

How to Transfer Skills (Not Just Knowledge) in Today's Digital Age

Susan Armstrong & Giselle Kovary
Global Training Transformation



Susan Armstrong

Managing Partner
Global Training Transformation




Giselle Kovary, M.A.

Managing Partner
Global Training Transformation



Global Training Transformation

Learning Objectives



Quantify the amount of wasted time, energy and loss of performance from in-effective knowledge transfer sessions



Identify new tools and techniques to help SMEs transfer knowledge/skills more effectively



Identify which principles of L&D Subject Matter Experts *need* to know to be effective in their delivery

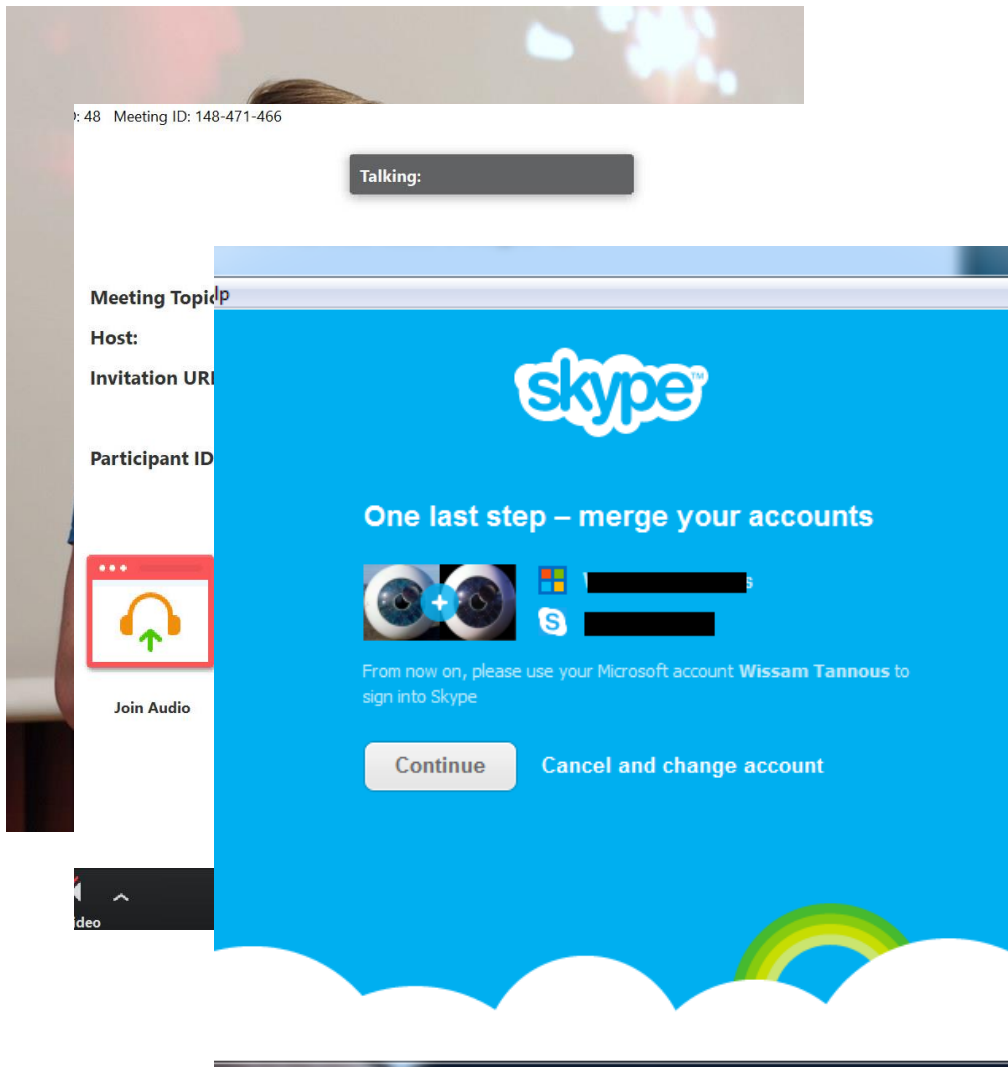


Describe impactful ways to improve knowledge transfer during SME sessions



Design a plan to improve your Subject Matter Experts' abilities to deliver training not just a presentation

The Problem



Tools We Use & Online Profile

Audio tips:

- Ensure you have your phone is off call forward
- Ensure you have the Call Back feature
- You will need to be in conference in mute
- Unmute Line - you will be able to interact

Click the tabs to view one or more panels at a time

If you selected the 'Call in' feature, you will need to link your audio & online profile as per the steps below

If you join a training session in progress you will only see the chat messages that participants send after you joined the session

1. Click on the session info tab

2. On your phone dial in the Attendee ID (including #)

Questions are identified by "Q"
Answers are identified by "A"

The Solution



Training is Expected to be...

- Relevant to the Audience
- Immediately Applicable
- Highly Interactive
- Engaging
- Participant Driven

Training
30/70

The outline MUST match the actual content

Evaluation Questions

01.

What percentage of the time have presentations been delivered when training should have been?

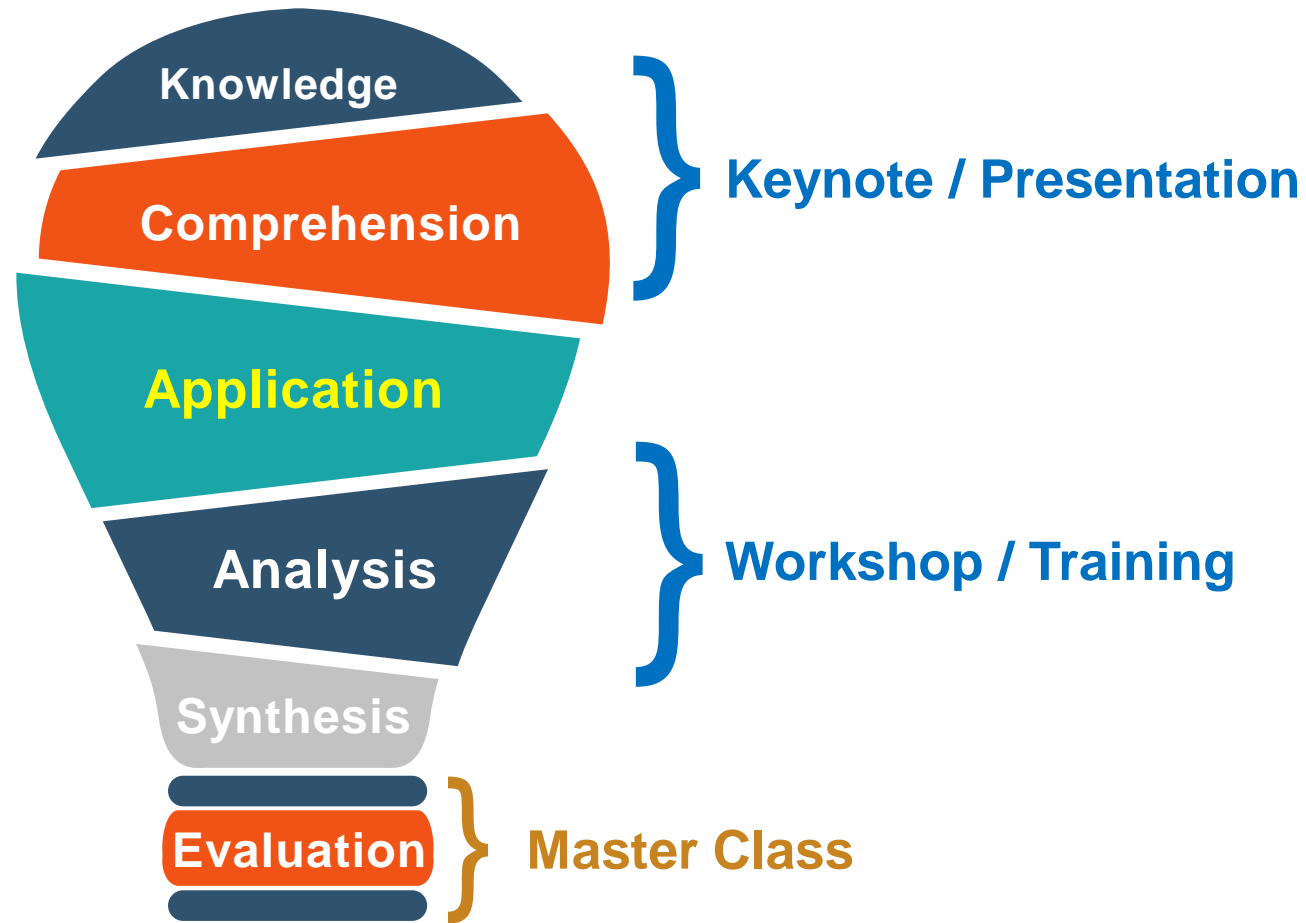
02.

Why haven't your knowledge transfer sessions been as impactful as they could have been?

03.

What skills and competencies do your SMEs need to possess to be more effective?

Bloom's Taxonomy in the Cognitive Domain



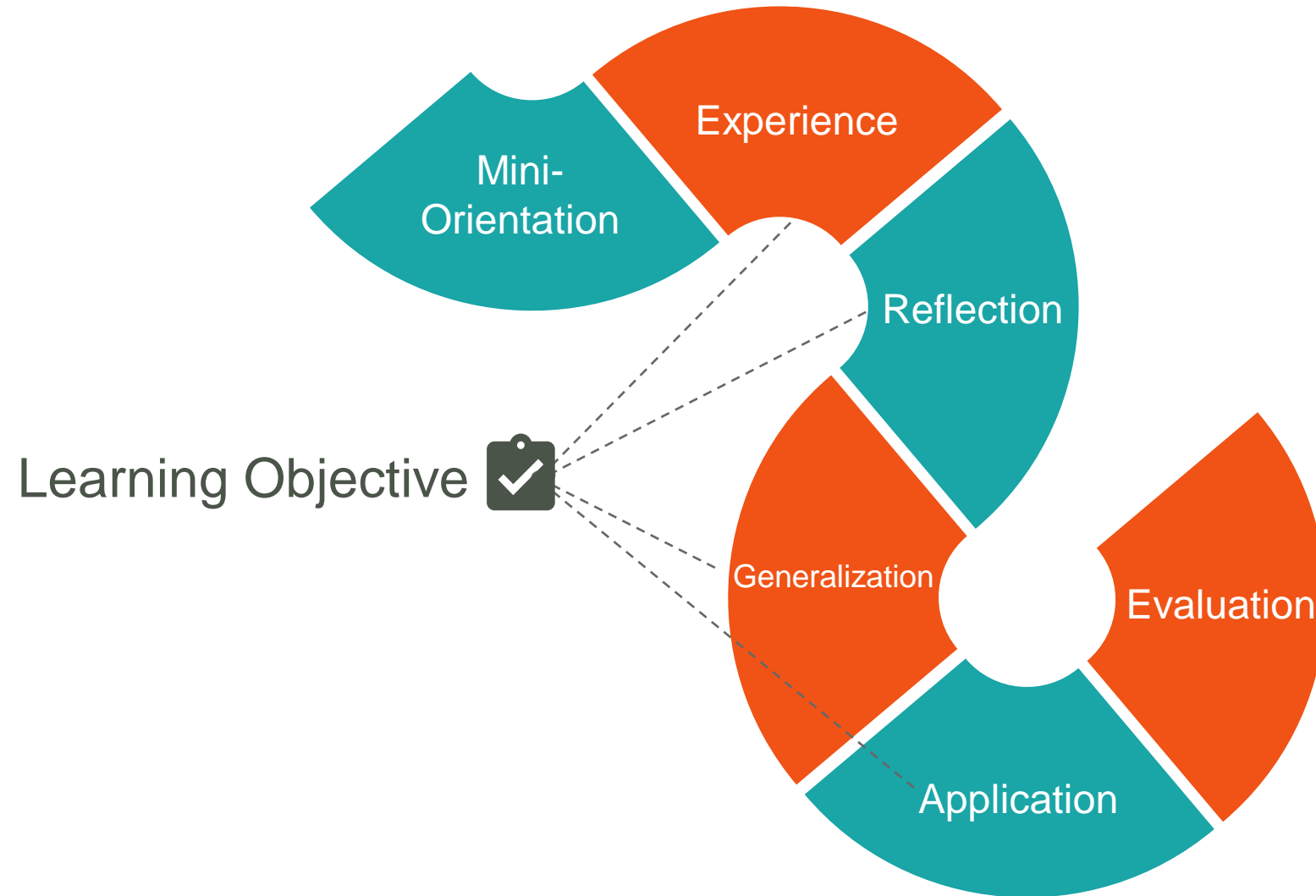
Your New Flat Pack Furniture...



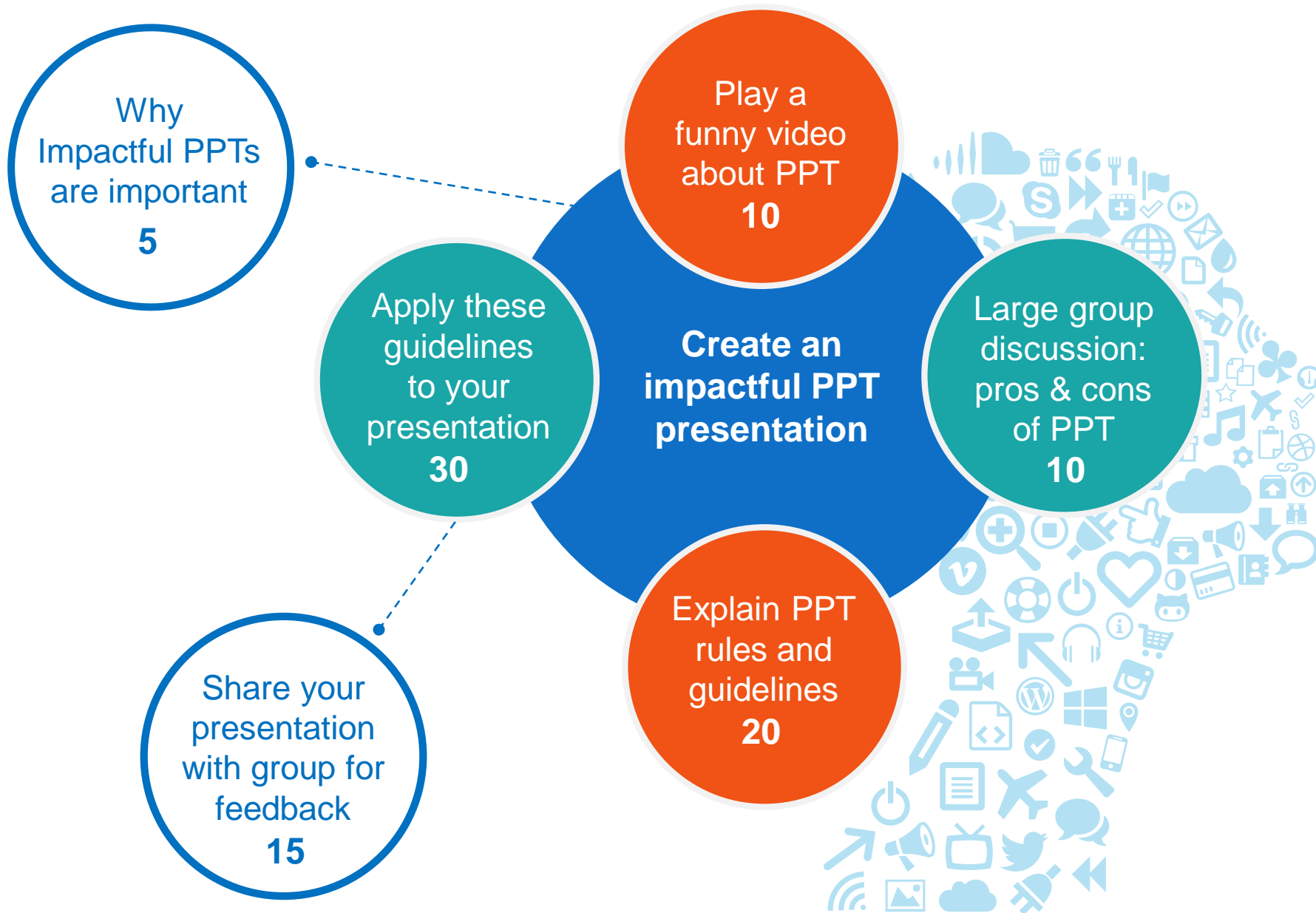
Learning Styles (David Kolb)



Learning Cycle



Example 90 Minute Module



Quick Ways of Making Training Interactive



Demonstrations



Role-plays



Let them do it themselves
(yes, even if they do it wrong)



Have them work with a partner



Show a video



Create a game or simulation

Traditional Facilitation and Training



- SME provides instruction
- Content focused
- Limited experiential learning
- Broad and deep
- Longer learning events
- Low tech
- May not support business needs

Future Role of Facilitators & Learning



- Guides, not experts
- Microlearning
- Participant driven
- Highly experiential
- Dialogue
- Real-time problem solving
- Highly interactive
- Action/behavioral-based (do vs. know)

Factors Impacting Effective Training

Diversity & Inclusion

Demographics

Generational learning preferences

Technology

Compressed time

Changing competencies



Action Planning

1. How can you use the content presented to help your SMEs improve their ability to deliver impactful training?
2. What are 3 actions you can take to move towards more impactful training in your organization?

Questions?

Thank You



gttworldwide.com



susan@gttworldwide.com

giselle@gttworldwide.com



Global Training Transformation

