Unlocking Opportunities for Intelligent Learning

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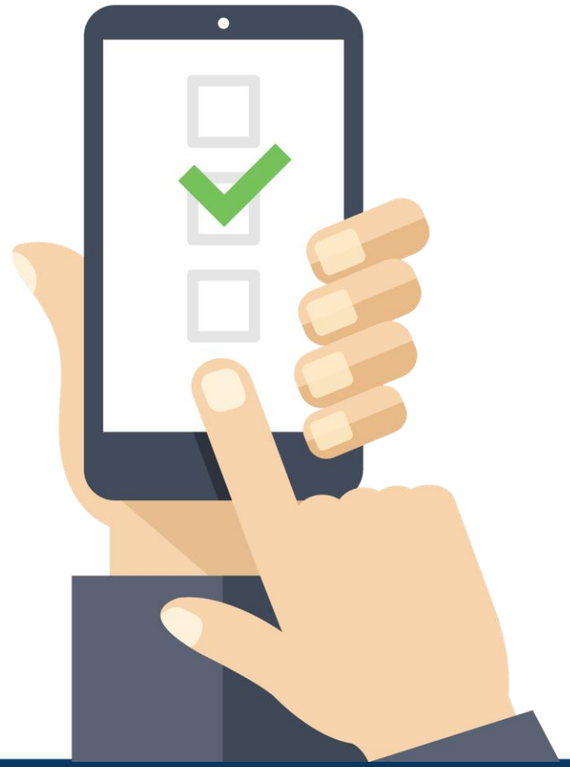

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How To Ask Questions

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

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Agenda

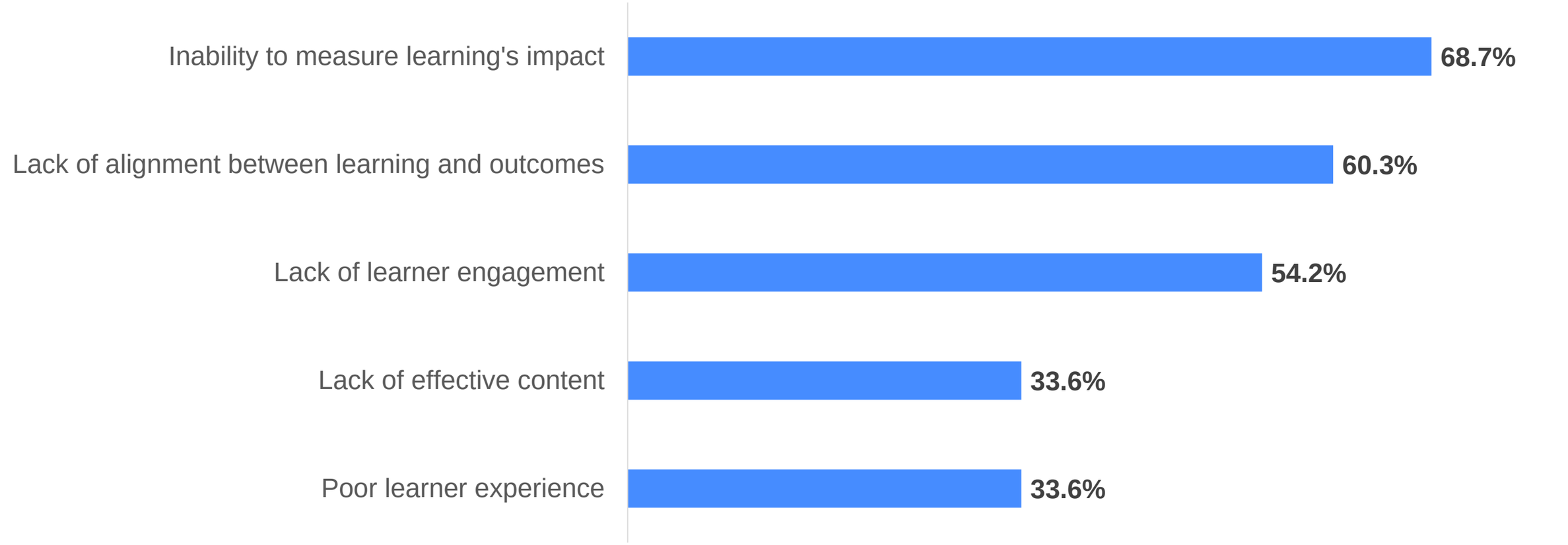
- Learning landscape today
- The big shake up
- Evolution of change
- New foundation micro and macro learning
- New blended solution
- New regime – intelligent learning
- New learning architecture
- Keys to unlocking opportunities

Learning Landscape Today

Current problems within landscape

- Limiting organizational boundaries
- Legacy system
- Content is built for old models
- Tracking and data collection
- Long lead time
- Learners are seeking their own learning
- Strategy to link learning with business

Current Learning Challenges



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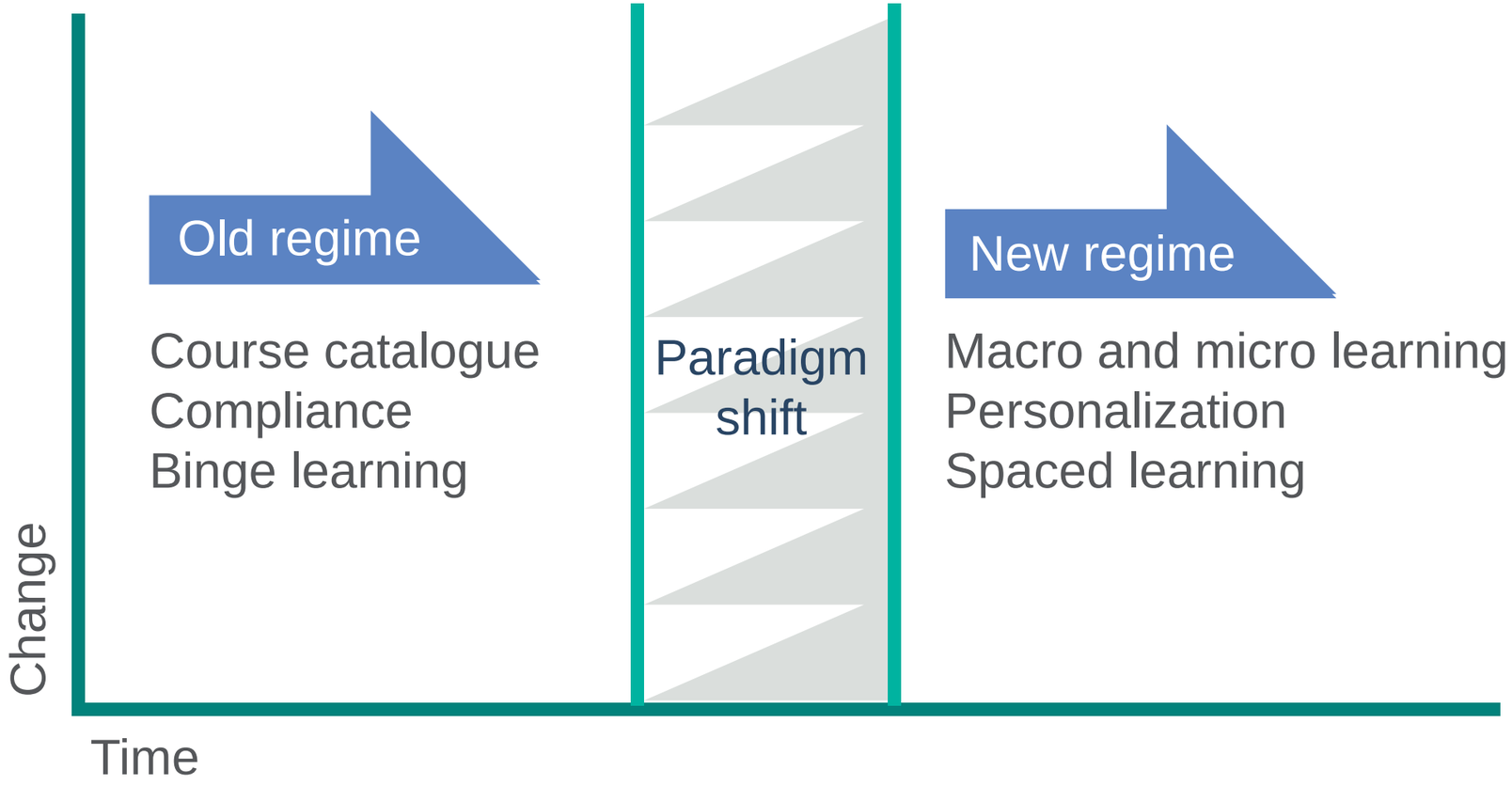
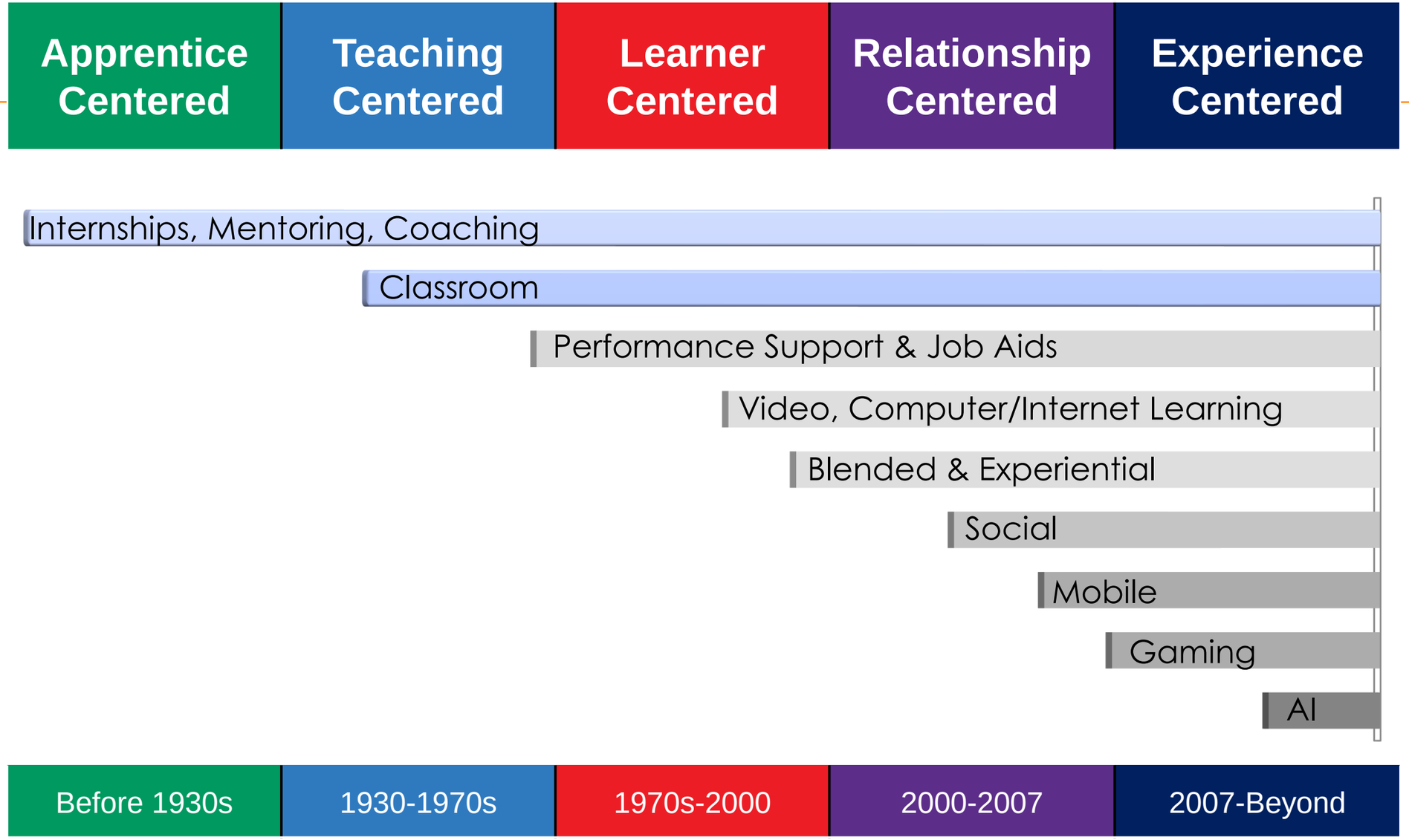
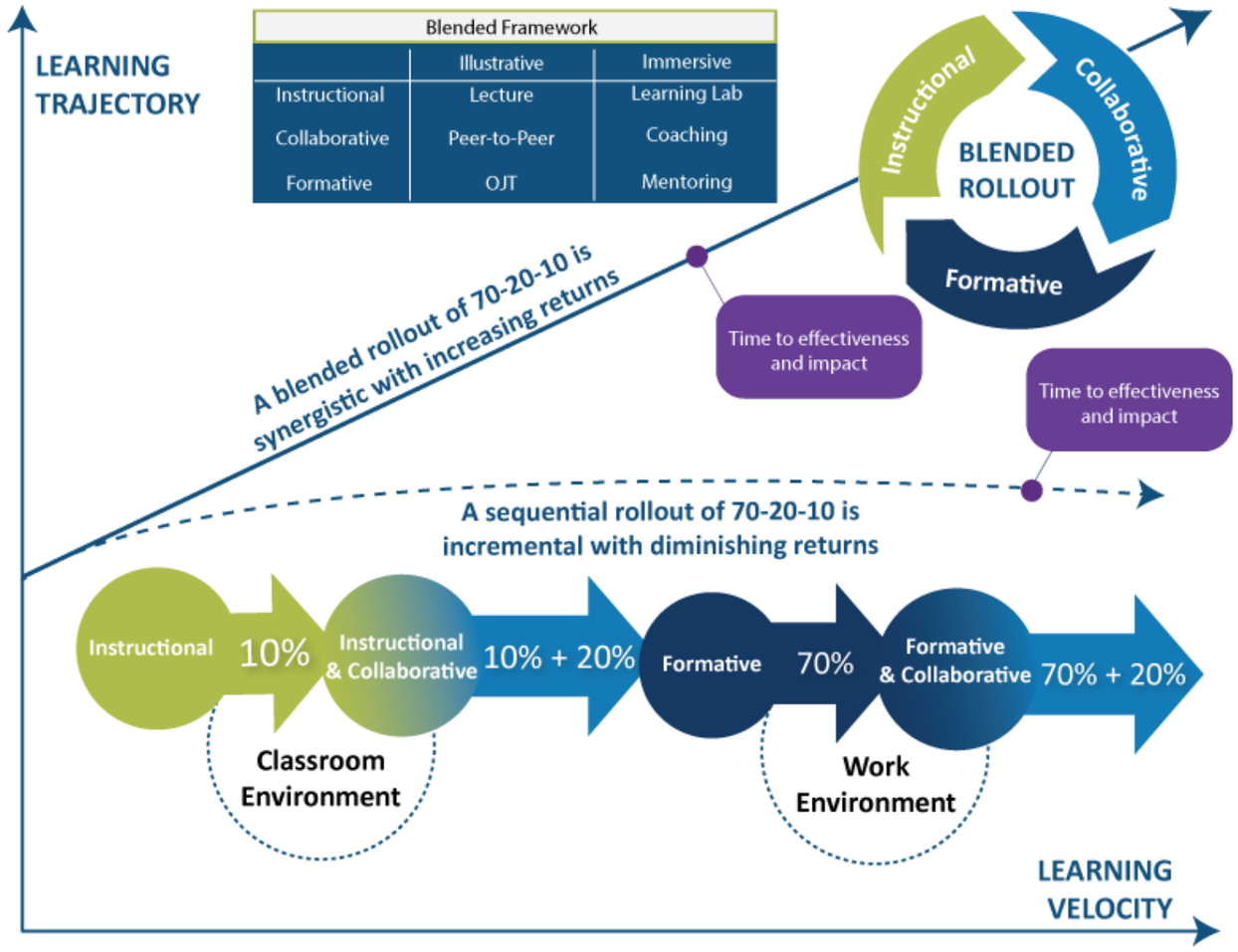
The Big Shake Up



Evolution of Change



New Blended Solution



Learning is no longer the outcome, but rather behavior that drives performance

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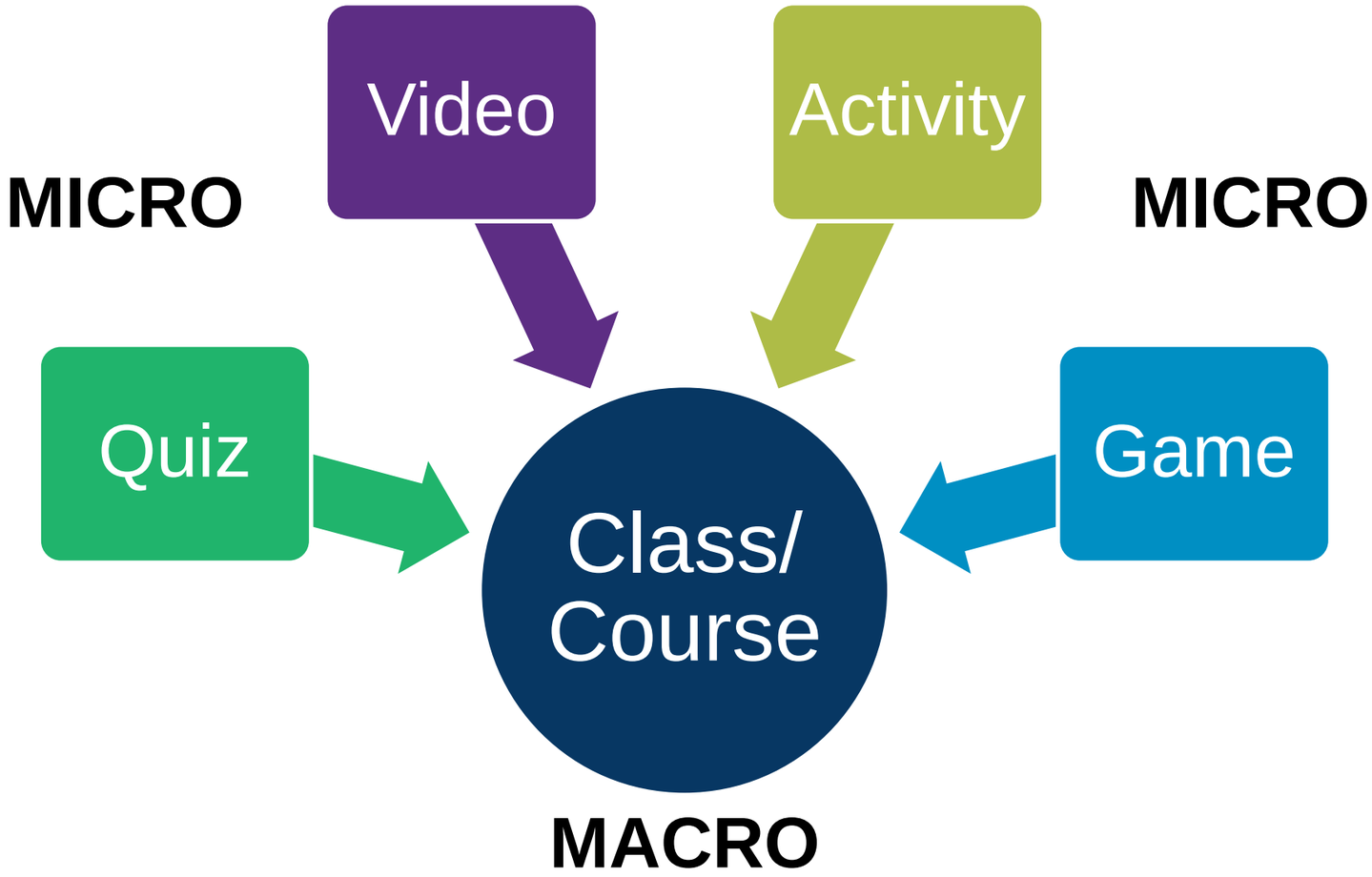
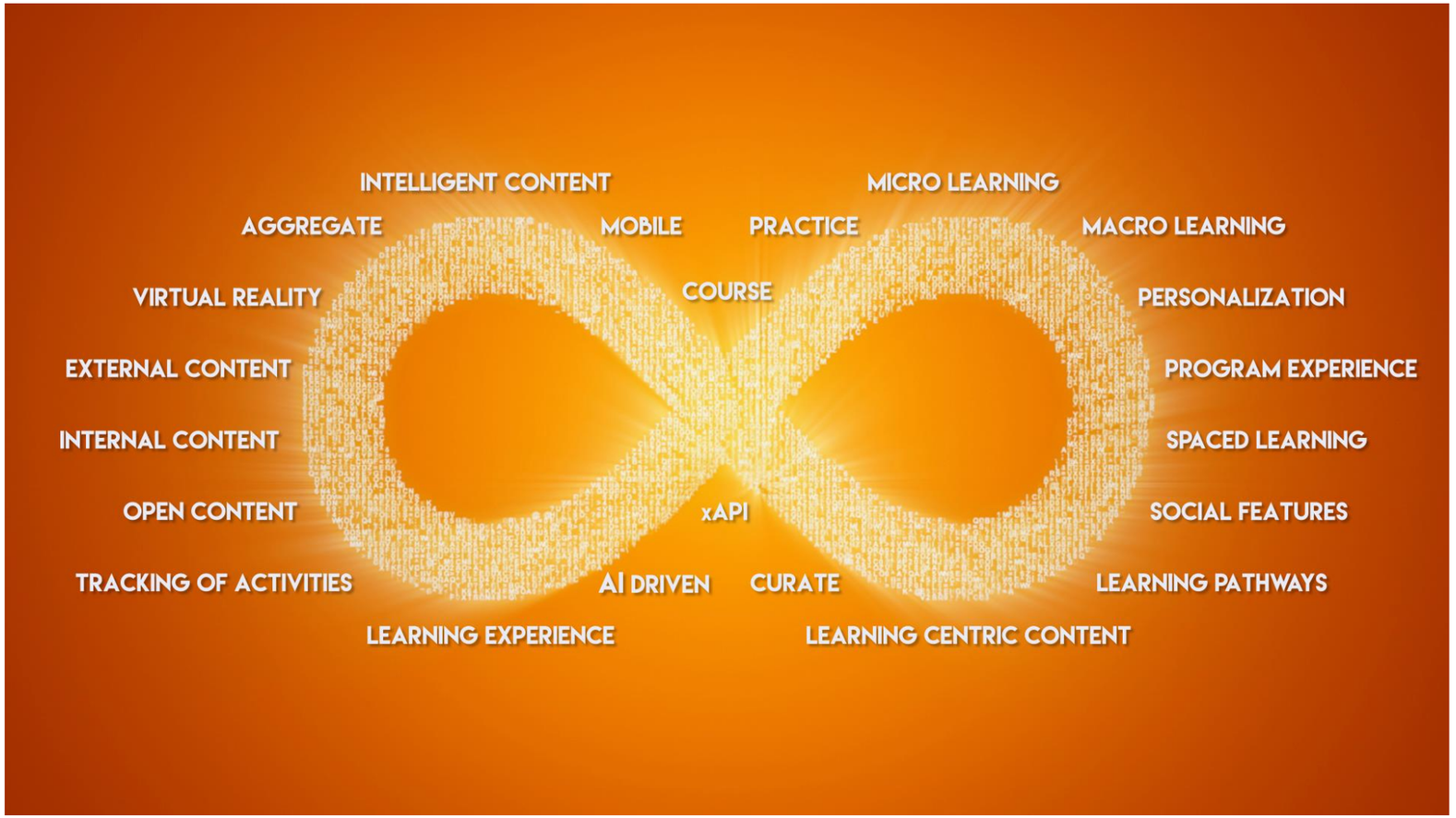
New Foundation – Macro and Micro Learning

	Macro-Learning	Micro-Learning
Moments of need	• Learning for the first time • Learning more • When things change	• Learning more • Applying what you've learned • When things go wrong • When things change
Drivers	Directed, prescribed	Self-directed, discovered
Time required	Hours	Minutes
Modalities	ILT, VILT, eLearning	Video, tools, activity
Outcomes	Completion, grades	Retention, behavior

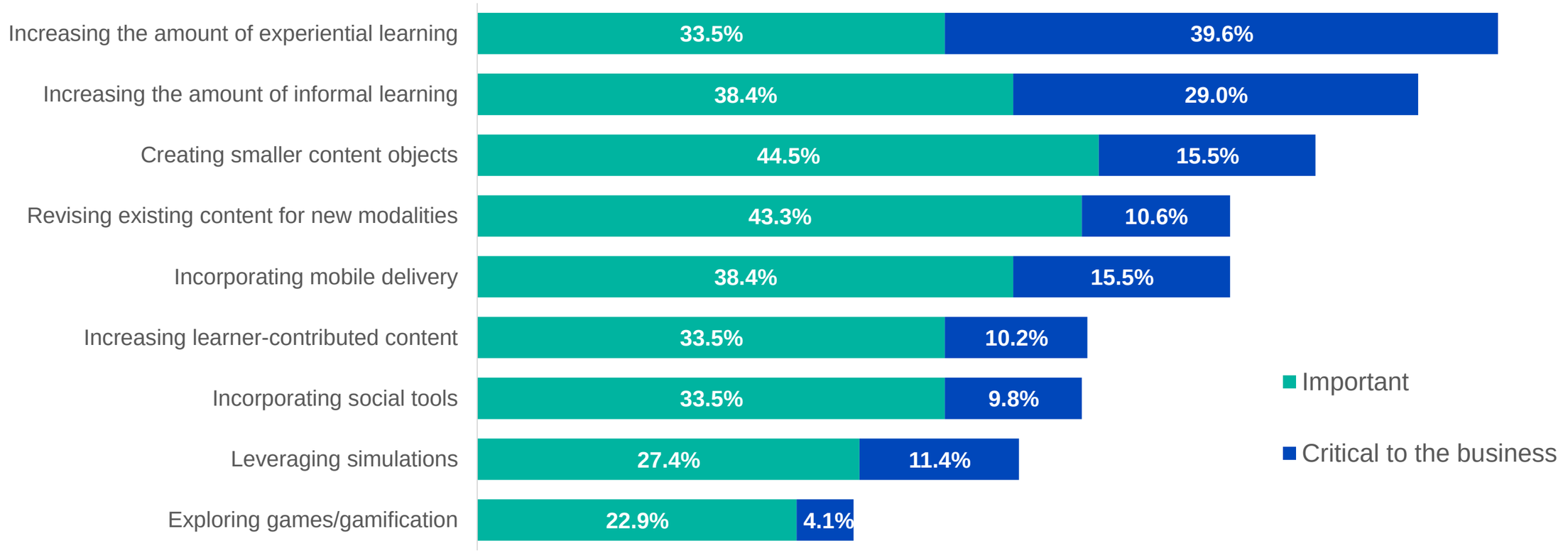
New Foundation – Macro and Micro Learning



New Regime – Intelligent Learning



Shifting Priorities



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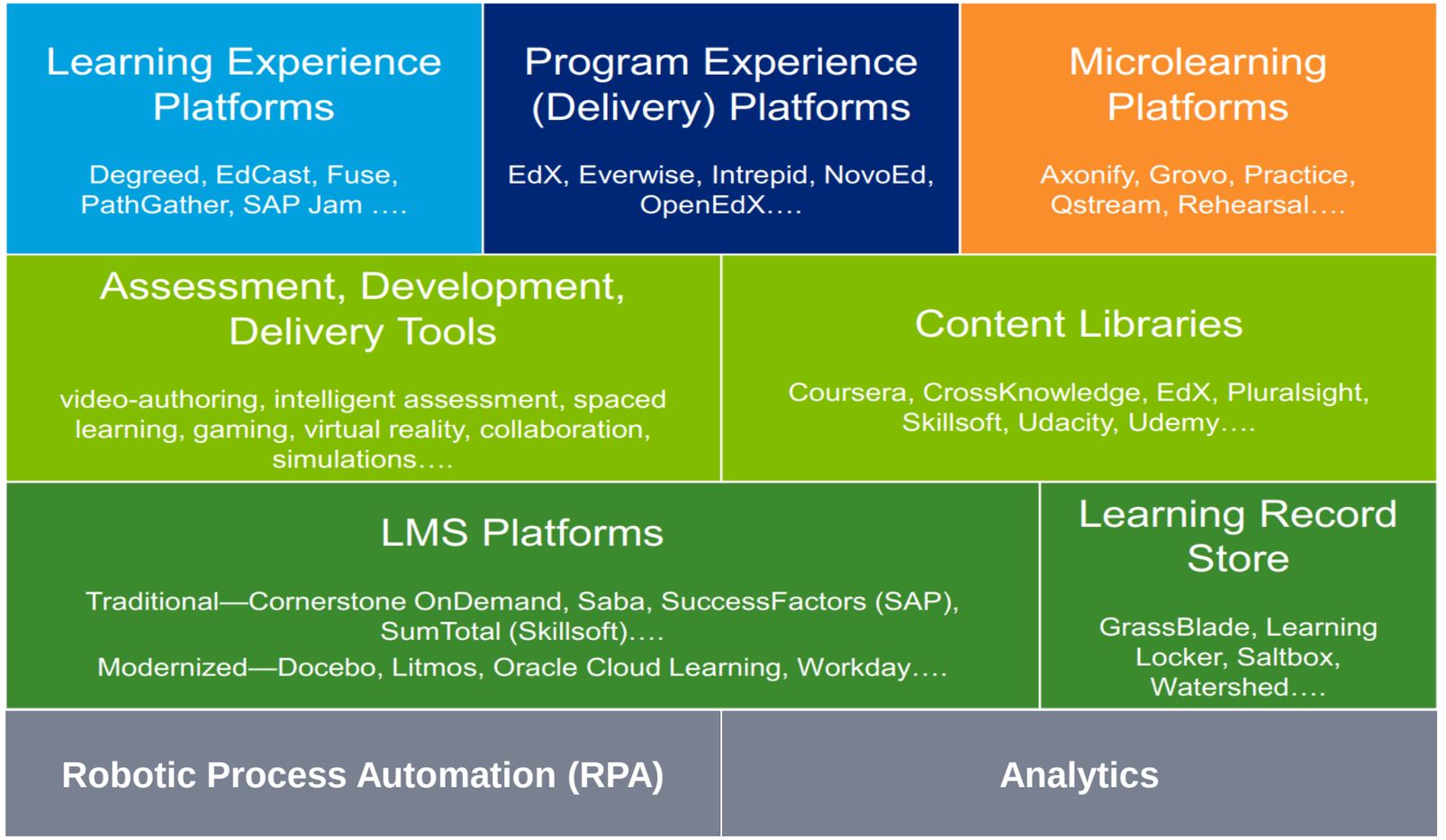
The New Learning Architecture



Bersin Report The Disruption of Digital Learning

Keys to Unlocking the Opportunities

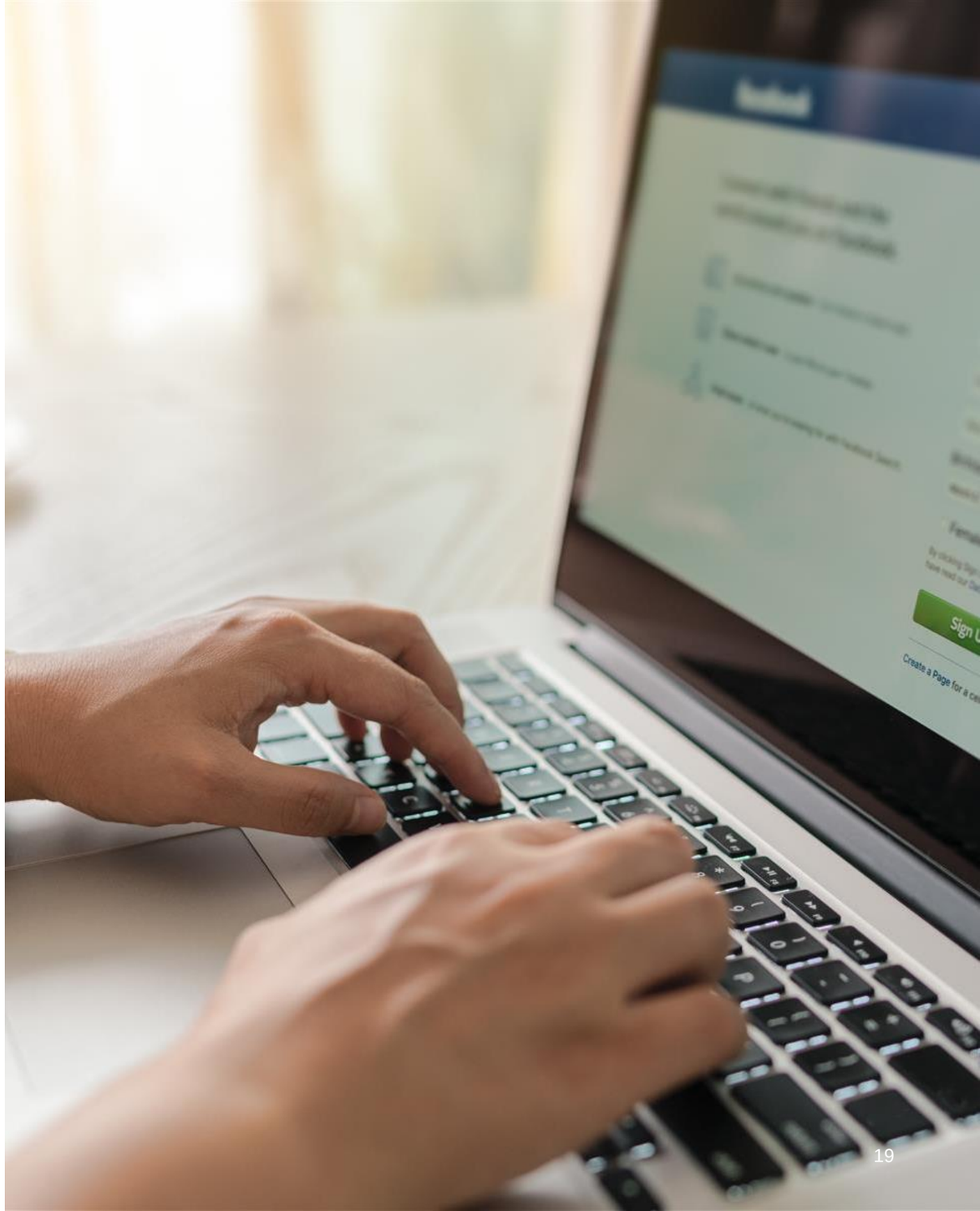
The keys to a successful future learning model will be:

- Technology
- Content
- Process
- Support Structure
- Personalization
- Business Performance
- Commitment

Key #1 Technology

The purpose of technology is to effectively deliver support/instruction to the learner

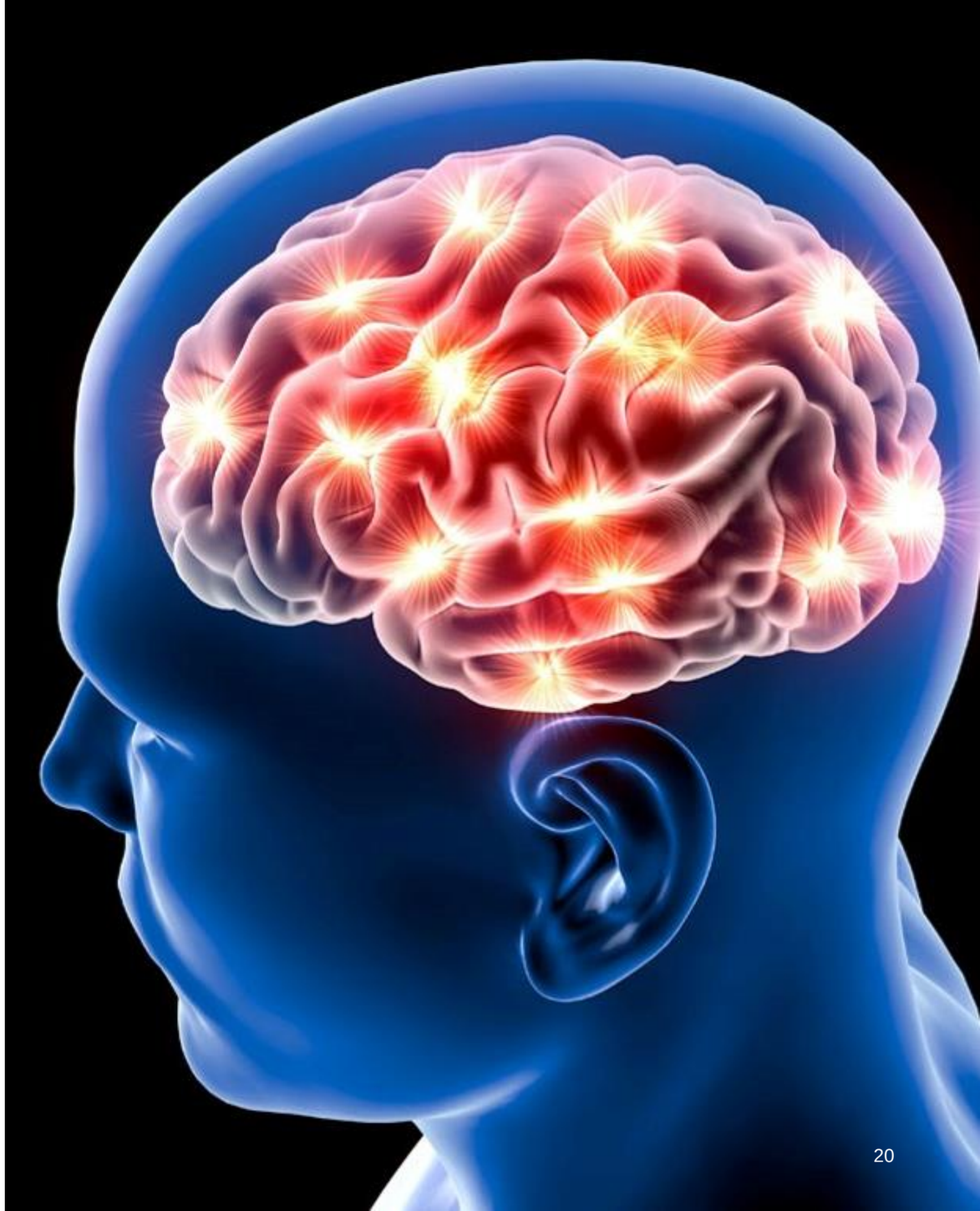
- Work with IT
- Accessibility to learner in time of need
- Don’t replace one big thing in another big thing
- Use the technology as it was intended
- Overall tracking of data



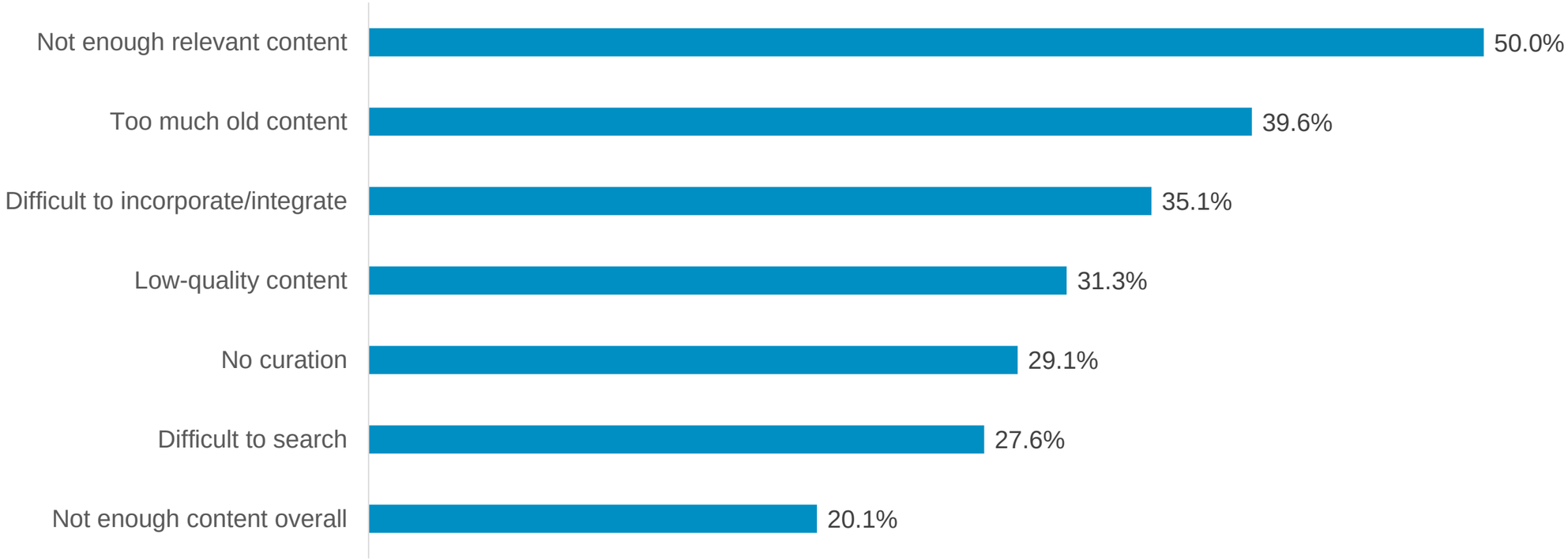
Key #2
Content

Focus needs to shift from the “business of creating content” to the delivery of usable content to support or instruct

- Supports both macro and micro
- Usable content for all levels
- Automation will impact content design
- Develop repurpose strategy
- Up-skill current skills sets



Current Content Challenges



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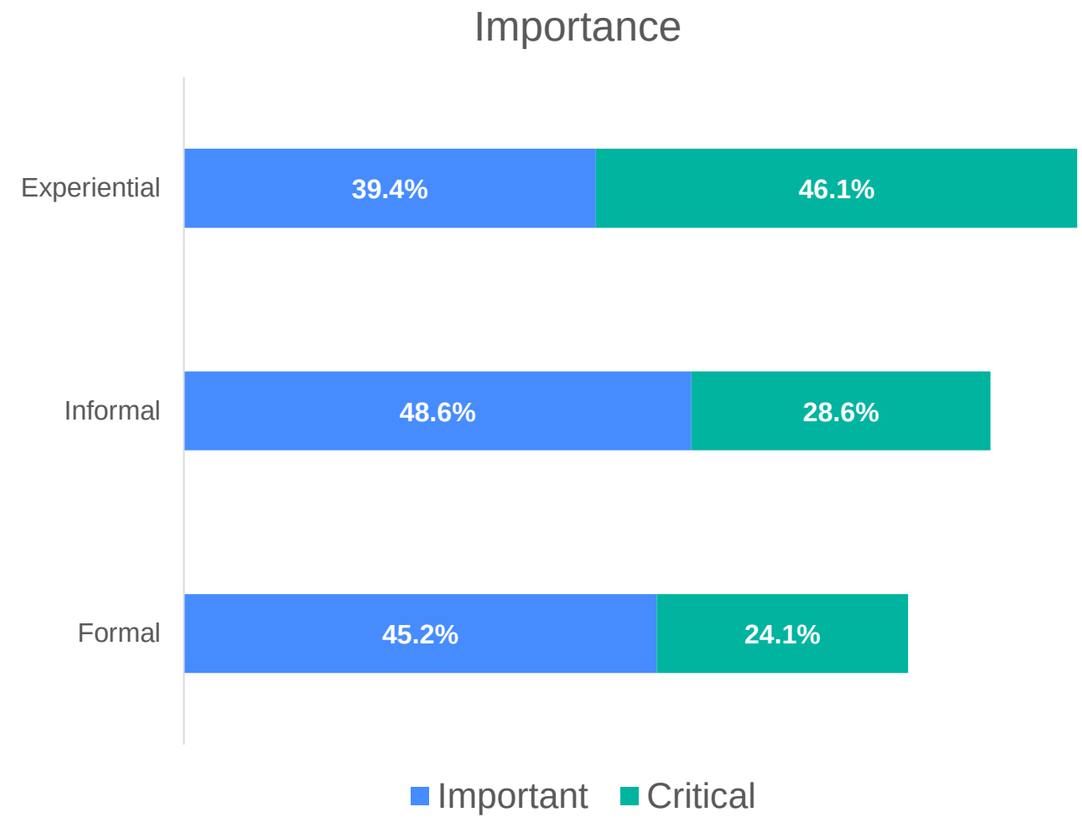
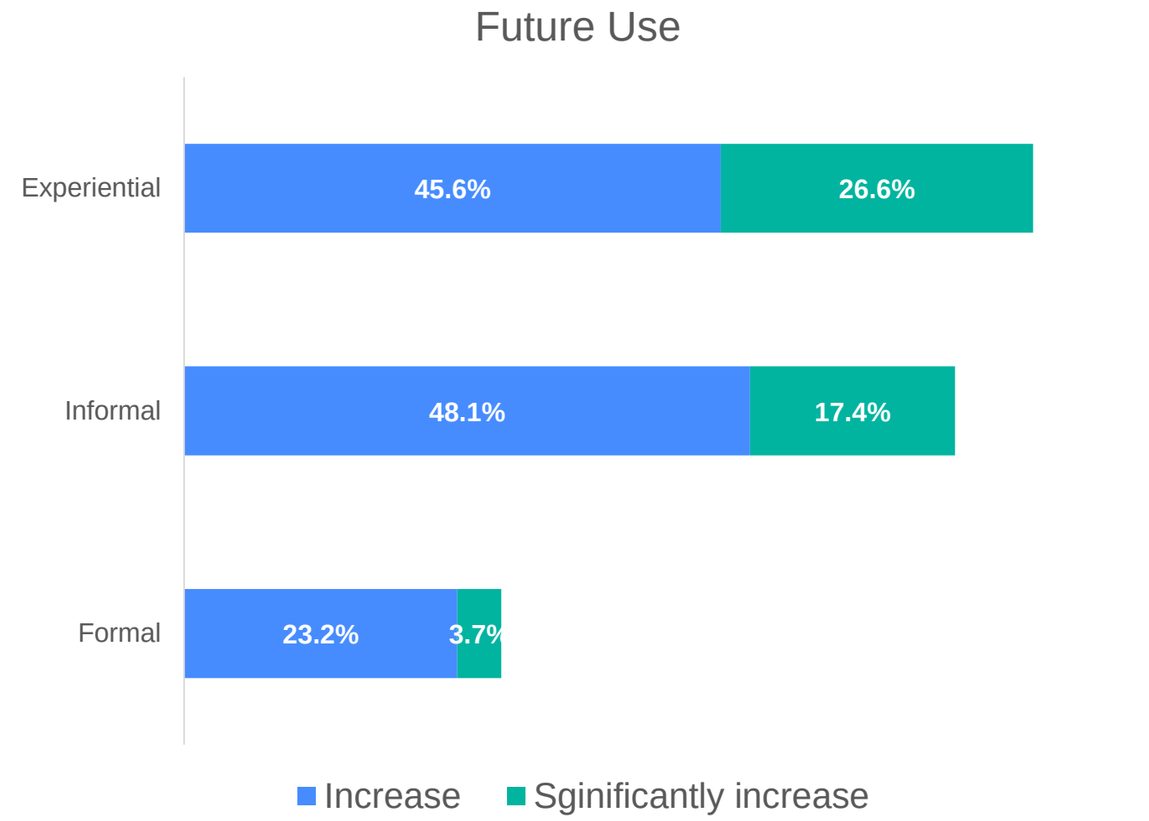
Where Content is Headed



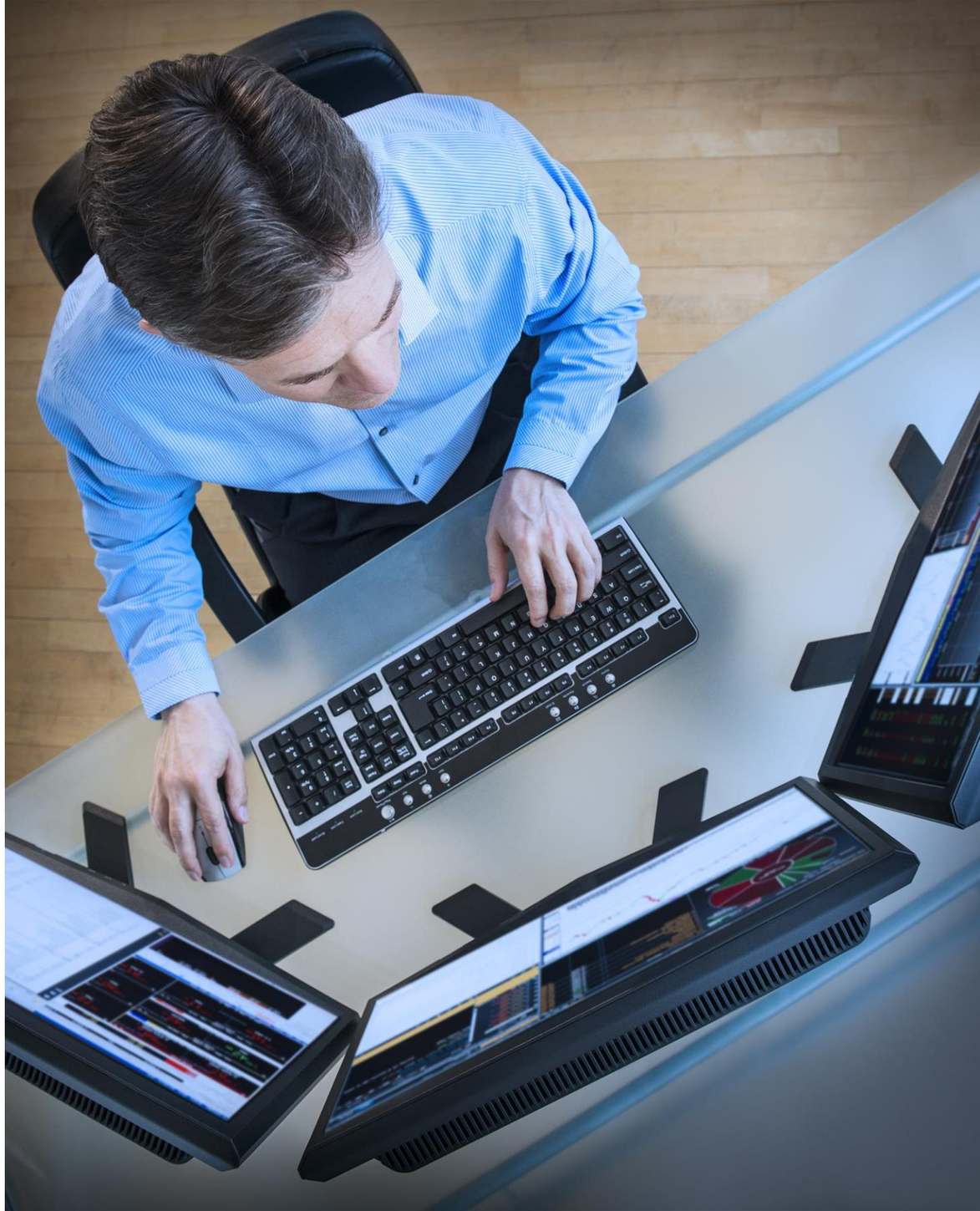


Brandon Hall Group, 2018 Learning Strategy Survey

Key #3
Process

Get out of business of learning, and into the intelligent delivery of a solution.

- Analytics are the number one driver to connect and give meaning to all the moving parts
- Current learning models do not produce enough data
- xAPI ecosystems provide more complete data captures



Key #4
Support Structure

The way we organize within our organization will change along with our paradigm shift.

- Performance is managed by team, not hierarchy
- Teams are dynamic
- Assessment and feedback are built into the process
- Ability to predict future needs or changes

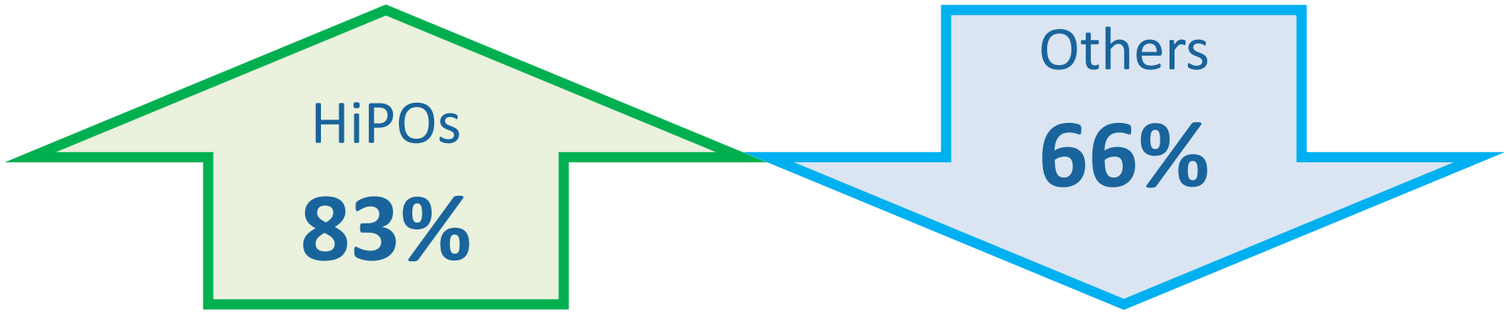
Key #5 Personalization

Personalization is the new minimum

- Prescriptive learning based on timing and immediate need
- Couple minutes a day or week not just delivered in large chunks
- Allowing for learners to be part of the learning

Personalization Matters

We are able to deliver learning experiences tailored to the learners' needs and the subject at hand



Important or Critical to the business

Brandon Hall Group, 2017 Personalized Learning Survey

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

95% Personalized learning has improved the link between learning and **individual performance**

91% Personalized learning has improved the link between learning and **organizational performance**

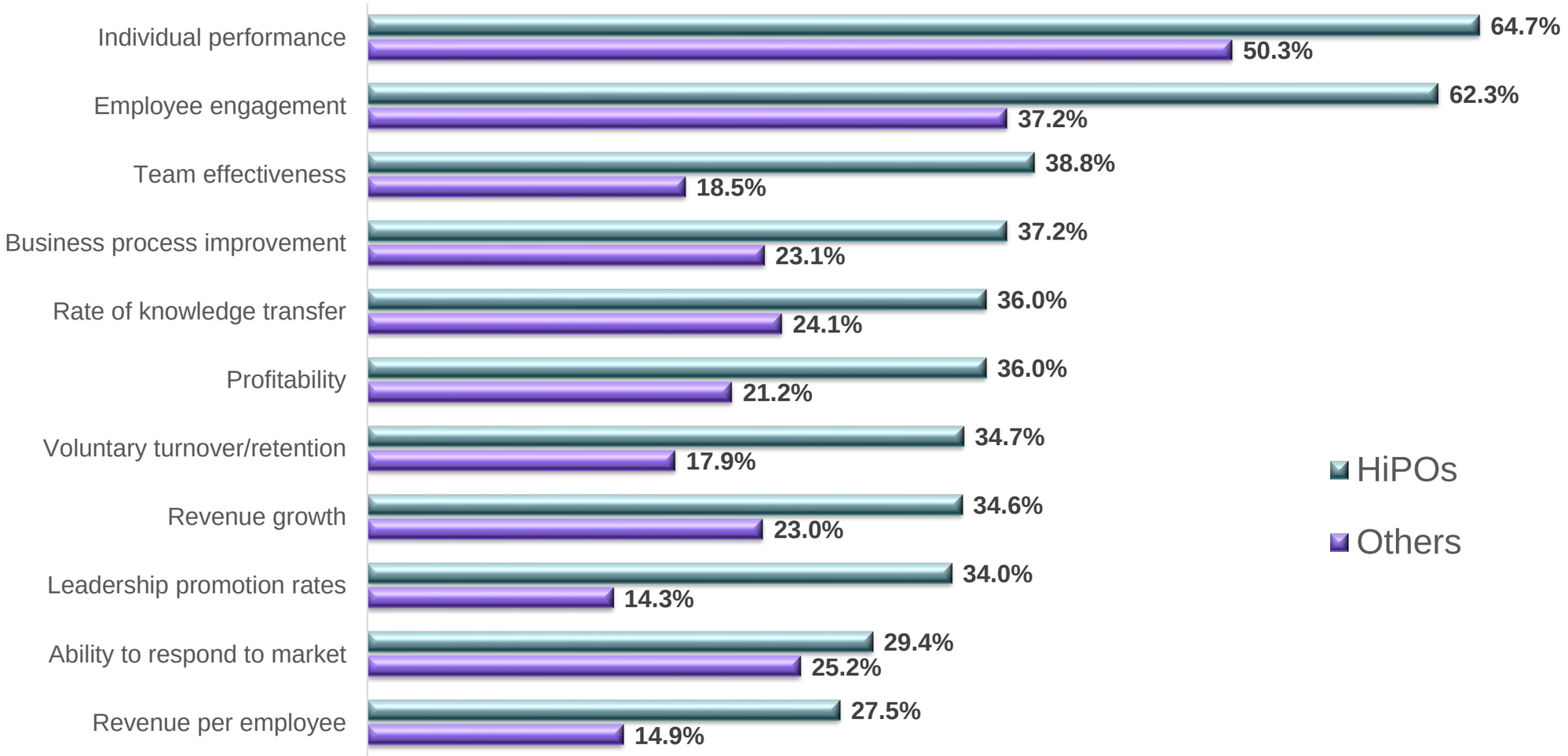
Brandon Hall Group, 2017 Personalized Learning Survey

Key #6
Business Performance

Measure what is important.

- Business data has to be part of equation
- Gain better understanding of the needs of learner
- Finally make a real tie to ROI for learning
- Become an integral business partner

Outcomes as Metrics



Brandon Hall Group, 201 Learning Measurement Survey

Key #7
Commitment to Change

Nothing changes without a drive to do something different.

- Act your way into new thinking
- Culture is everything
- Lead outside the lines
- Assess and adapt

QUESTIONS?

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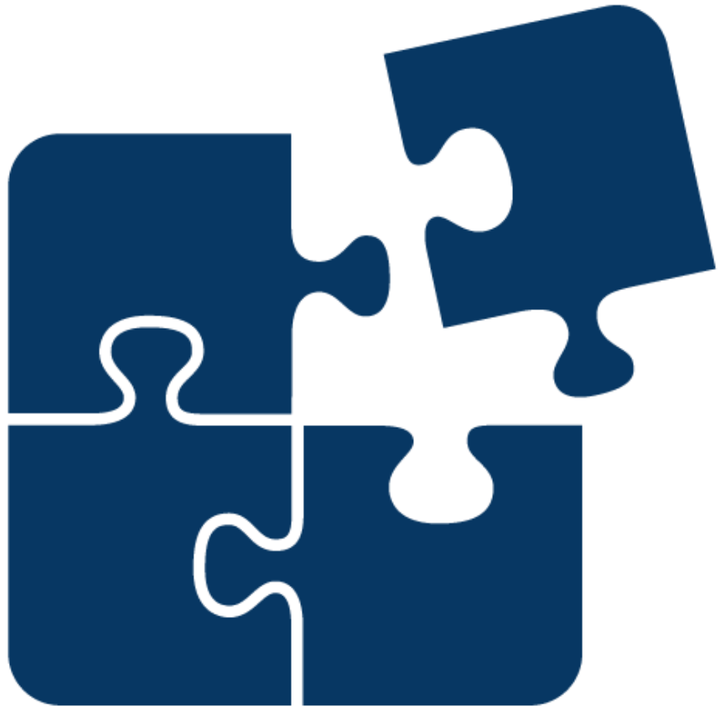

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