

The Power of Pull: How Learning is Changing



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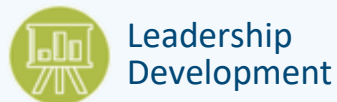
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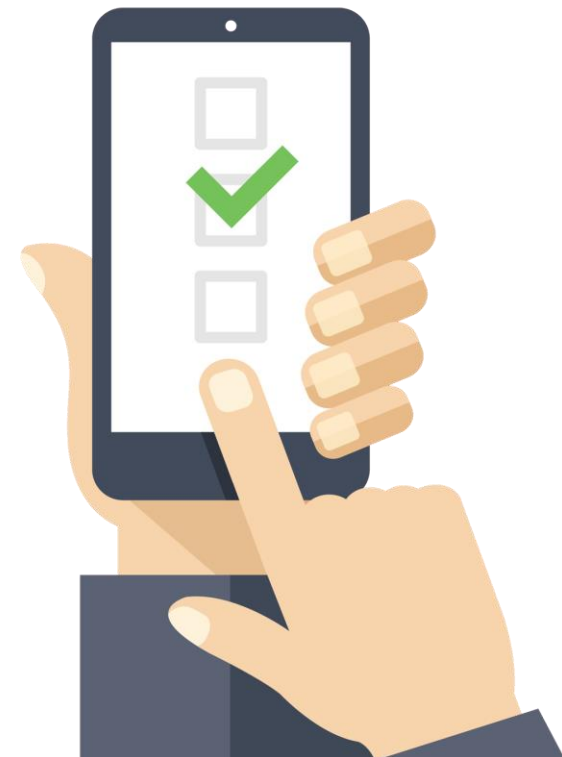
PROFESSIONAL DEVELOPMENT

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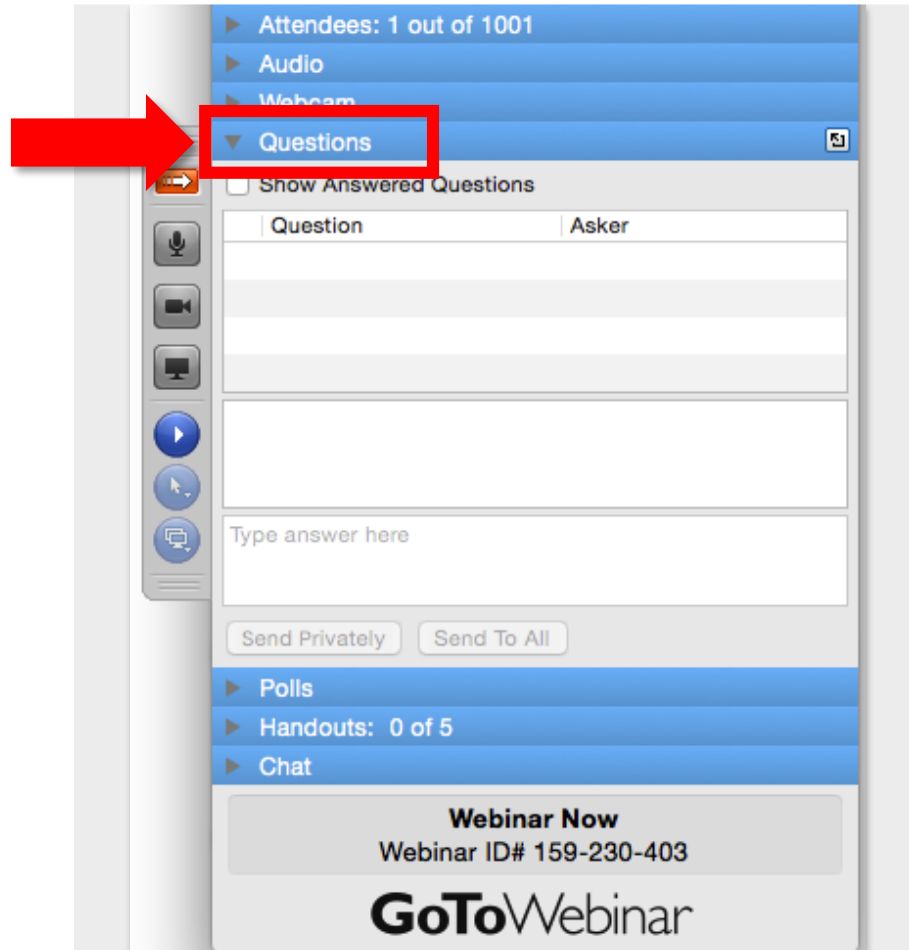
- Learning & Development Benchmarking
- Workforce Management Technology
- HCM Outlook
- Talent Risks

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How To Ask Questions



- Submit your *questions* or *comments* about the discussion to our presenters using the **Questions** tab on your control panel.

Recording and slides will be sent out after the webinar.

The world of work
is changing

OLD

Hierarchy

Data/process-centric

Top-down control

Homogenous

Managed change

Integrated silos

Permission

Incremental improvement

New

Wirearchy

People-centric

Bottom-up collaboration

Diverse

Organic innovation

Borderless unification

Enablement

Agile transformation

Learning is
changing too...

From

Classes

Courses

ADDIE

Compliance

Completions

Grades

To

Experience

Social/Collaborative

Video

Mobile

Agile

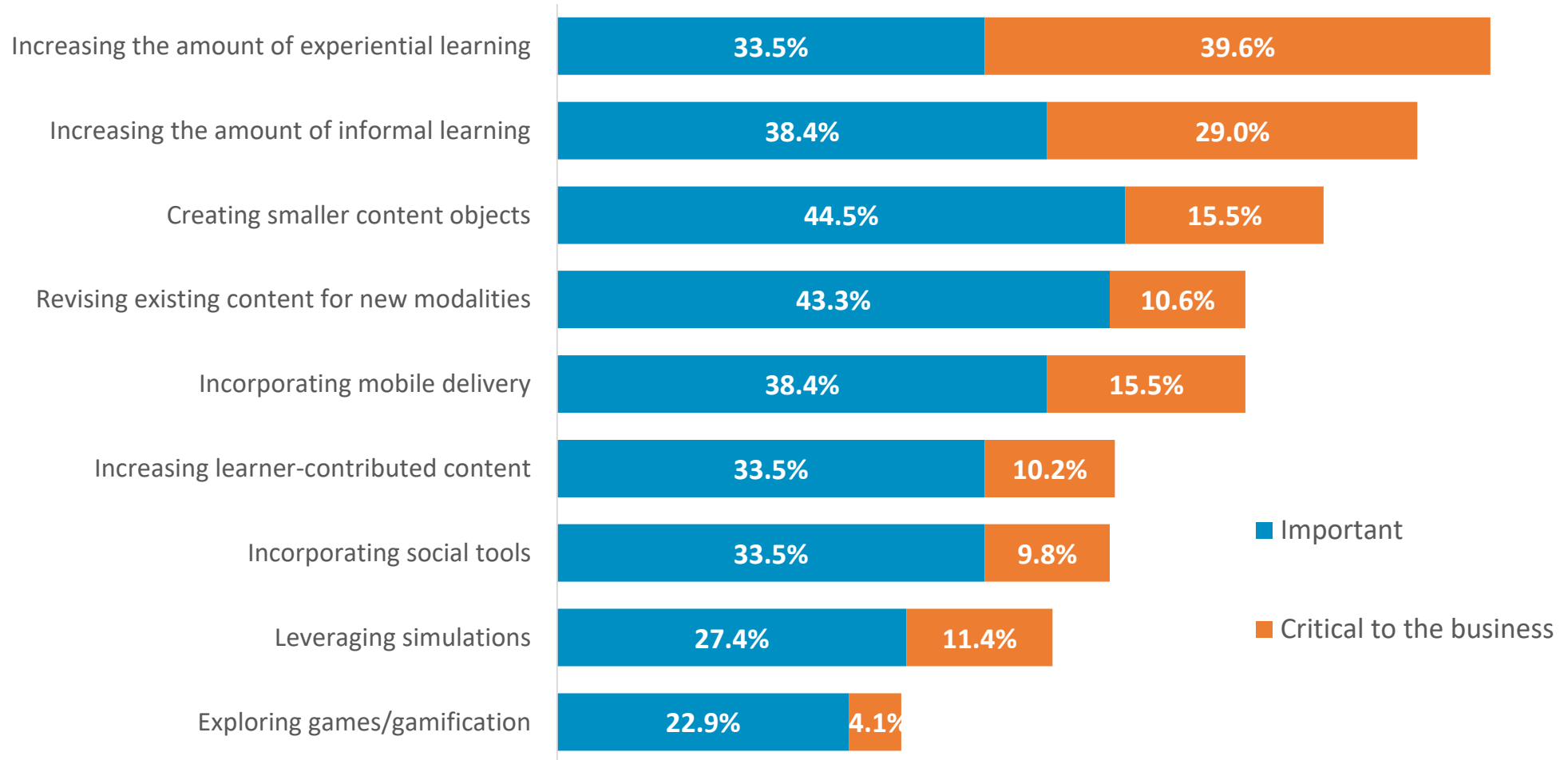
Connections

Context

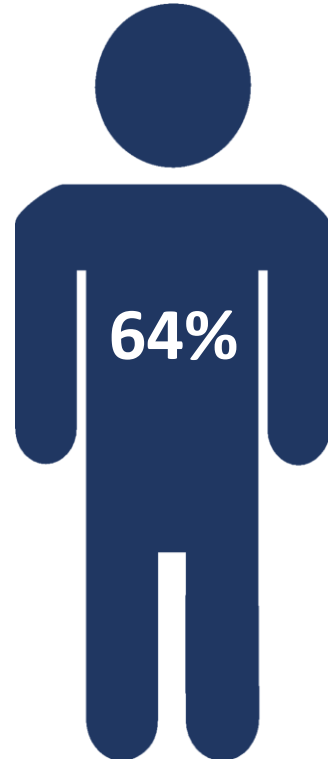
Personalization



Learning Priorities



Brandon Hall Group, Learning Strategy Survey



Weekly, daily, or more often

Source: Brandon Hall Group, Learning Strategy Survey

How often would you expect your individual contributor population, on average, to need to connect with learning resources to effectively perform their job?

What Learners Say

Online videos	78.2%
In-person classroom	70.9%
Traditional eLearning	58.3%
Coaching/mentoring	52.8%
Virtual classroom	47.2%
Off-site programs	40.9%
On-the-job exercises	37.1%
Degree or certification programs	27.0%
Games/learning simulations (in person)	11.4%
Delivery to mobile devices	9.8%
Enterprise social learning application	7.8%
Games/learning simulations (online)	6.1%

Access to information
is the #1 thing learners
want from technology

Then

Technology
dictated how we
learn.

Now

Technology fits
the way in which
we learn.

Learning's New DNA



"I want it to be relevant to my role, location and development path."

Contextual



"It needs to be short, I prefer videos and quick updates."

Small



"I learn better everyday and on my own schedule"

Informal



"Learning should be available anytime, anywhere."

Mobile



"I prefer peer discussions and recommendations."

Social

Why Does it Matter?



Learners only retain about 20% of a formal experience within two weeks



Employees are busier and more distracted than ever



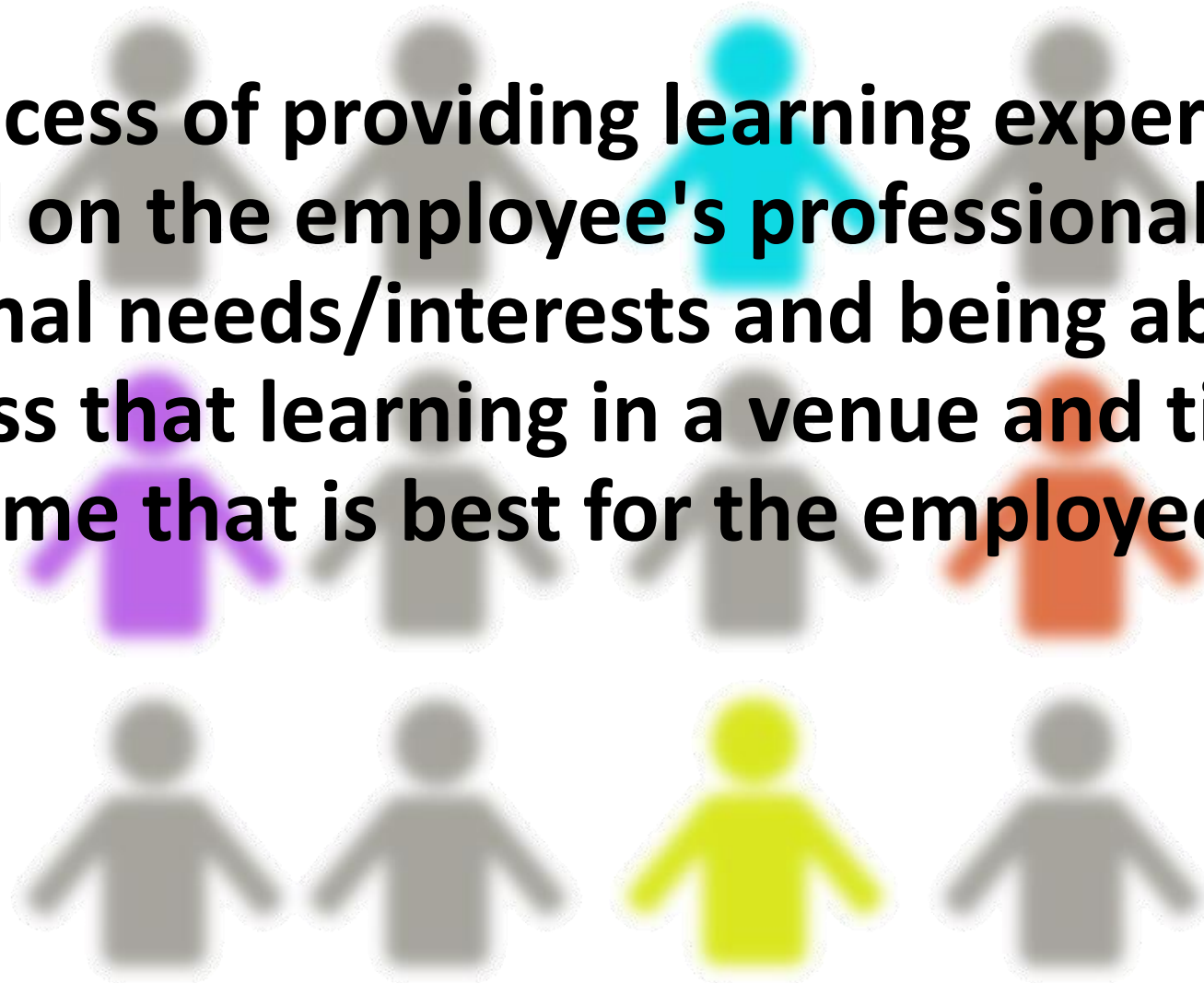
A mobile, dispersed workforce does not have time for event-based learning

There is No Not Knowing

The Google logo is displayed in its characteristic multi-colored font. The letters are: 'G' (blue), 'o' (red), 'o' (yellow), 'g' (blue), 'l' (green), and 'e' (red).

Personalized Learning

The process of providing learning experiences based on the employee's professional and personal needs/interests and being able to access that learning in a venue and time frame that is best for the employee.



Poll Question

- › To what degree does your organization deliver personalized learning?
 - Not at all
 - Sometimes
 - Most of the time
 - All the time

Personalized Learning

The process of providing learning experiences based on the employee's professional and personal needs/interests and being able to access that learning in a venue and time frame that is best for the employee.

HiPOs

58%

All or most of the time

Others

34%

All or most of the time

Personalized Learning



62%

of **High Performers** use personalized learning as part of their learning strategy.

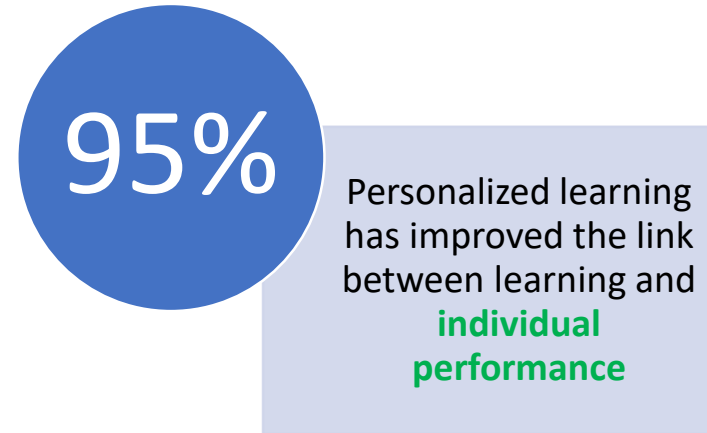
35%

of **Low Performers** use personalized learning as part of their learning strategy.

Personalization Matters

Agree/ Strongly Agree

- 93%** Personalized learning supports an employee in reaching professional goals more efficiently
- 91%** Personalized learning supports employee needs for continuous development
- 88%** Personalized learning has helped to improve our organization's strategies, mission, or vision
- 81%** Personalized learning aligns with the 70:20:10 framework



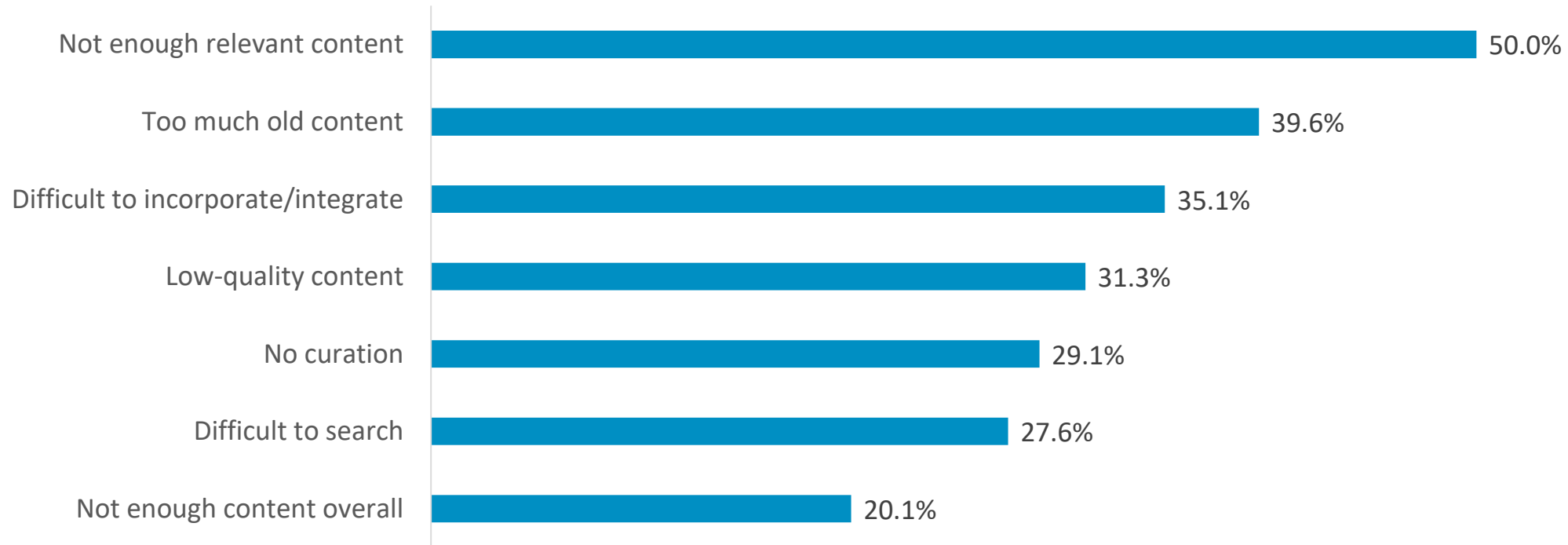
Brandon Hall Group, 2017 Personalized Learning Survey

It's not just experience, it's
content, too

Content priorities

- Creating smaller content objects
- Revising existing content
- Increasing learner-contributed content
- Incorporating mobile delivery
- Exploring games/simulations

Current Content Challenges



Brandon Hall Group, Learning Content Survey

Current Content Challenges

A little more than one-third of companies say they have effectively defined the learning content required to satisfy each of their critical skills or competencies

Brandon Hall Group, Learning Content Survey

Today's business environment does not allow for the time it used to take to find relevant, useful content.

30%
of companies say
curation
is a challenge with
content aggregation

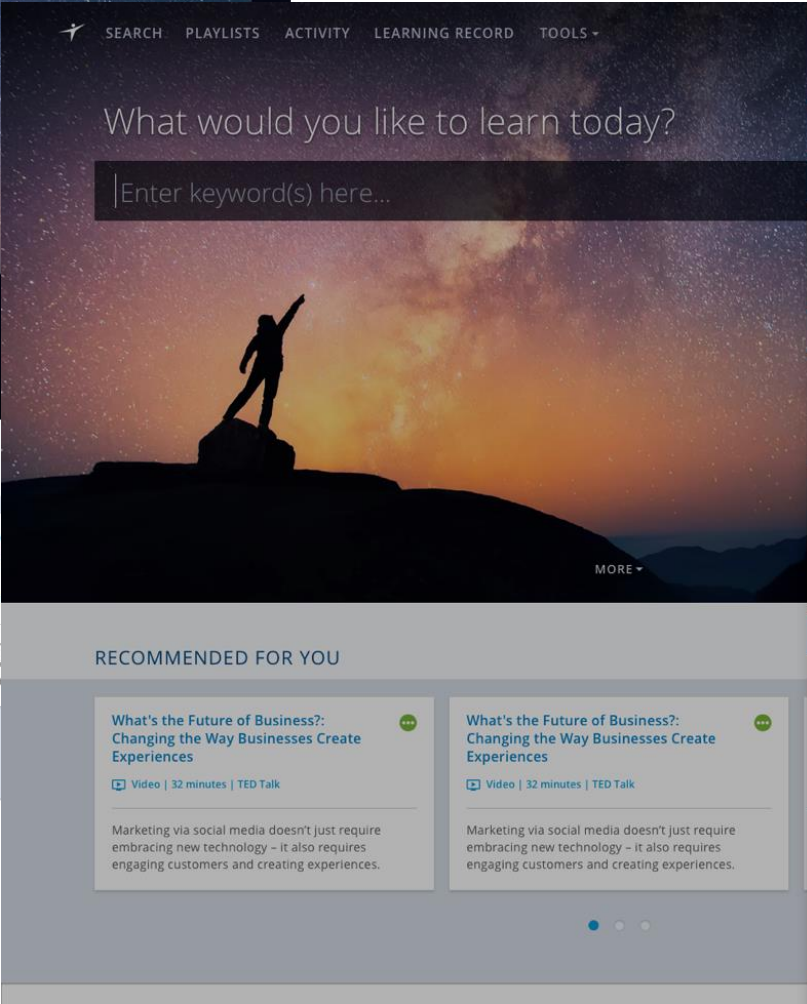
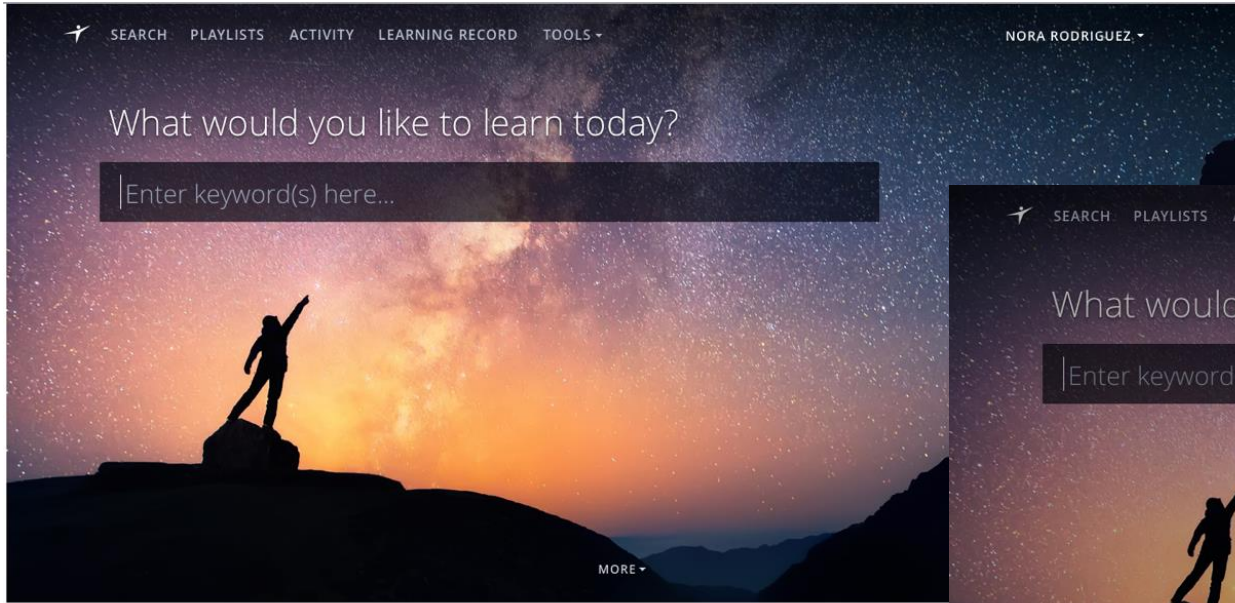


Source: Brandon Hall Group, Learning Content Survey

What does it look like?

What would you like to learn today?

| Enter keyword(s) here...



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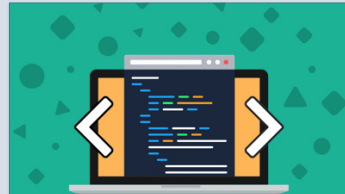
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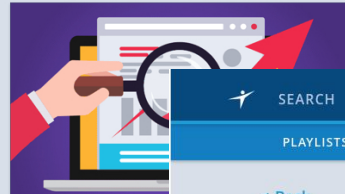
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KEYWORDS

tax keyword SDC corporate

Curriculum: Tax SDC: Authorization List Management - The Questionnaire Tax SDC: Authorization List Management

Video | 32 Minutes | TED Talk

What's the Future of Business?: Changing the Business

Video | 32 Minutes | TED Talk

This course is an introduction to coverage and nondiscrimination testing for defined benefit and defined contribution plans. Learners will be provided with an overview of the coverage and nondiscrimination rules plans must satisfy.

Curriculum: Tax SDC: Authorization List Management - The Questionnaire Tax SDC: Authorization List Management

Video | 32 Minutes | TED Talk

Curriculum: Tax SDC: Authorization List Management - The Questionnaire Tax SDC: Authorization List Management

Takeaways

- One size fits all fits no one.
- Learners won't pull or self-discover if it is an exercise in finding the needle.
- It's important to understand how people really learn (and like to learn).
- Think consumer-grade.
- Transition from tangible learning thinking to intangible.
- Outmoded learning content and experiences will prevent your organization from adapting to a rapidly changing future.
- We can't use outdated methods to upskill people for the future.

QUESTIONS?

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Skip.Marshall@tribridge.com

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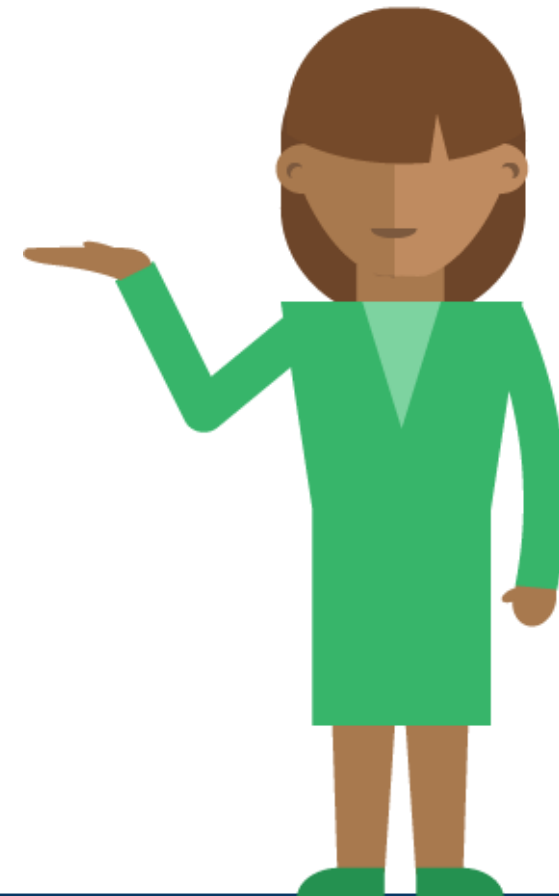
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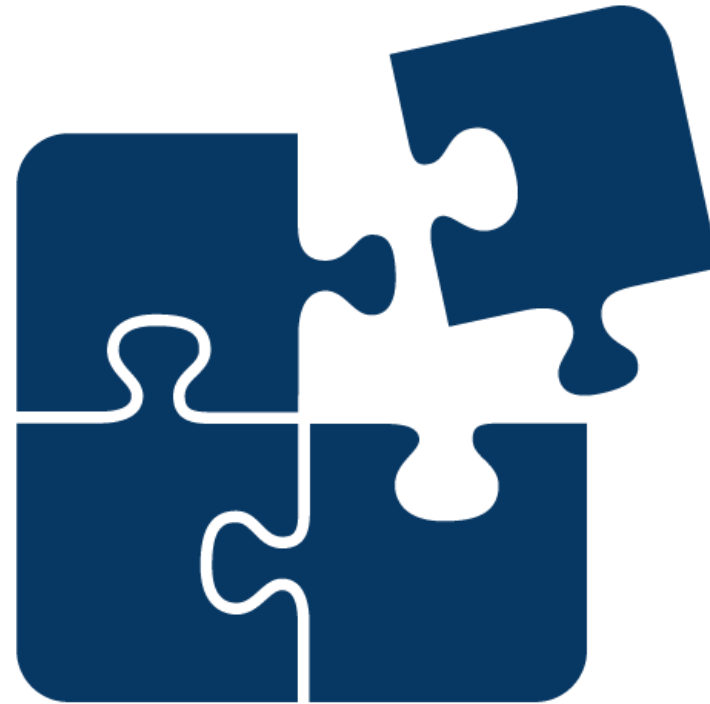
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2

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3

Our solutions gets better results – research-driven, focused on the business, simple, targeted, flexible approach.

4

Our case studies are unique for their diversity and focus on business results.

5

Our professional development is practical, tailored to your needs, and equips you to take action.

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- Katrina Williams, Director, Sales Capability
CDW

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What Our Clients Have to Say

I describe the attention and that customer service that I've experienced as being excellent. They are very attentive and wherever I need to be connected to whomever, they are there to help me.

- Joanne Veech, Global Talent Leader
PwC

<https://youtu.be/YkY-v8gfW5k>

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