
Code		G.1	C.1	C.2	C.3
Learner	Average				
Patel, Arjun	81%	94%	95%	95%	91%
Smith, Emma	58%	86%	89%	89%	80%
Philips, Jack	81%	79%	89%	89%	60%
Robinson, Jack	84%	100%	100%	100%	100%
Kim, Ji-hoon	83%	100%	100%	100%	100%
Hopper, Johanna	39%	100%	100%	100%	100%
Scott, Julie	31%	89%	89%	89%	



Julie Scott
Advanced
1395 44

Key insight

Measurement turns learning from a “nice to have” into a business lever.

Use CYPHER to get insight with

- Custom reporting
- Completion reports
- Skills mastery dashboards
- Assessment analytics
- Compliance summaries

To learn more about measuring learning impact with CYPHER watch this webinar.



Watch now

Learn about measuring learning with data



Automatic notification
Renew compliance next month
Sept 10, 2:00pm



Automatic notification
You are no longer compliant
Oct 10, 2:00pm



Make learning social

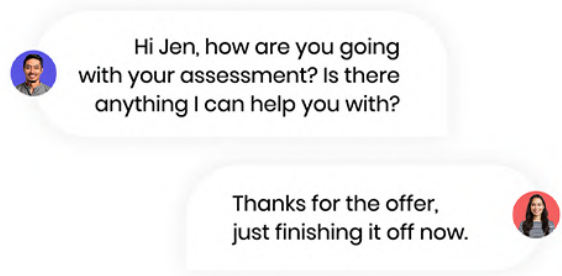
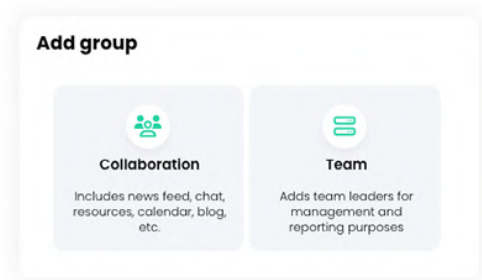
The breakthrough moment in Alicia’s program wasn’t just gamification – it was community sharing. After the 8 week AI challenge, learners:

- Shared insights
- Posted discoveries
- Reduced siloed experimentation
- Built collective intelligence

Your move

Add at least one social layer to your program:

- A discussion board
- A sharing requirement
- Peer comments
- Weekly spotlight recognition



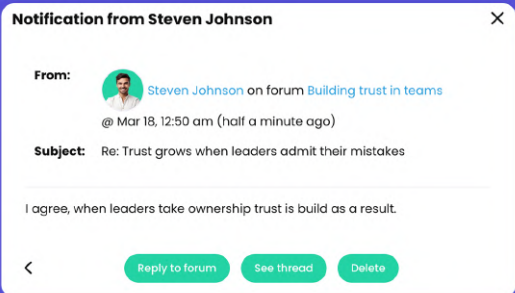
Use CYPHER to add

- Forums
- Messaging
- News feed
- Group spaces
- Social notifications



Watch now
Learn about CYPHER collaboration features

Why it works
Learning sticks when it’s discussed, not just consumed.





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Scale with AI, govern with structure

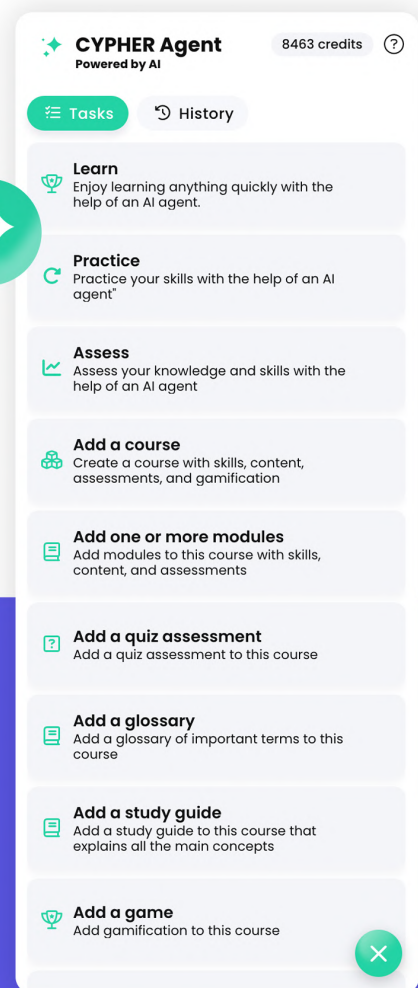
Alicia dramatically reduced course creation time using AI — but within a structured system. She uploaded the core content she gathered, then reviewed everything to make sure it met her standards. Defining clear objectives for training in your instructions to the AI will get you the results you’re looking for.

Your move

You don’t need to use AI for the entire course if you’re not ready for that. Use AI for:

- Draft course creation
- Quiz generation
- Skill extraction
- Gamification setup
- Skill mapping
- Evaluation standards

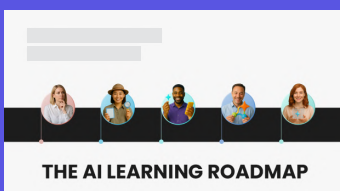
Add skills
Create a hierarchical set of skills for a topic



CYPHER Agent for course creators offers

- Course building end-to-end or step-by-step
- Augmentation for existing courses with AI-generated quizzes, gamification, etc
- AI Crosscheck to validate content for hallucinations or inaccuracies
- Skills extraction and mapping

Learn more about how CYPHER Learning can support your learning program with AI.



Get your guide
How CYPHER helps you from first steps to full integration

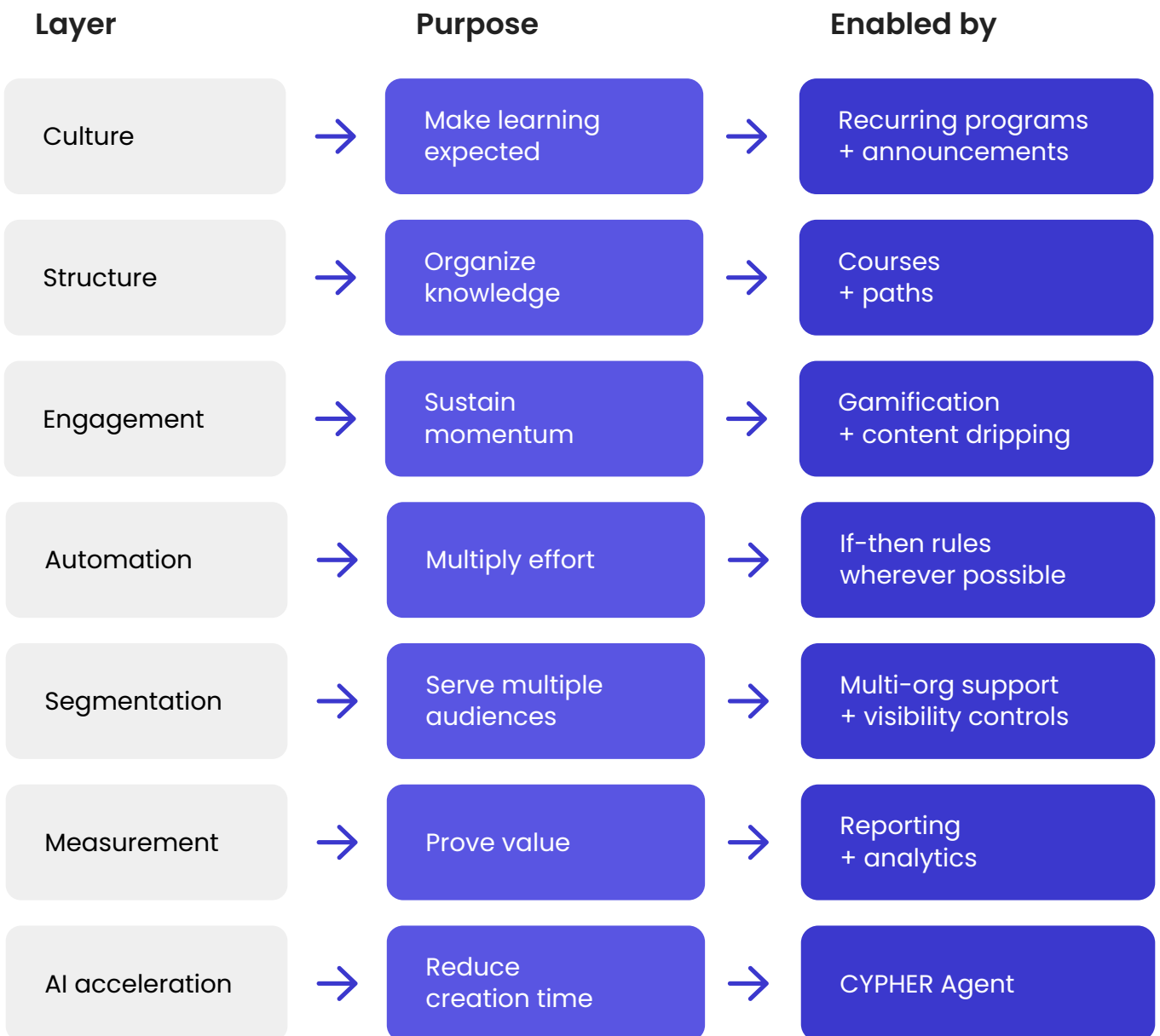
Principle

Speed without structure creates chaos. AI + structure creates scale.



The team-of-one framework

If you remember nothing else, remember this operating model:





Final thought

A learning culture doesn't require a large team. It requires:

- Structure
- Consistency
- Visibility
- Automation
- Momentum

CYPHER provides the engine. The playbook provides the model. Execution makes it culture.

At CYPHER Learning, we've always believed that technology should remove the barriers between having knowledge and sharing it. Our customers share this belief and have created massive wins.

Seeing organizations like Daybreak AI reduce course development time by 90% isn't just a win for efficiency — it's a glimpse into the future of human potential. Our new role-aware AI agents are designed to make this level of scale the new standard, turning L&D departments from content creators into true engines of business performance.



Learn

Enjoy learning anything quickly with the help of an AI agent.



Practice

Practice your skills with the help of an AI agent



Assess

Assess your knowledge and skills with the help of an AI agent

