



Learning in the Flow of Work

The Critical Factors for Success

March 23, 2022



Together,
we make
transformation
happen

Introduction to your dedicated team

Working with you side by side, everyday



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Managing Director, APAC



 Your **trusted** workforce transformation partner

Our Agenda for Today

WHY

...is it so important and urgent that we have this conversation?

WHAT

...is a common definition of modern learning experience design?

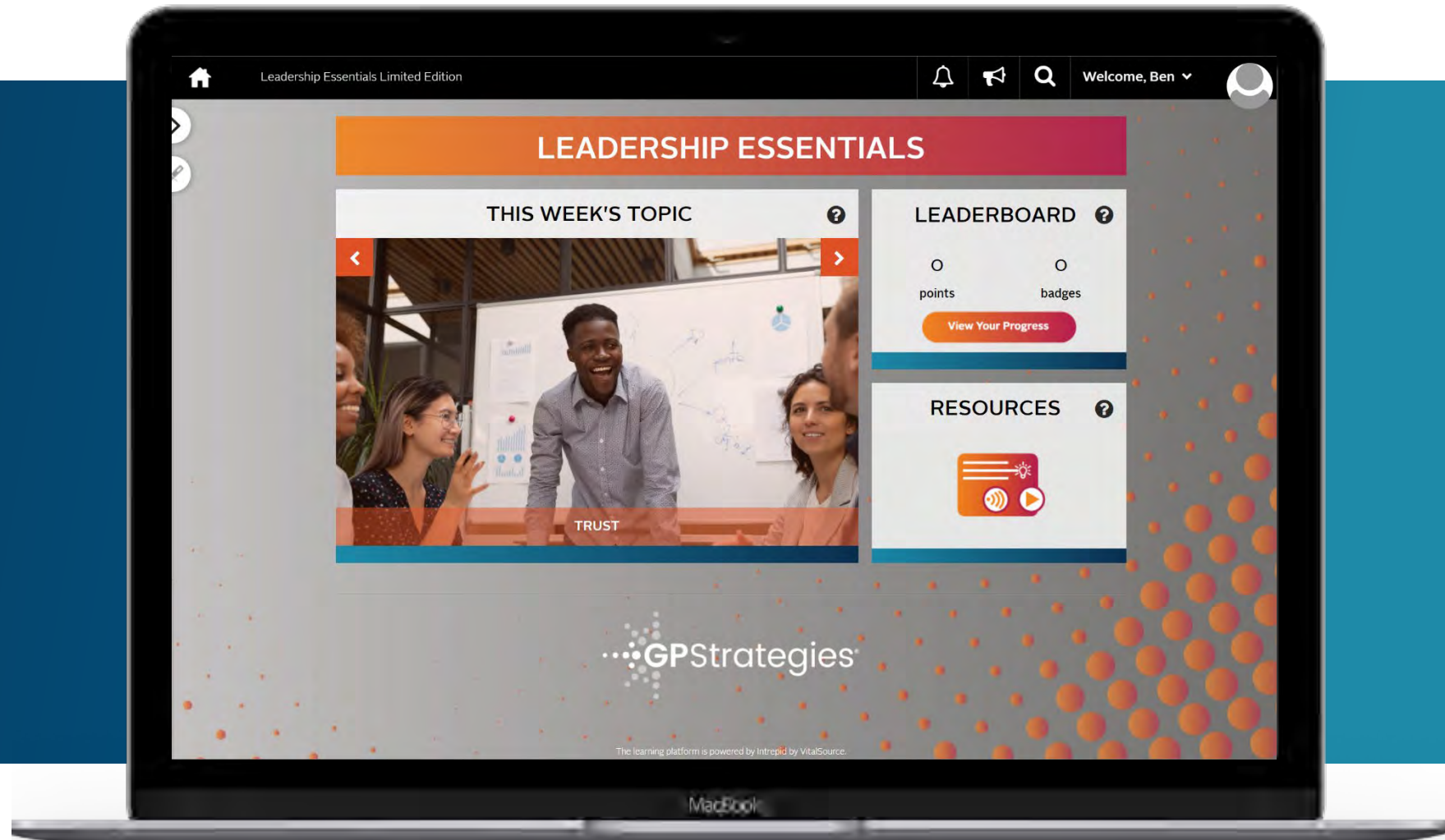
HOW

...can we be successful through adopting new mindsets and guiding principles?

Training project

We want to develop critical
leadership skills and mindsets for
500 managers over 24 months

Let's take a look...



Why are we here today talking about **modern learning**?



50% of jobs could see half of their activities **automated** by 2030

New skills and jobs will likely **replace lost** by 2030

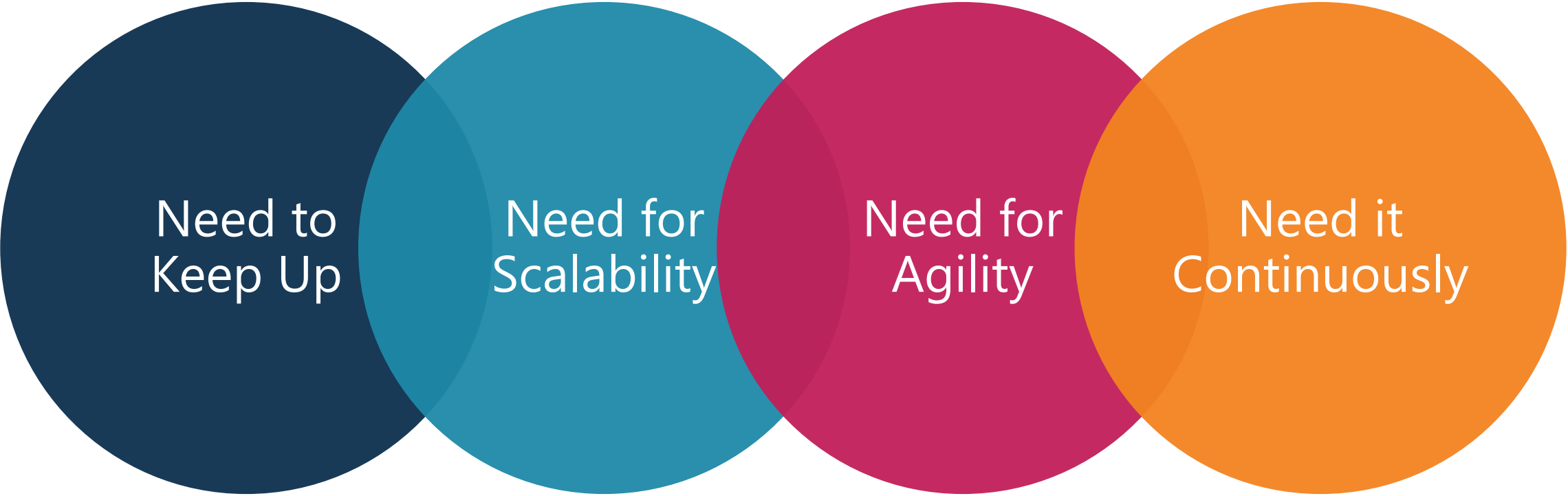
Hours spent in EQ, leadership, social and higher-cognitive activities to **increase** by **32%**

The 'half-life' of skills have **dropped** from **15 years** to just **5**

Demand for emerging skills to **outstrip** supply by **4:1**



Learning needs are changing...



Need to
Keep Up

Need for
Scalability

Need for
Agility

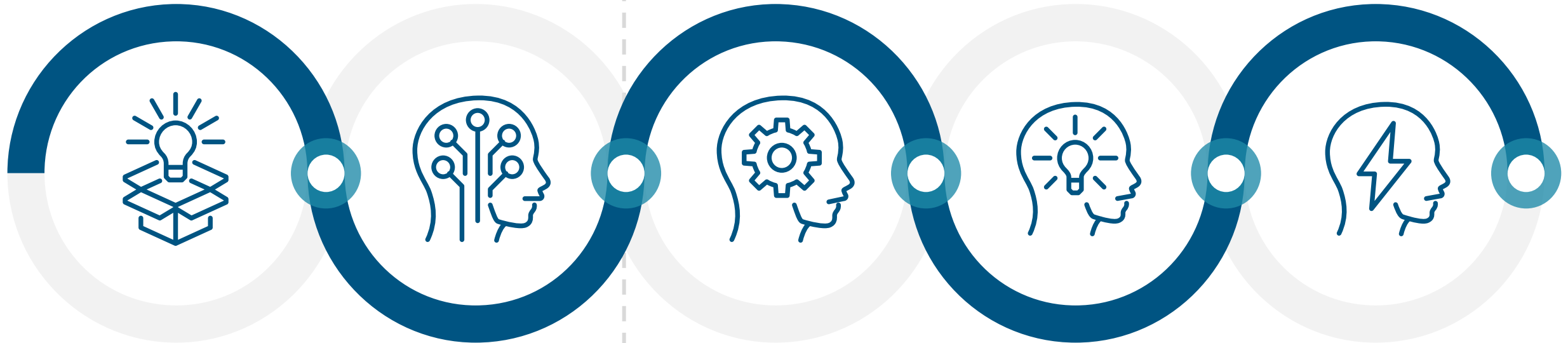
Need it
Continuously

Modern learning

Common definition

What **words** or **emotions** comes
to mind when **your learners**
think of **digital learning**?

5 moments of learning need



NEW

MORE

APPLY

SOLVE

CHANGE

TRAINING ASSETS

PERFORMER SUPPORT

CONTINUOUS IMPROVEMENT







BATTLE OF MINDSET

We have to change mindset

Top-down, instructor-led,
mandated, synchronous **events**



TNA > Content > Modality >
Results > Measure?

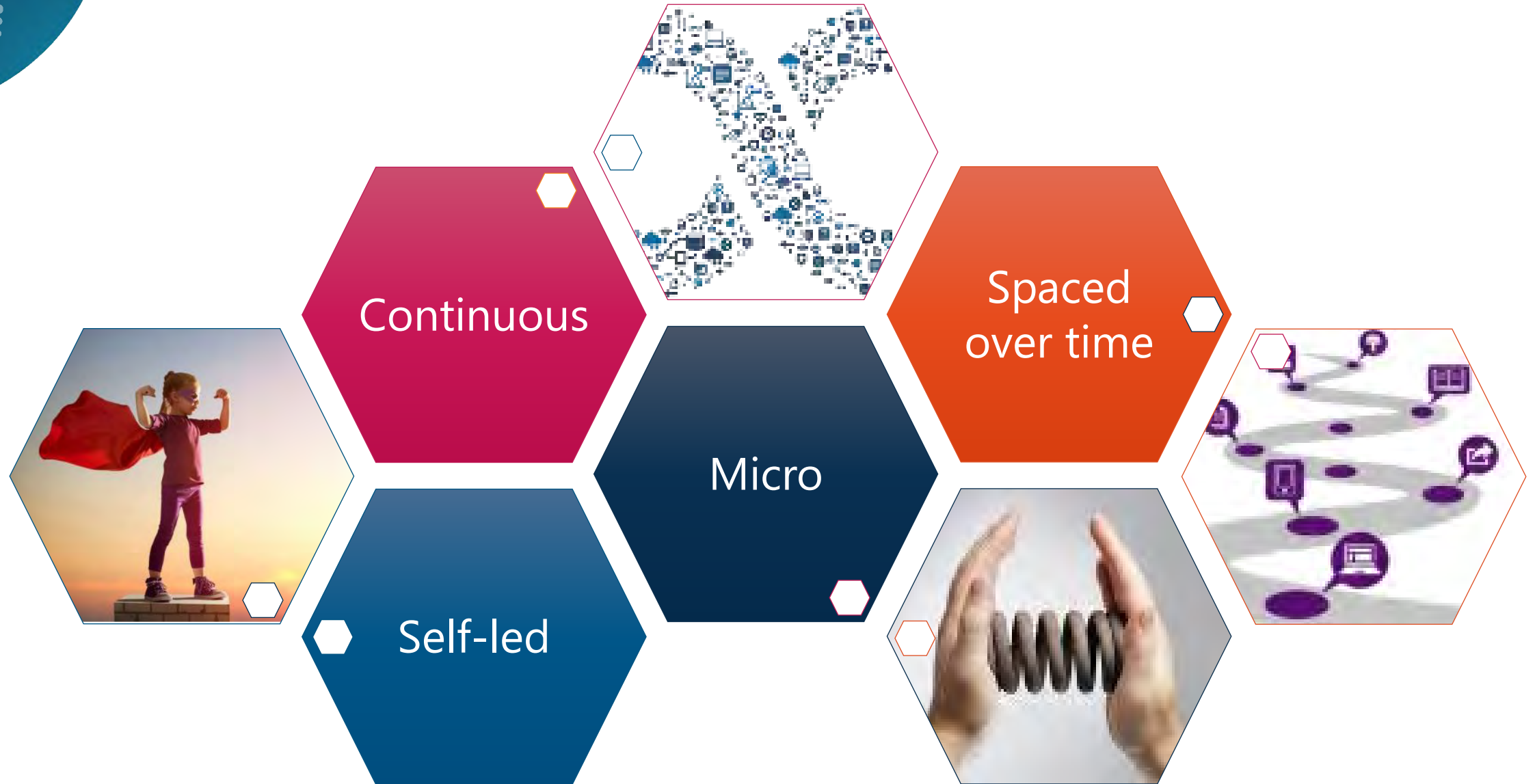
What should design look like?

Measurement - are we successful?

What Learners Will Experience

MAGIC!

Requested Learning



Critical success criteria

Ruthless
Relevance



Create
Connections



Respect
Time



Generate
Pull



Collect
Data



3 layers of relevance



What is it and why does it exist?

What does it look like and why does it matter to the company?

How do I do it in my role and why does it matter to me?

You want to make a **baked chocolate** **cheesecake**

What would you do?



A - Baked Cheesecake



C - Baked Chocolate Cheesecake

- 90-minute video, no bookmarks



B - Unbaked Chocolate Cheesecake

Search how to make a chocolate cheesecake

Google Search

I'm Feeling Lucky



D - Baked Chocolate Cheesecake

- 6 x 2-minute videos
- Includes written instructions

••• Learner-centric design



It starts with mindset

Top-down, instructor-led,
mandated, synchronous **events**



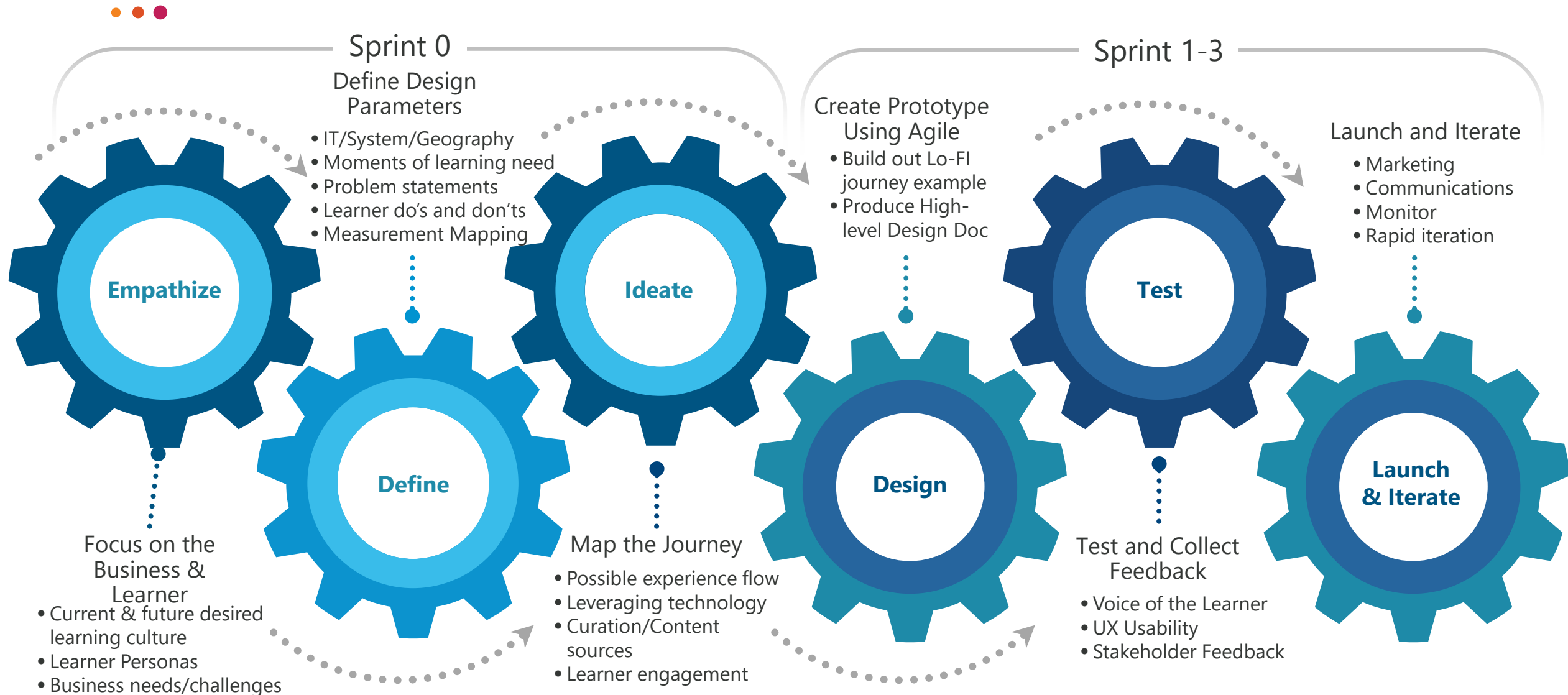
TNA > **Content** > Modality >
Results > Measurement

Self-directed, Continuous, asynchronous,
In-the-flow-of-work



Business > Learner > Measurement >
Content > Modality > Results

5 stages of design thinking



Mindset around blended learning



... MINDSET ABOUT DEVELOPMENT



1



2

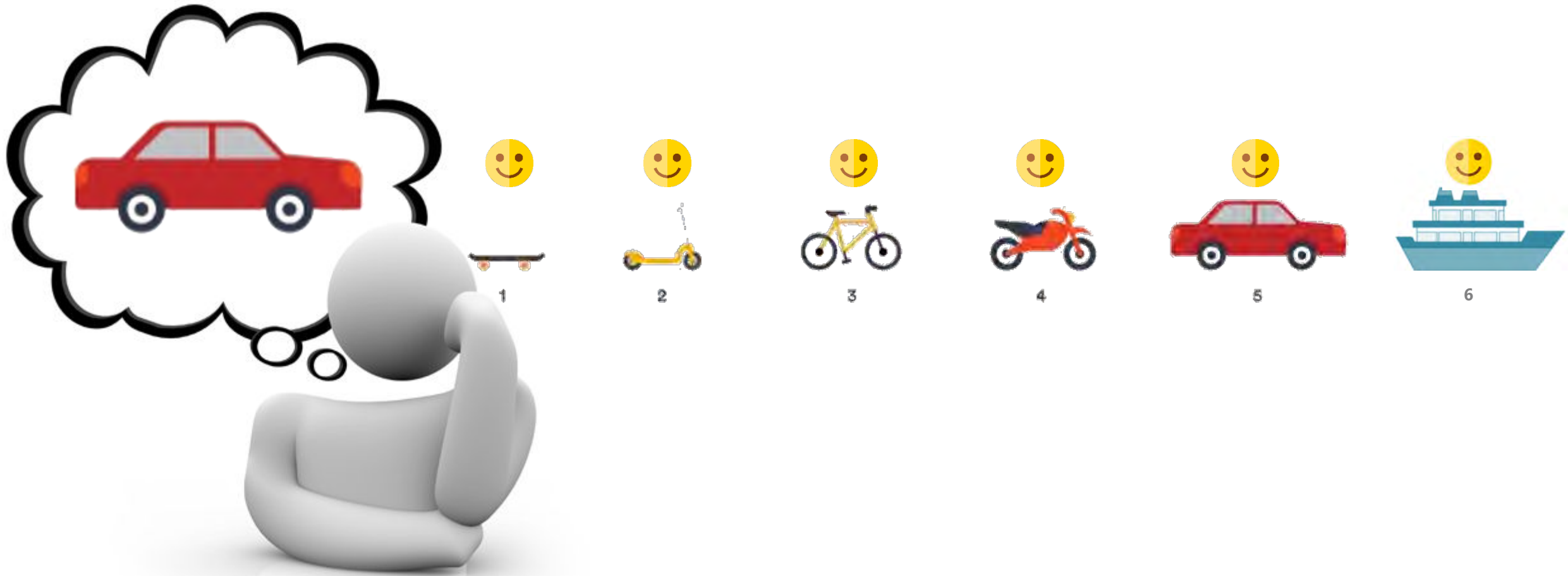


3



4

... MINDSET ABOUT DEVELOPMENT



... MINDSET ABOUT DEVELOPMENT





Virtual SME Coaches



Social & Sharing



Experience Moderators

CONNECTION

Mindset Around Learner Engagement

PUSH & PULL



Points, Achievements & Credentials

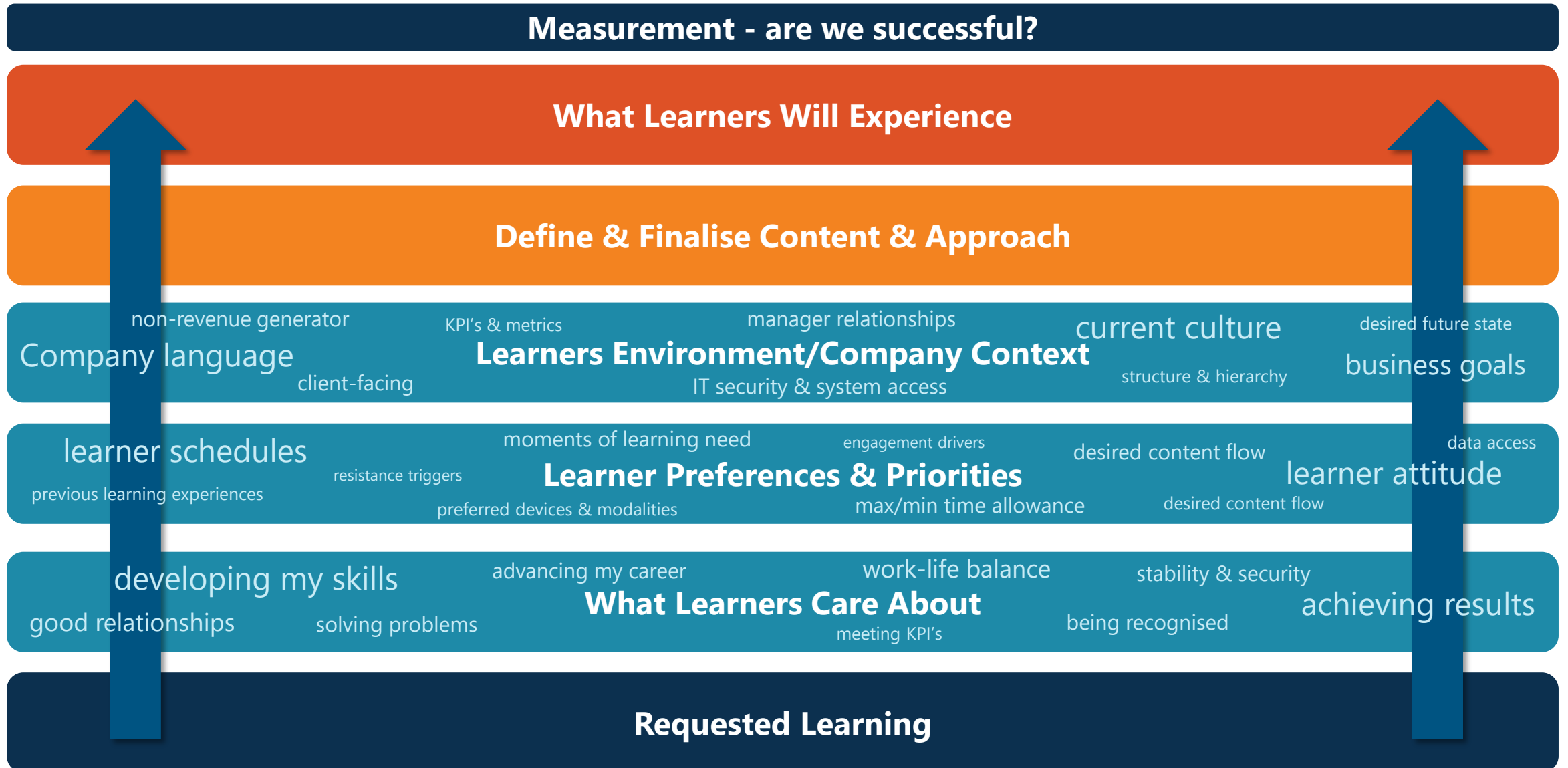


Champions



Engagement of Managers

What should design look like?





This is supported by science!

COGNITIVE LOAD THEORY

The human mind can only process and **retain a small amount** of new information at any time. Content overload **reduces learning efficacy!**

CONSTRUCTIVIST THEORY

Learning is **active rather than passive**. Learners construct new learning through **building on prior experiences**, forming new connections, and collaborating with others

ADULT LEARNING THEORY

Adults choose to learn **where and when they want** to based on **urgency and immediacy** of application. They change only when there is a significant reason to do so.

Learning in the flow of work:

5 actions to take now



1

Change your definitions of digital learning and what can be achieved.

2

Follow the guiding principle:
Relevance, Connections, Time, Pull, and Data.

3

Move from a 'content-first' to learner
and business first approach to design.

4

The science supports short bursts of
continuous learning, spaced over time
and shared with others.

5

While everyone may need a mindset
shift, learners are likely more ready than
the business!

Thank You!

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Choose the
right partner
for your
journey

Contact us

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