

Upskilling for Successful Digital Transformation



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- Submit your *questions* or *comments* about the discussion to our presenters using the **Questions** tab on your control panel.
- Presentation *slides* and *giveaways* can be found in the **Handouts** tab on your control panel.

Recording & Slides will also be sent out after the webinar.

DIGITAL TRANSFORMATION



Definition

Digital Transformation is the application of digital capabilities to processes, products, and assets to improve efficiency, enhance customer value, manage risk, and uncover new monetization opportunities.

Bill Schmarzo, CIO Magazine

Poll Question

Where is your organization in terms of digital transformation?

- **We have no idea what that is**
- **Aware but nothing happening**
- **Headed down the path**
- **Almost there**
- **We were born digital**

Drivers



Competition



Profitability



Efficiency



Customer satisfaction

Elements of Change

- **Transforming Customer Experience**
 - Customer understanding
 - Top-line growth
 - Customer touch points
- **Transforming Operational Processes**
 - Process digitization
 - Worker enablement
 - Performance management
- **Transforming Business Models**
 - Digitally modified businesses
 - New digital businesses
 - Digital globalization



Business Processes

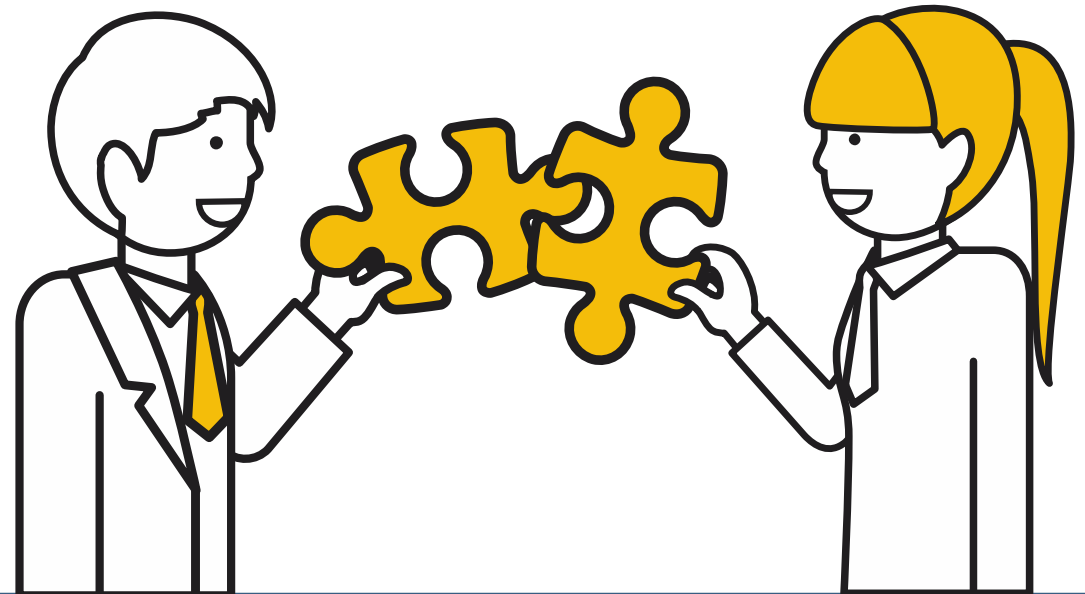
Digital Transformation is a cultural change that requires organizations to continually **challenge the status quo**, experiment often, and get comfortable with failure. This sometimes means **walking away from long-standing business processes** that companies were built upon in favor of relatively **new practices that are still being defined**.

Enterprise Project

Customer Experience

“Digital transformation closes the gap between what **digital customers already expect** and what analog businesses actually deliver.”

Greg Verdino





Business Models

Digital Transformation involves a change in leadership, different thinking, the encouragement of **innovation and new business models**, incorporating digitization of assets and an **increased use of technology** to improve the experience of your organization's employees, customers, suppliers, partners and stakeholders.

Agile Elephant

Digital Skills

The current situation

Companies can't find the right workers, that have the right skills, at the right time, which has **slowed growth** in the economy.

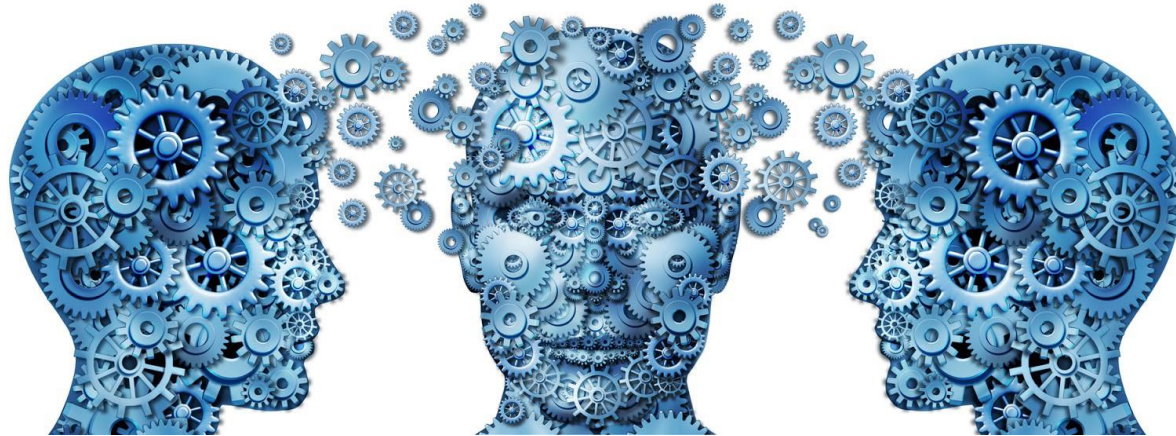
Artificial intelligence becomes embedded in the workplace.

We not only lack the right set of skills, but the ones we currently have are becoming **less relevant** over time.

Almost half of all tasks people are paid to do everyday are at risk of being **automated** and multiple studies show that total headcount will be decreased by between 12% and 50%.

Pew Research reports that self-directed learning is driving the need for **new credentialing** systems.

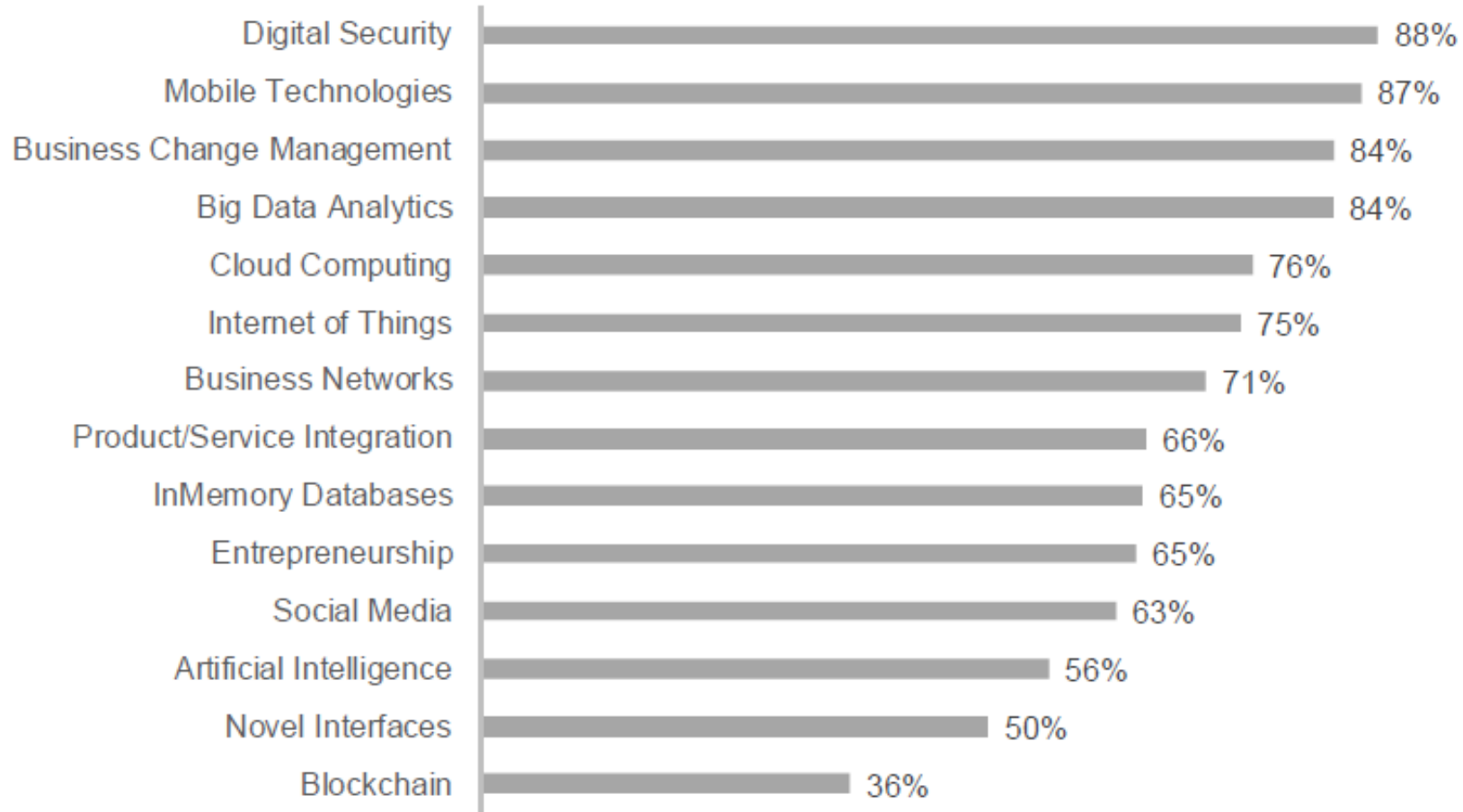
Rapidly evolving labor market



50 percent of jobs require technology skills.

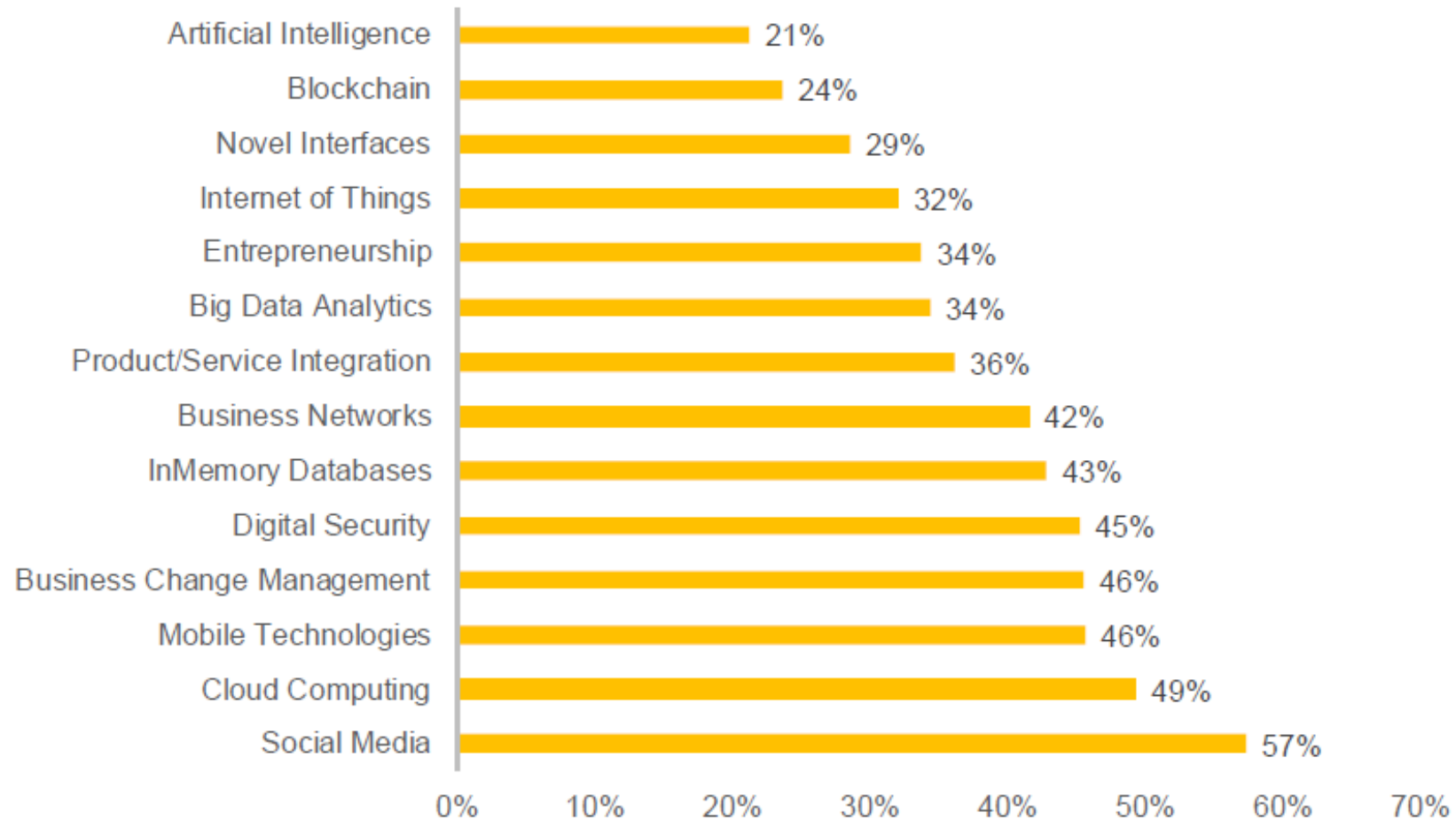
Within the next three years, that's going to jump to more than 75%

Digital Skills - Importance



IDT, 2017

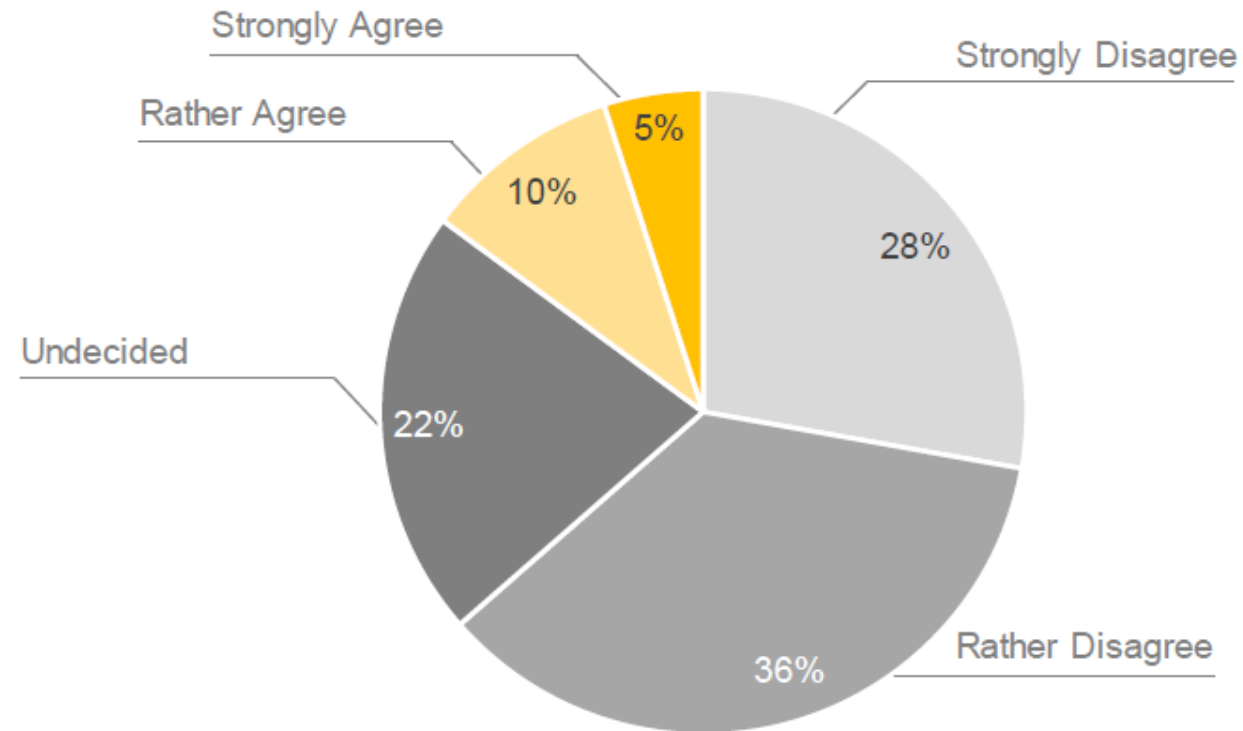
Digital Skills - Availability



IDT, 2017

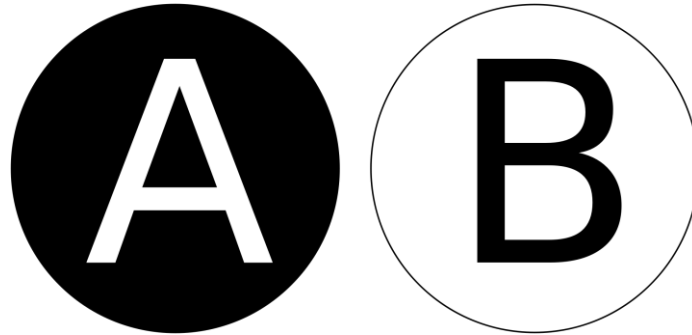
Digital Skills

“We have enough personnel with the skills necessary for the Digital Transformation of our company.”



Digital transformation

Something to be feared?
Does it destroy jobs?

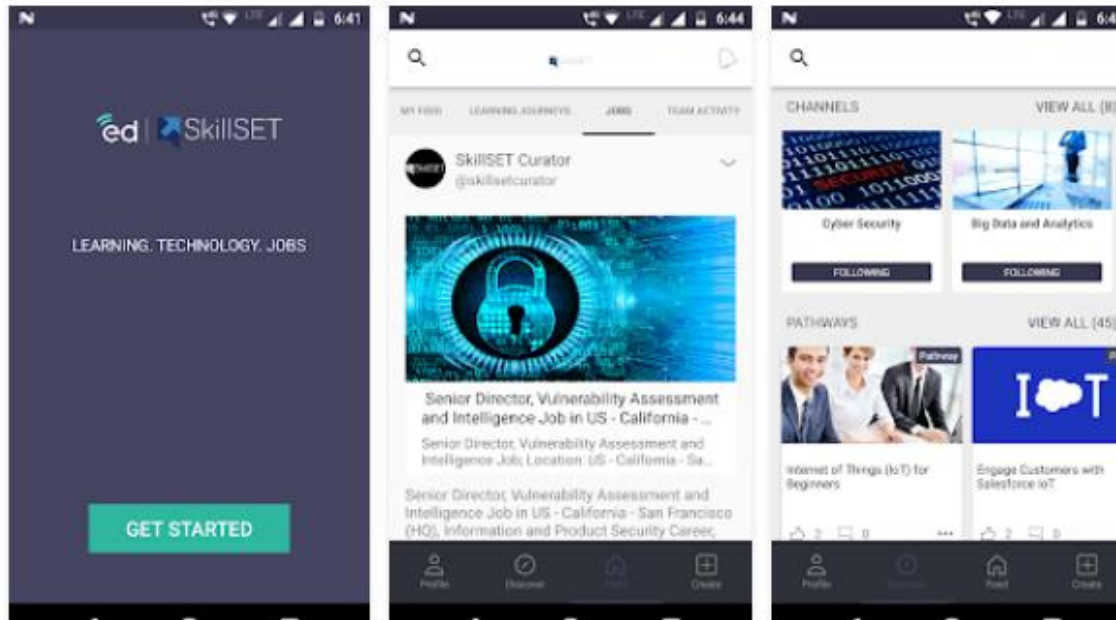


Something to be welcomed?
Does it create jobs?

**Done right, digital transformation means economic transformation,
and that means transformation for everyone.**



&



The world of work is **changing faster** and more drastically than at perhaps any other time in recent history.

According to research from the World Economic Forum, **35%** of the **skills** necessary to thrive in a job today will be **different** five years from now.

Today, skill sets can become obsolete in just a few years

Three Major Shifts in the Workplace



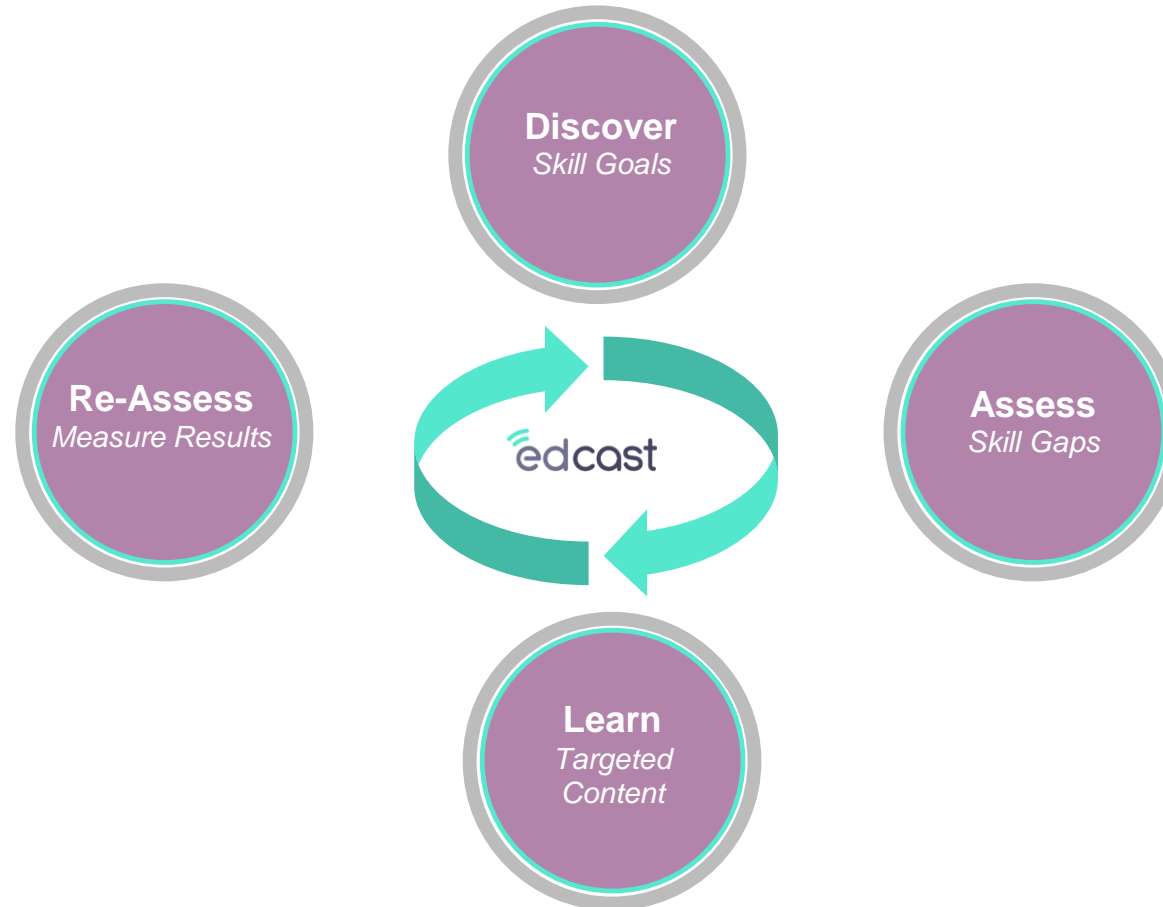
Upskilling Across the Employee Lifecycle



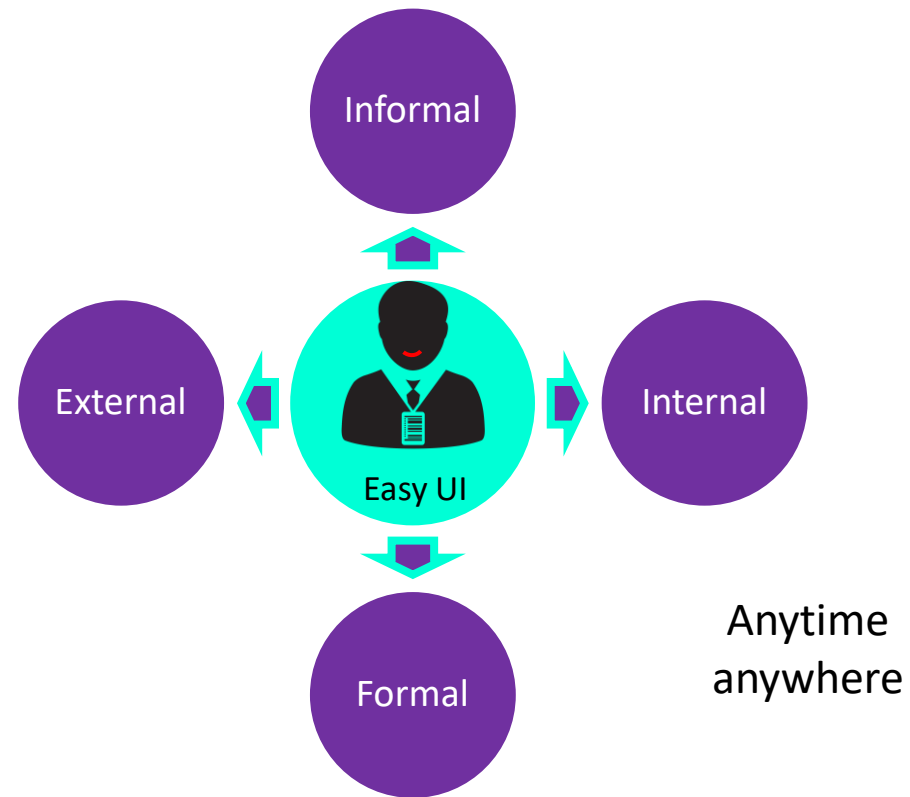
Leveraging **content** and **SMEs** to **up-skill** and **re-skill** employees is vital to business success

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Close Skill Gaps, based on business needs



Digital Learning
Puts the user in the center



Three places LxP makes a difference

Aggregate Curate

AI ML

Blend

Learn from actions

Optimize

Experience

Easy to use

SME / Influencer

Create

Curate

Discover

Mobile

Moment of need

Unified discovery

Personal

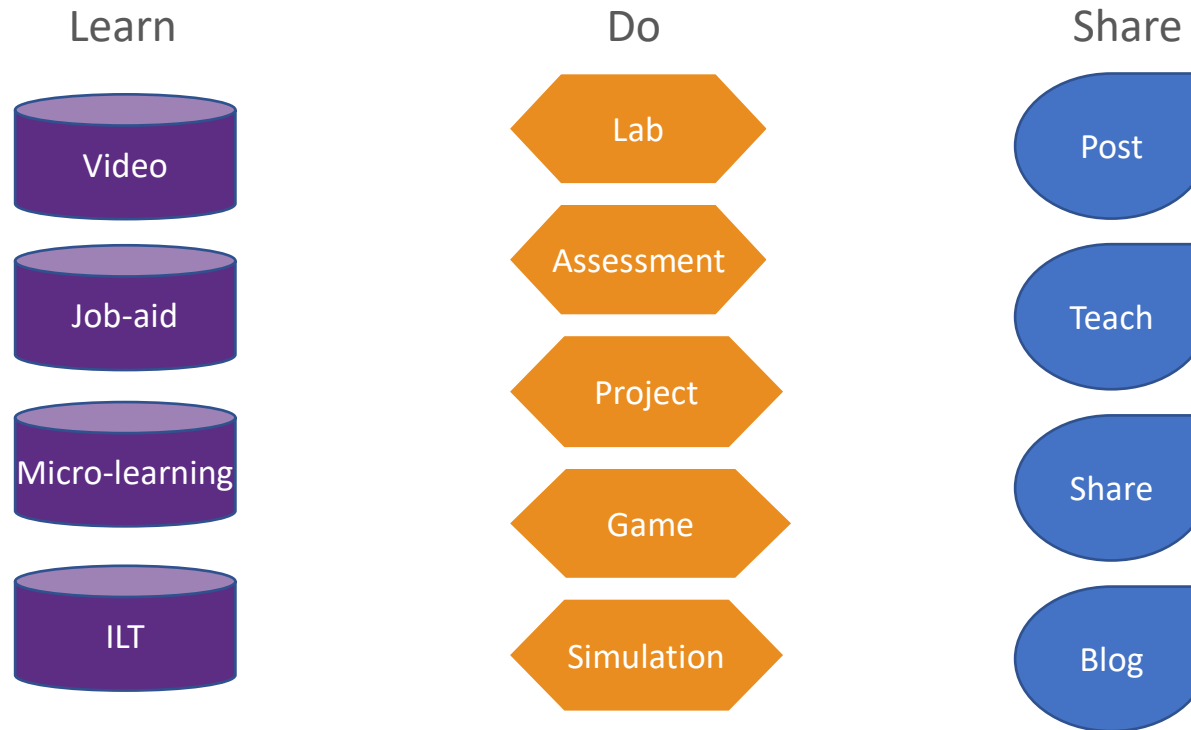
Engaging, Relevant, Valuable

New L&D Talent

AGILE designers	31.6%
Web designers	27.8%
Game designers	26.6%
HTML5 programmers	24.1%
User experience designers	54.4%

Shifting the model

Content that is developed for today



Upskilling Learning

Automation is not getting rid of jobs, it is changing jobs

Learning tools

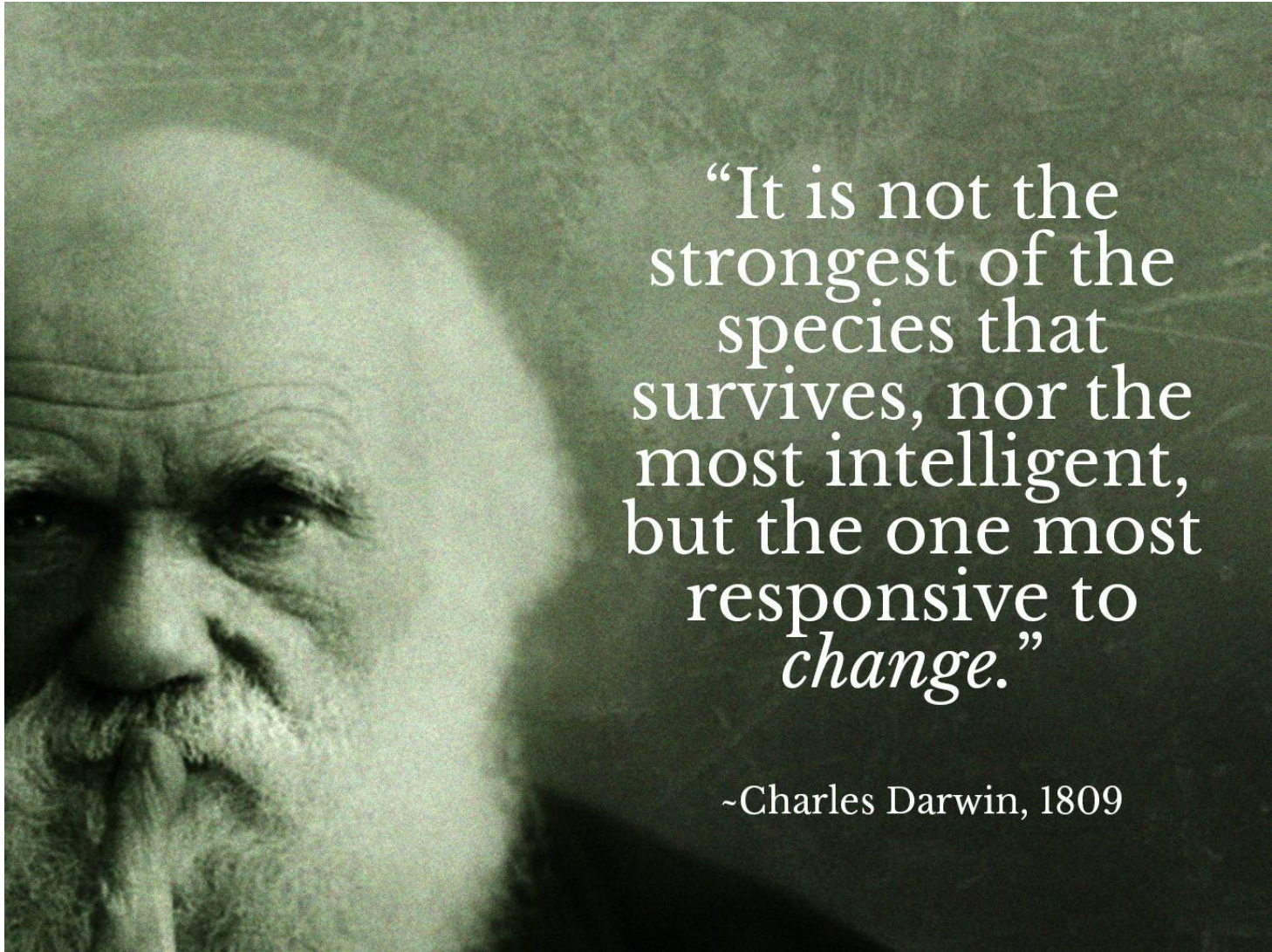
- Video
- Curation
- Assessment
- Analytics
- Games
- Microlearning

Learning delivery

- Ux
- Blend
- Content management
- Community
- Mentoring
- Moderation

Learning leadership

- Engagement
- Social Marketing
- Agile
- Communications



“It is not the strongest of the species that survives, nor the most intelligent, but the one most responsive to *change.*”

~Charles Darwin, 1809



Key Takeaways

- Learning will play a central role in the digital transformation.
- The workforce is changing and so we need to think about learning differently too.
- We can't use outdated methods to upskill people for the future.
- It's important to understand how people really learn (and like to learn).
- It's crucial to help ALL employees build skills and expertise and to find the right technology to enable this.
- The Learning organizations must be able to transform while simultaneously enabling the company's transformation.

Questions?

Thank you
for joining us today!

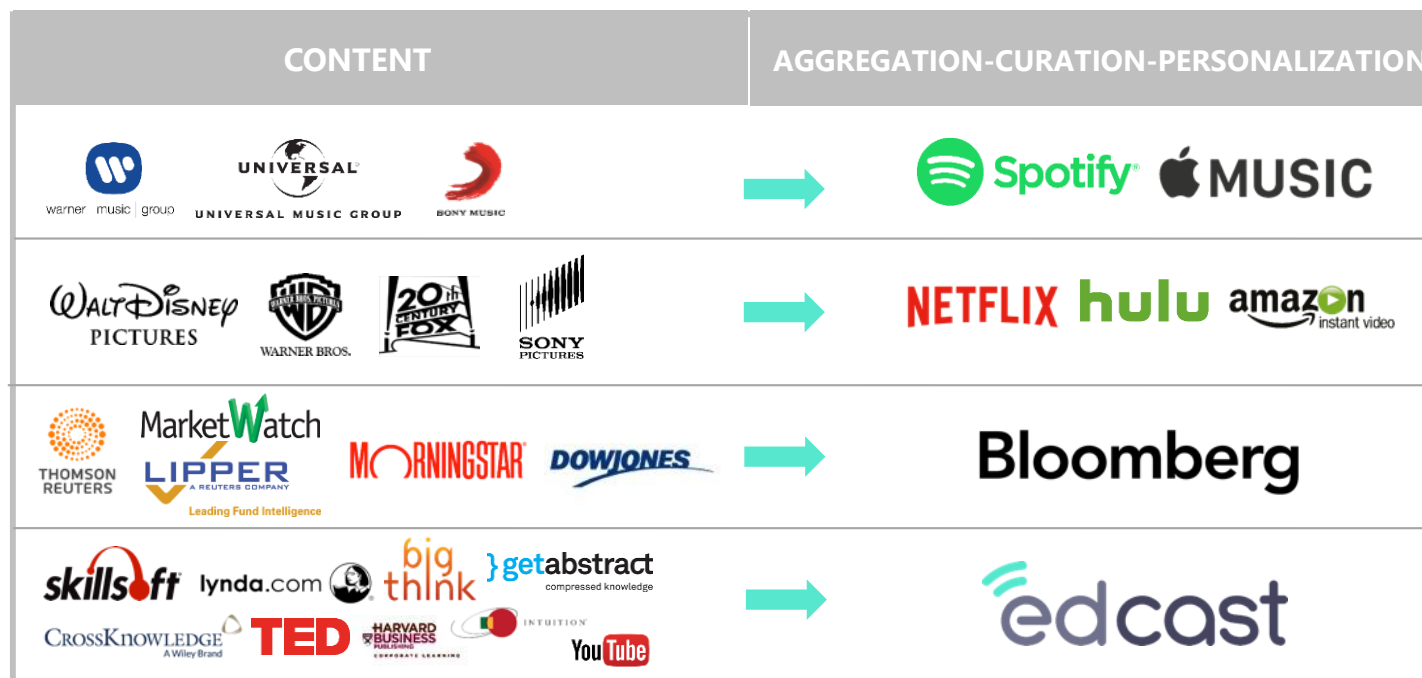
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The logo for edcast, featuring the word "edcast" in a white, lowercase, sans-serif font. Above the letter "e" are three curved lines in shades of teal and green, resembling a signal or Wi-Fi icon.

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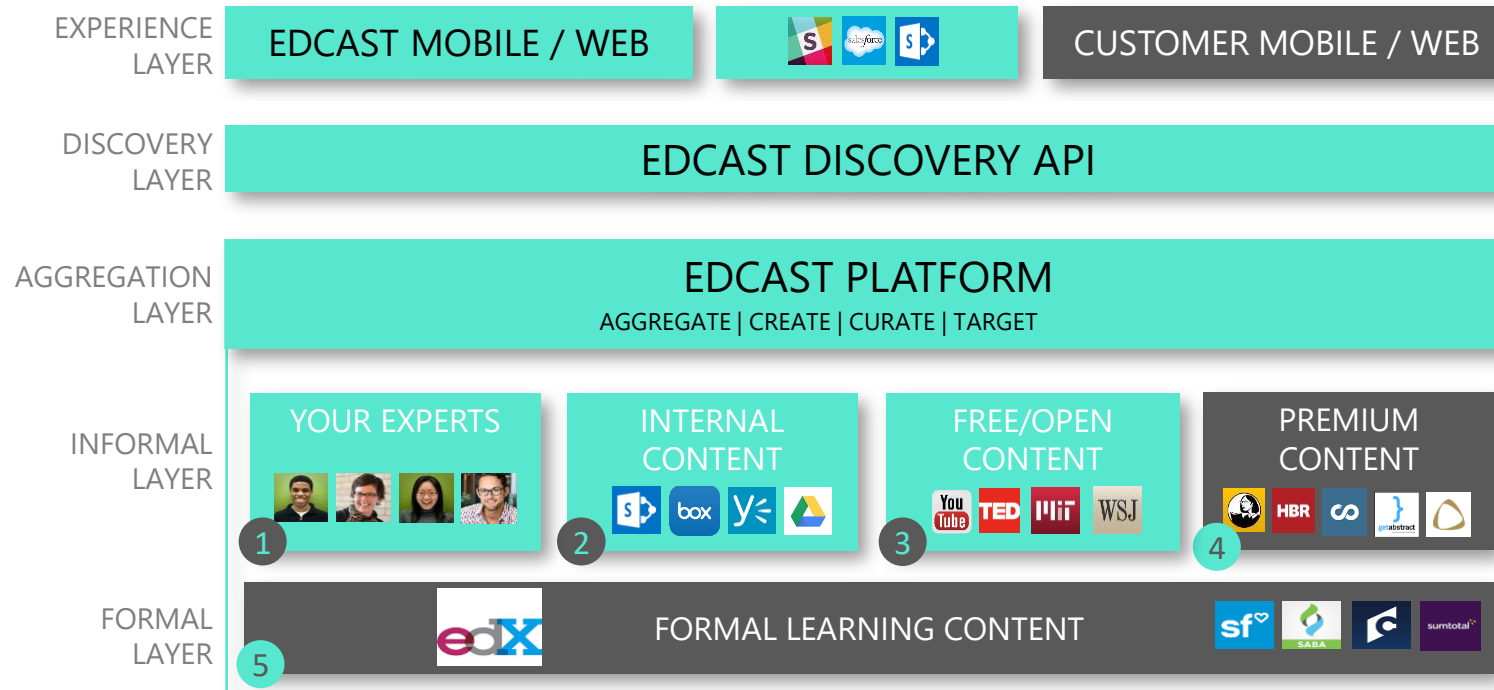
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<https://techcrunch.com/2017/07/04/in-the-knowledge-economy-we-need-a-netflix-of-education/>

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<http://www.marketwatch.com/story/edcast-acquires-content-ai-start-up-sociative-2017-06-20>

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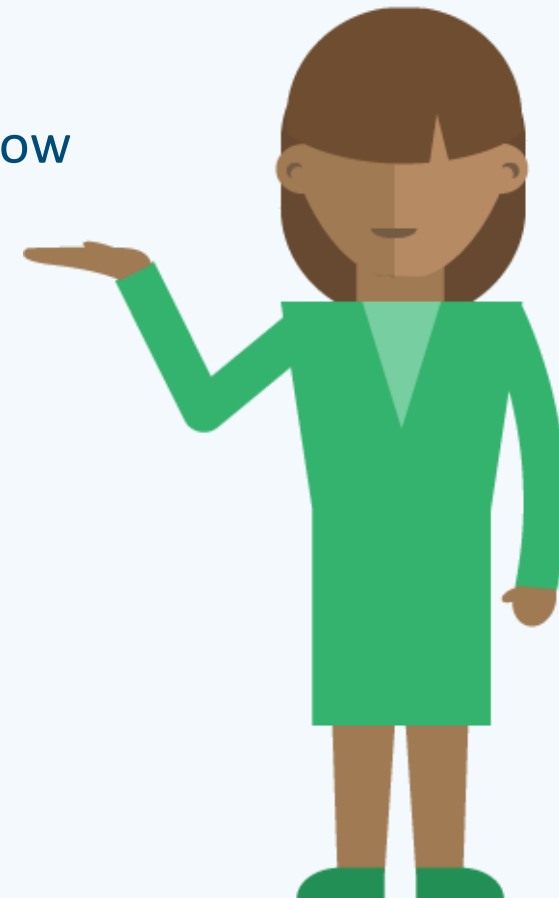
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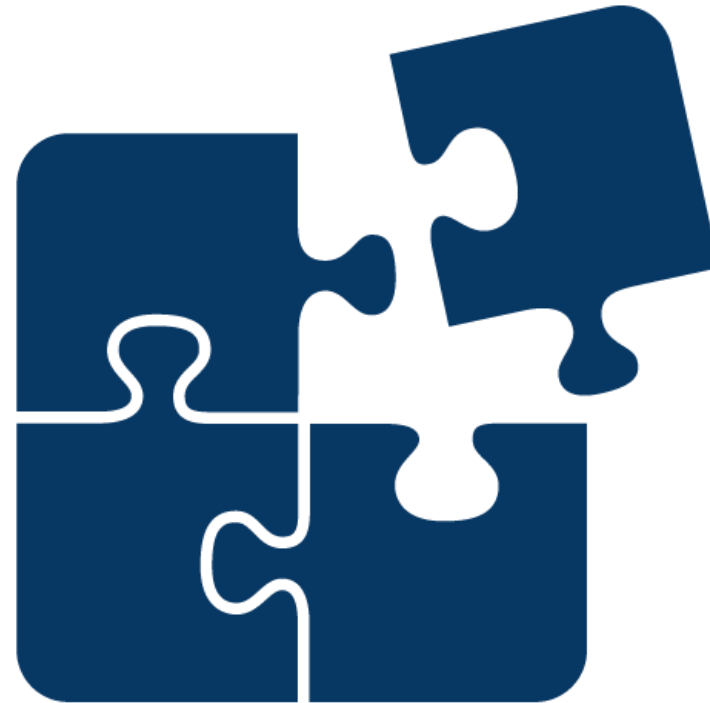
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- Katrina Williams, Director, Sales Capability
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