Leadership Development:
Human Connection Through Technology

February 13, 2019

The Leader's Dilemma

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Leaders care about doing a good job

And they know they need to focus on certain skills to be successful

Top three Leadership Skills for the future

1

COMMUNICATION

2

COLLABORATION

3

COACHING

COMPETENCE AND CONNECTION

Job-Related (Technical) Expertise

Self-Awareness

Clear Communication

Task Management

Outcome-focused

Building Trust

Emotional Intelligence
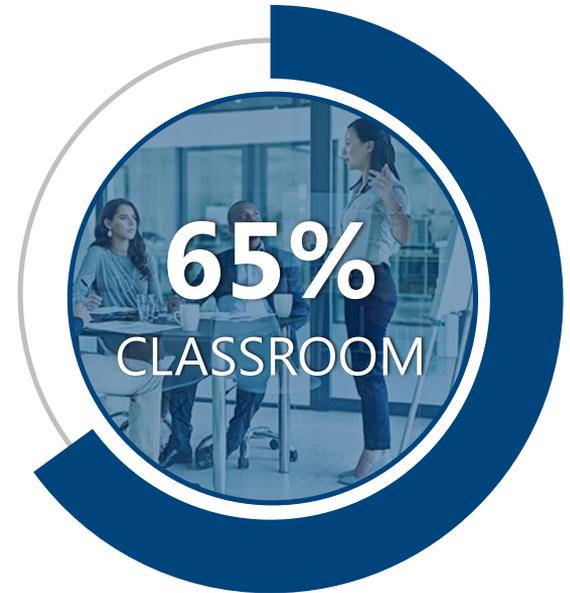
Creating Connection

Inspirational Communication

Influencing

And They Value Development Opportunities That Encourage Human Connection

Leaders think the most helpful resource is
more of the following development opportunities:

70%
MENTORING

65%
COACHING

65%
CLASSROOM

The Organization's Dilemma

Managers and Leaders Need To Improve their Leadership Skills
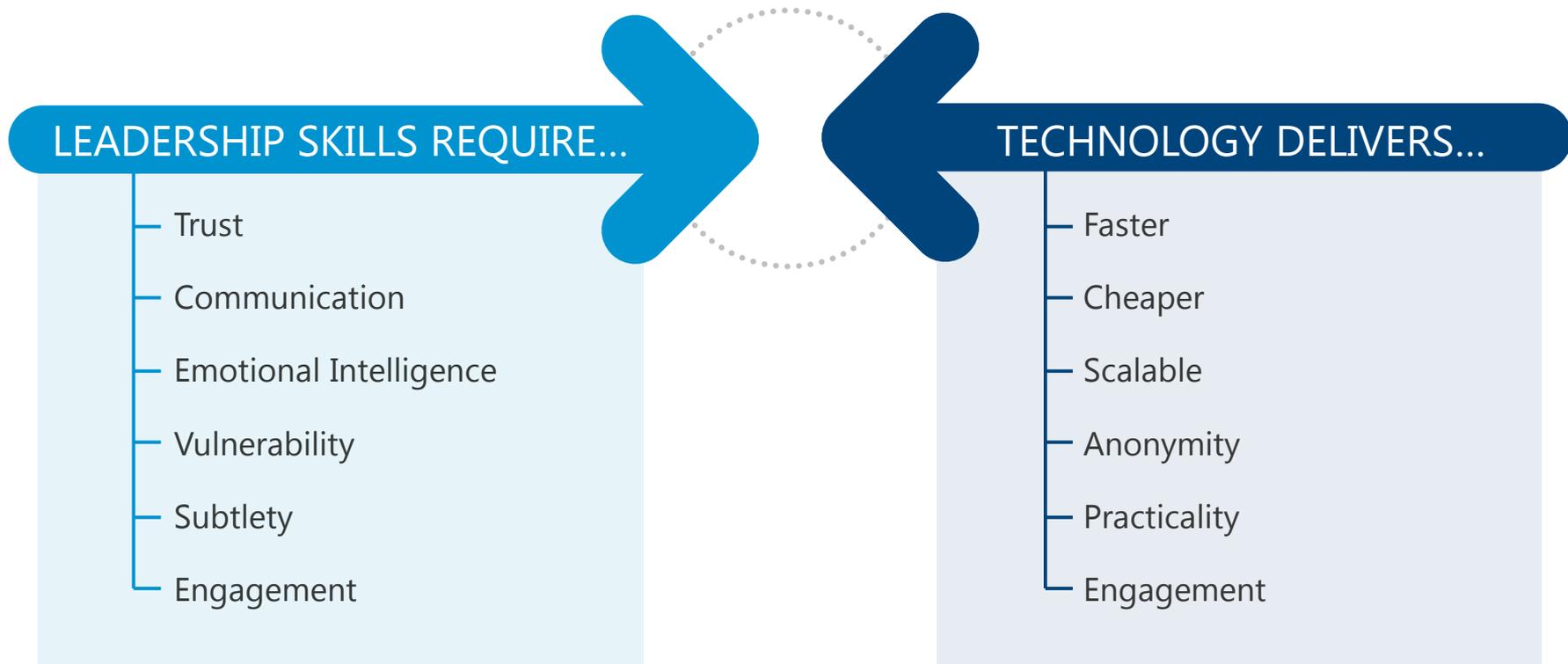
FASTER

CHEAPER

SCALABLE

?

Technology connects us, but does it Foster Human Connection?

Why is this particularly important in Leadership Development?

Are They Diametrically Opposed?

LEADERSHIP SKILLS REQUIRE...

- Trust
- Communication
- Emotional Intelligence
- Vulnerability
- Subtlety
- Engagement

TECHNOLOGY DELIVERS...

- Faster
- Cheaper
- Scalable
- Anonymity
- Practicality
- Engagement

Meeting Learners Where They Are –
Creating an Experience that Mirrors Consumer Behavior

We check our phones between
47 – 86
TIMES PER DAY

77%
of Americans have at least one SOCIAL MEDIA ACCOUNT

51%
of Millennials say technology has IMPROVED their relationships

57%
of Boomers say technology has RUINED their relationships

Journal of accountancy
Statista

We deliver skills of
CONNECTION

In a DISCONNECTED way

We say
LEARN FROM OTHERS

But good luck
GOING-IT-ALONE

The Answer?

It's not hitting "Continue"

FASTER

ENGAGING

CHEAPER

SCALABLE

CONNECTED

EXPERIENTIAL
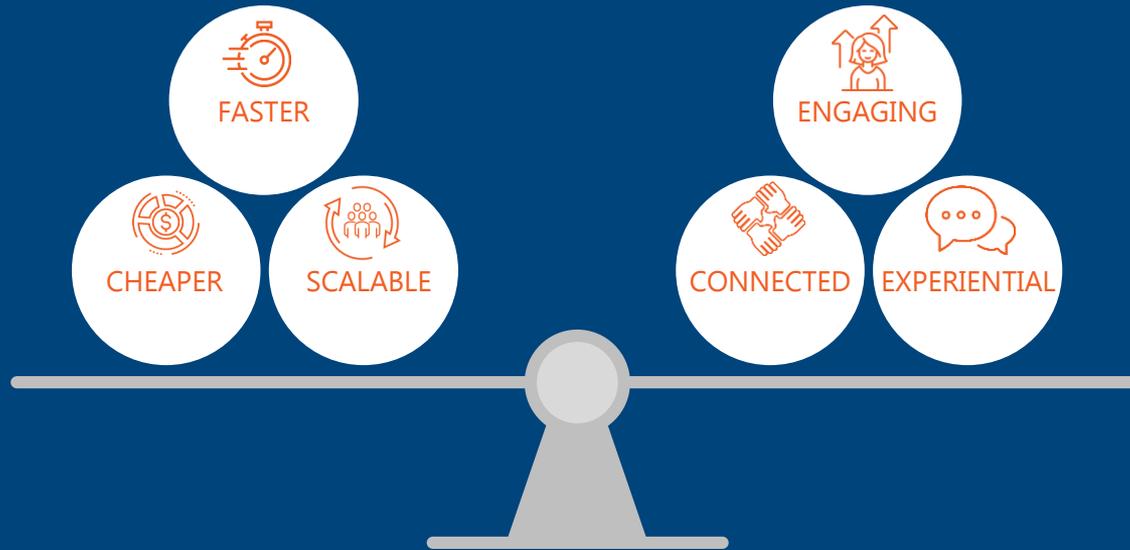
It's finding the balance between technology and high touch experiences

It's not technology that makes people lonely or isolated, it's what they do with it.

And, it's not an all-or-nothing proposition – it's about finding the right balance between technology and in-person interaction.

Technology

+

Human
Connection

=

Modern Learning

Experiential Design Elements

Technology

- Creates accessibility
  - Any device
  - Anywhere
  - Anytime
- Dynamic input and real-time flexibility

Human Connection

- We are made to connect with others
- Make relevant insights together
- Learn and share with peers and experts

Relevancy

- Create value
- Ruthlessly relevant
- Can click—or not click— on what they want
- Apply, practice, and reflect

This learning pulls learners through an experience rather than pushes information onto them

Components of the Journey

- Offline instructor-led sessions
- Virtual instructor-led sessions
- Discussion forums
- On-the-job activities
- Self-reflection
- Peer reviews
- Coaching

- Project sharing
- Missions
- Polls
- eLearning modules
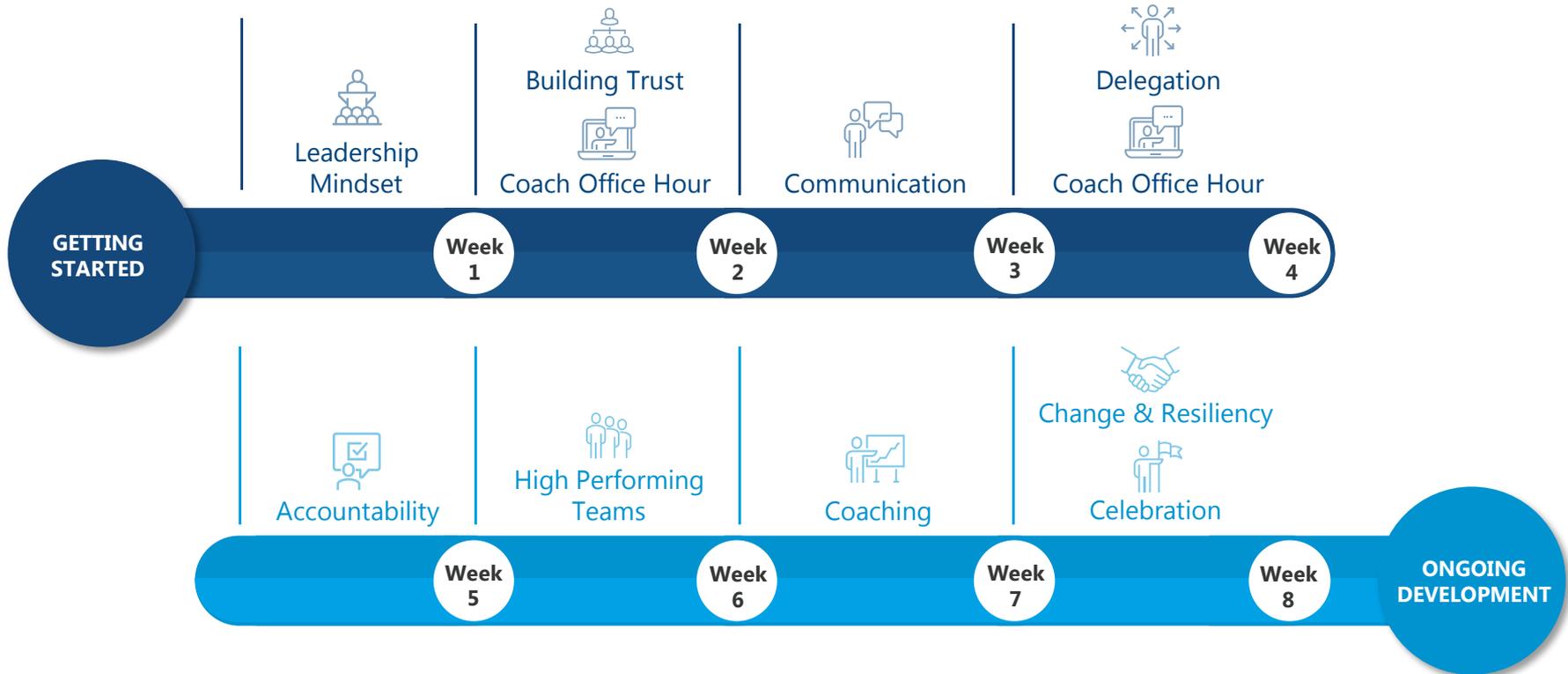- Videos
- Podcasts

- Articles
- Infographics
- Job aids
- iPDFs/eBooks
- Online games
- Quizzes

The Real Dilemma

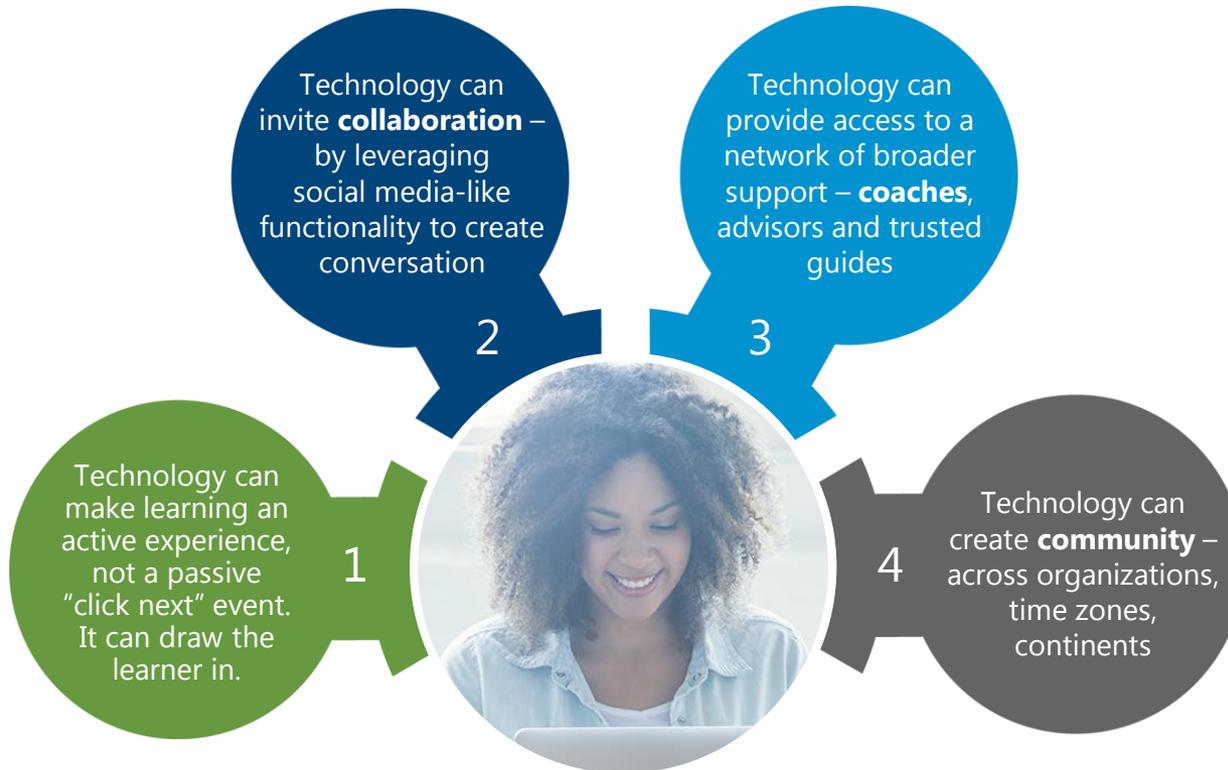How to reach across the technology and support skills of connection

Is there a way to make this happen?

Reaching across the technology

How can we use technology to FOSTER connection?

Technology is not the answer alone, it's an enabler.

2 Technology can invite **collaboration** – by leveraging social media-like functionality to create conversation

3 Technology can provide access to a network of broader support – **coaches**, advisors and trusted guides

1 Technology can make learning an active experience, not a passive "click next" event. It can draw the learner in.

4 Technology can create **community** – across organizations, time zones, continents

Technology can help leaders…

CONNECT...

- Your own experiences to the skills being shared
- Why this important to your organization
- What leadership means at your organization
- How these skills relate to leadership success

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COLLABORATE...

- By generating conversation with other leaders
- To get different perspectives
- As a way to draw out learners who need time to process their thoughts

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COLLABORATE

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COACH...

- To provide access to a trusted guide and advisor
- So there is a source to put you on-track if something isn't going well
- As an objective voice
- To provide a personalized perspective

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COMMUNITY...

- Safe space
- Creating a supportive network of peers
- Interaction with others who can relate to what it's like to apply leadership skills against the backdrop of your organizational culture
- People who can help

CONNECT

COLLABORATE

COACH

COMMUNITY

Technology can help leaders...

…Create an Ecosystem for the Learner

Voice of the Learner

Voice of the Learner

PERCEPTION	REALITY
Skeptical about "Elearning"	One of the best experiences I've seen
Boring	An investment in myself
Organization is saving money, not helping	Completed in small chunks
Can't provide depth of interaction, knowledge transfer	Fascinated by global community
	Choose to take-what-you-need in terms of guidance from others
	See the similarities with other learners

Technology Alone Is Not The Answer…

Technology is not the main event

It's an

ENABLER

of Connection
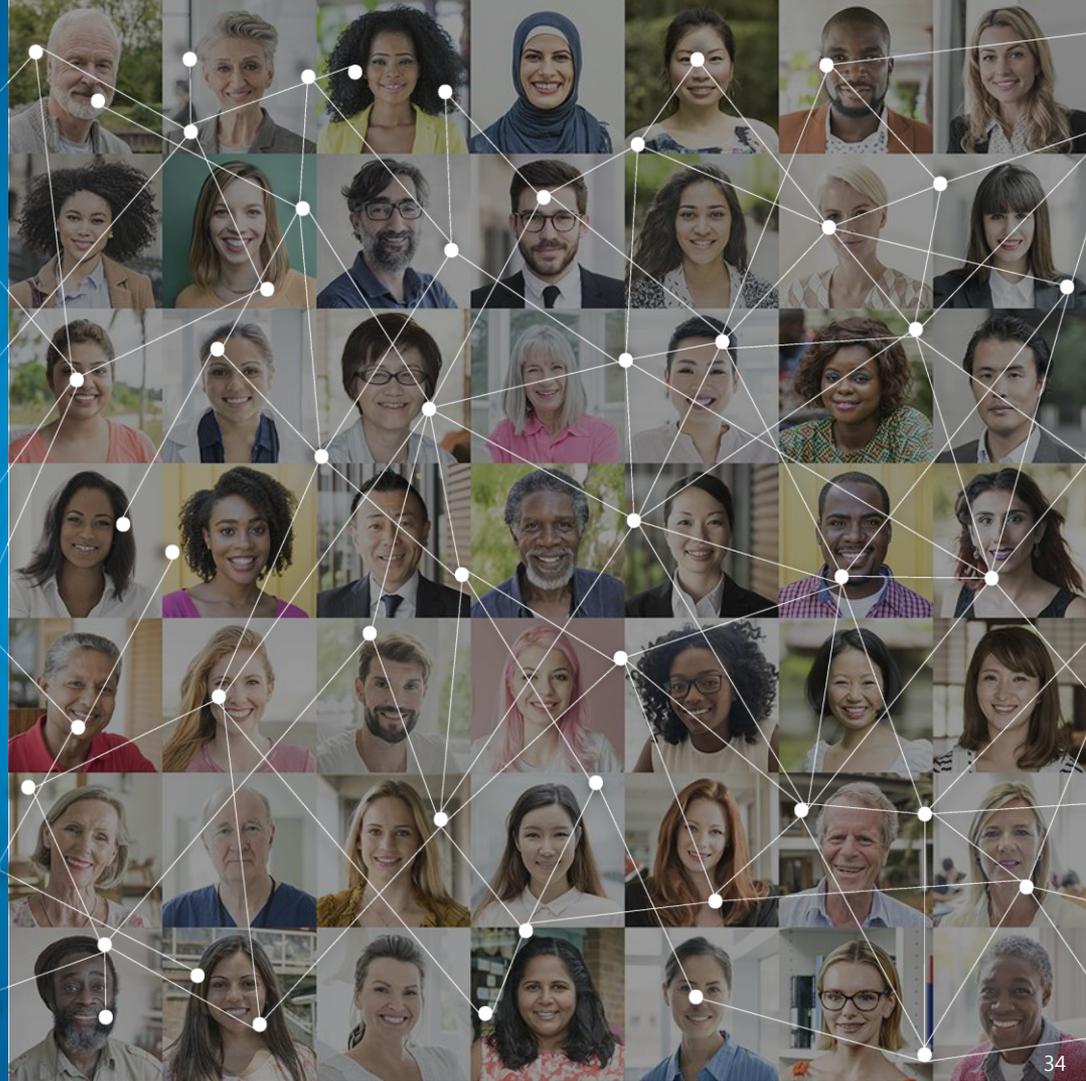
Technology and Human Connection Together

A technology based learner experience can send the message:

You Are Not Alone

if you are....

▶ Thoughtful in the design

▶ Create an online community

▶ Provide opportunities to coach each other

▶ Allow learners to share their struggles

▶ Give them a chance to lean on each other for support

▶ Provide a forum for a higher level of candor

▶ Augment with smaller group and in person interactions

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