



SAP SuccessFactors 

Key Factors to Foster Lifelong Learning

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PUBLIC

Agenda

- Learning in the 'New Normal'
- Future capable workforces – some insights into our research findings
- How to reimagine and foster lifelong learning
- Benefit from a larger learning strategy beyond traditional models
- Key take-aways

Learning in the New Normal

Realities in the New Normal

Redeploying talent to support business critical functions

Having agility and the ability to adapt to meet new demands, both current and future

Maintaining productivity and collaboration in a world that's largely remote



But organizations succeed – being agile and reimagine learning

FRoSTA AG

New **engaging** digital training material in a matter of **hours**, not weeks.

Videos on safety training available for consumption **anywhere** and at **any time**.

Tec de Monterrey

A university keeps learning. Suddenly forced to suspend classroom study, the university switched to **virtual learning for 150,000 students**...in just **ONE week**.

Al-Ahli Hospital

Building up a **culture of continuous learning**, ensuring our employees keep their skills and knowledge up to date.

1,200 frontline workers to complete crucial COVID-19 safety training in **2 weeks**



Future capable workforces

- insights into our research findings

Summary of HR Leader's Perspective

Skills management continues to be a major pain point

- 1 Traditional competency models are static, manual, and quickly outdated
- 2 Employees have little incentive or motivation to maintain profiles or self-assess skills
- 3 Skills assessment is labor intensive, subjective, and inconsistent across business functions
- 4 With soft skills becoming more critical, assessment and development become more challenging

Summary of Employee's Perspective

Current and future skills are top of mind for employees

- 1 While most employees believed their current job makes good use of their skills...
83% agreed
- 2 ...the majority also believed they possess other, untapped skills that they'd like to use
69% agreed
- 3 Employees recognize the need to re- and up-skill to stay future-ready...
63% agreed
- 4 ...and the vast majority are more motivated to improve their skills today than ever before
75% agreed

Key findings

#1

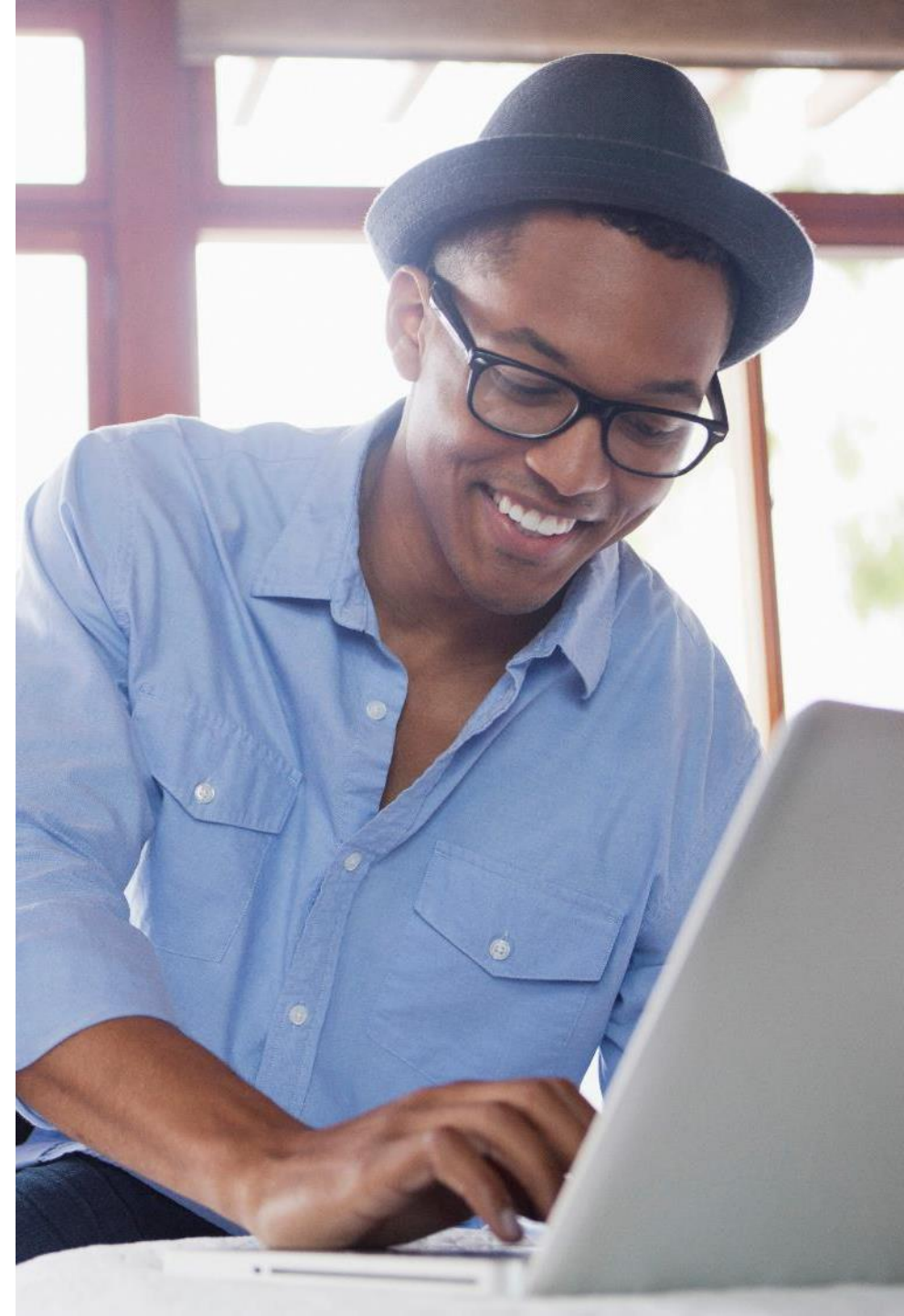
To stay “future ready,” employees need to take control of their own development.

#2

Re- and up-skilling is a journey, and employees need a map.

#3

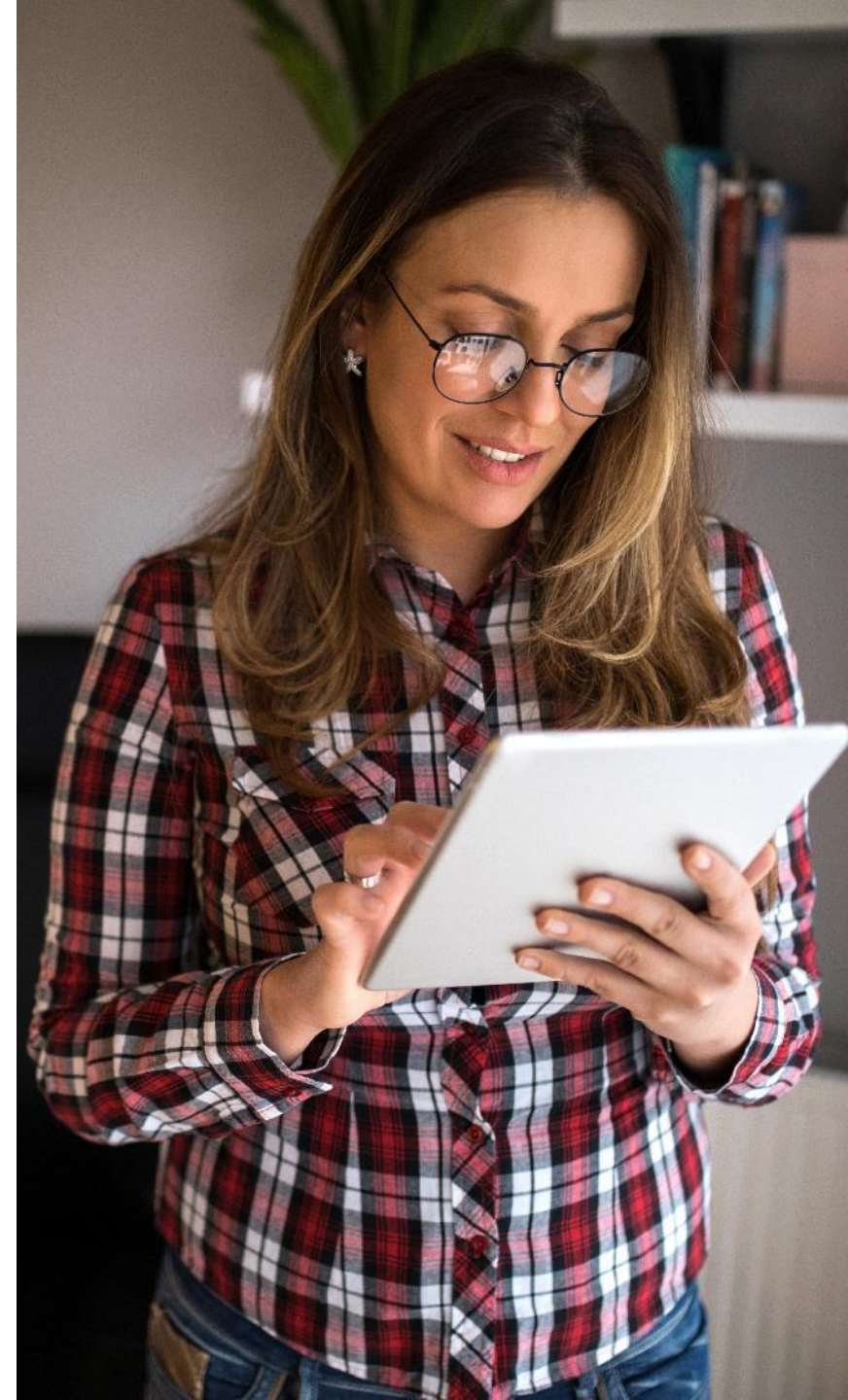
Take a people-centered approach to building workforce capabilities.



Foster lifelong learning

What learners are asking for

- I want the right **learning** content to be delivered “just in time” in the flow of work...
- Corporate **learning** should be as easy to consume as a boxset on Netflix...
- I want to get guidance and recommendations on **learning** with no need to search for it
- I want to consume corporate **learning** on any device
- I want to know about **all opportunities** available

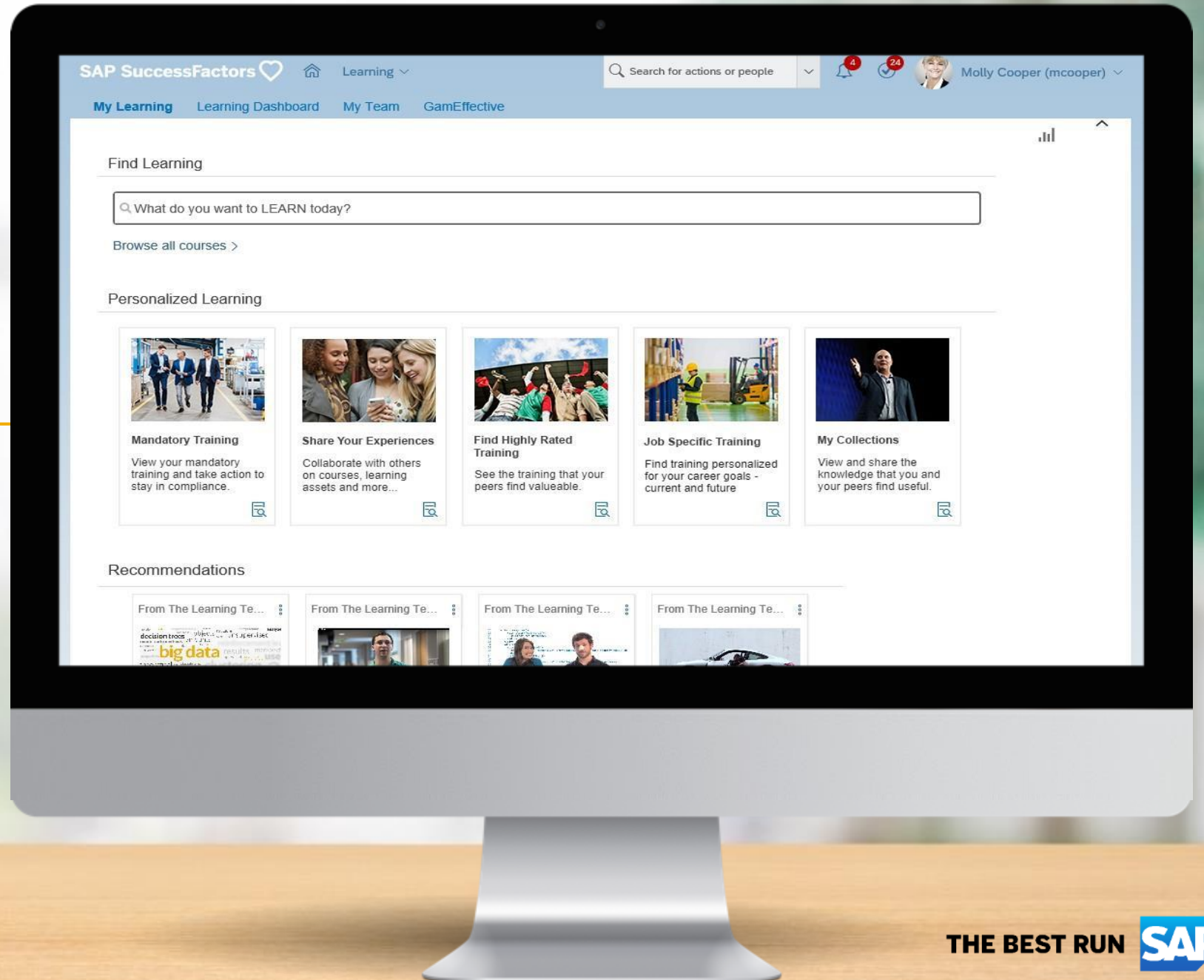


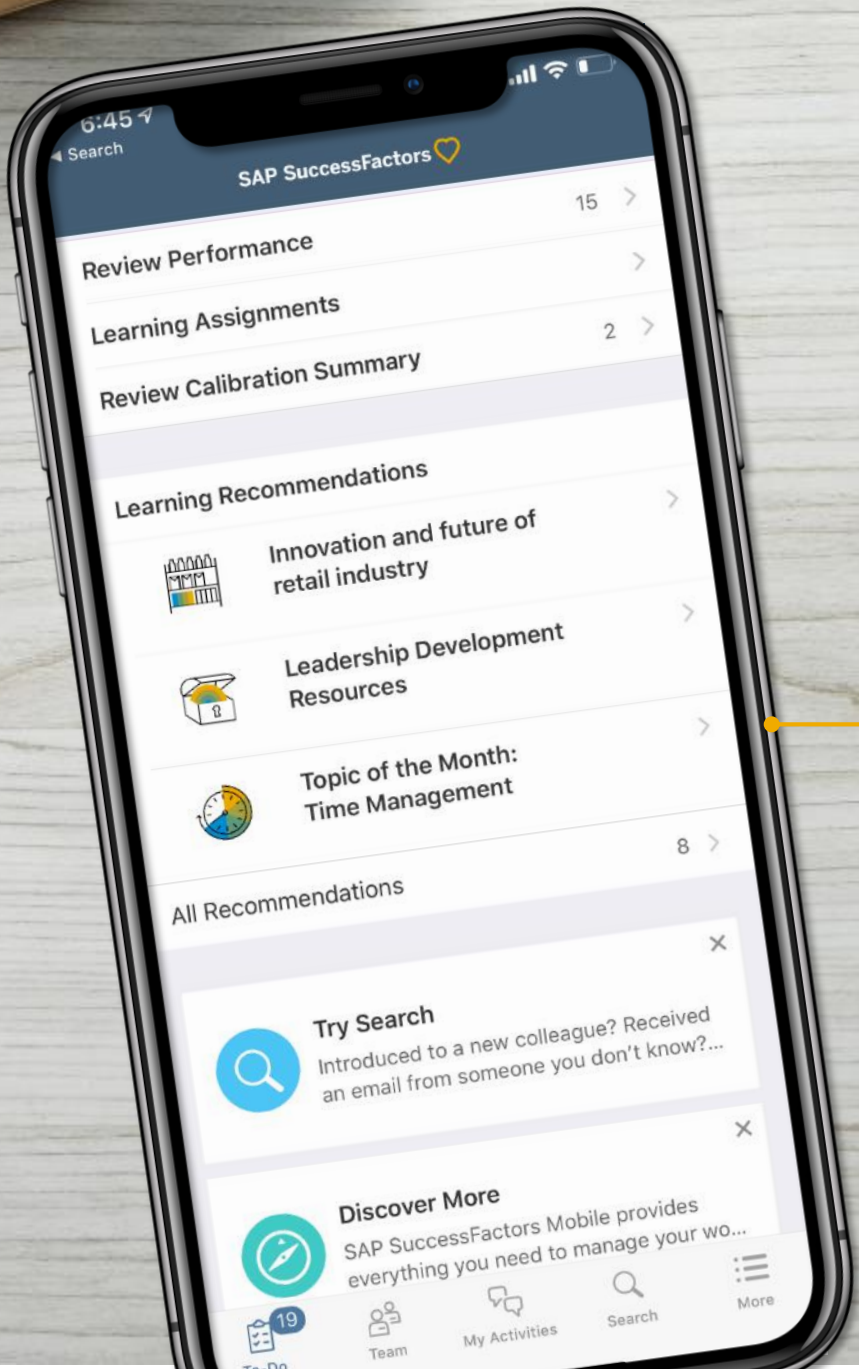
What organizations need

- We need to **upskill and reskill** our total workforce
- We have to **align learning** with the organization's strategy
- We want to support **remote learning** and **collaboration**
- A **continuous learning culture** needs to be established
- We have to ensure regulatory **compliance**



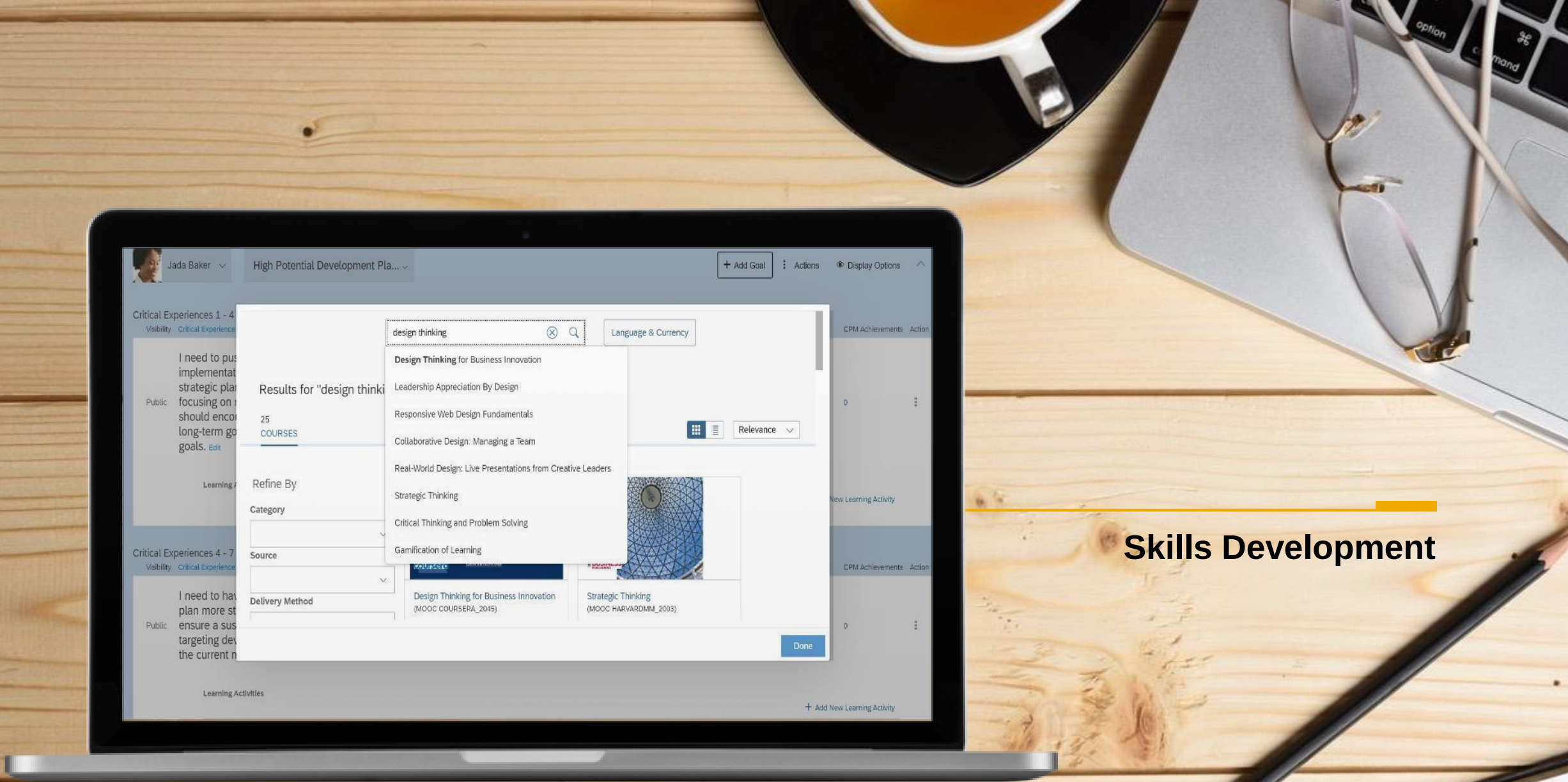
Focus on the learner



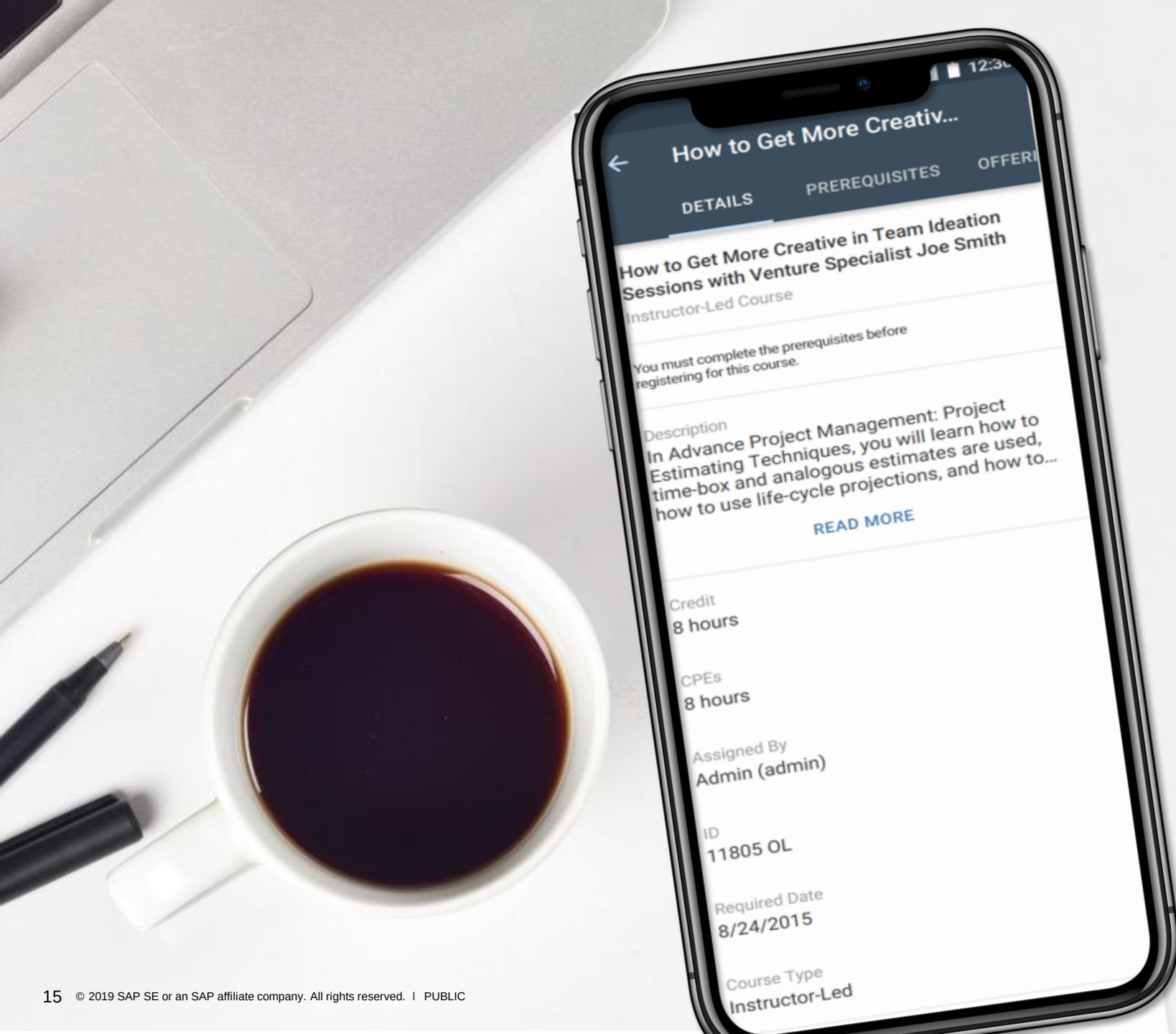


**Learning
Recommendations**



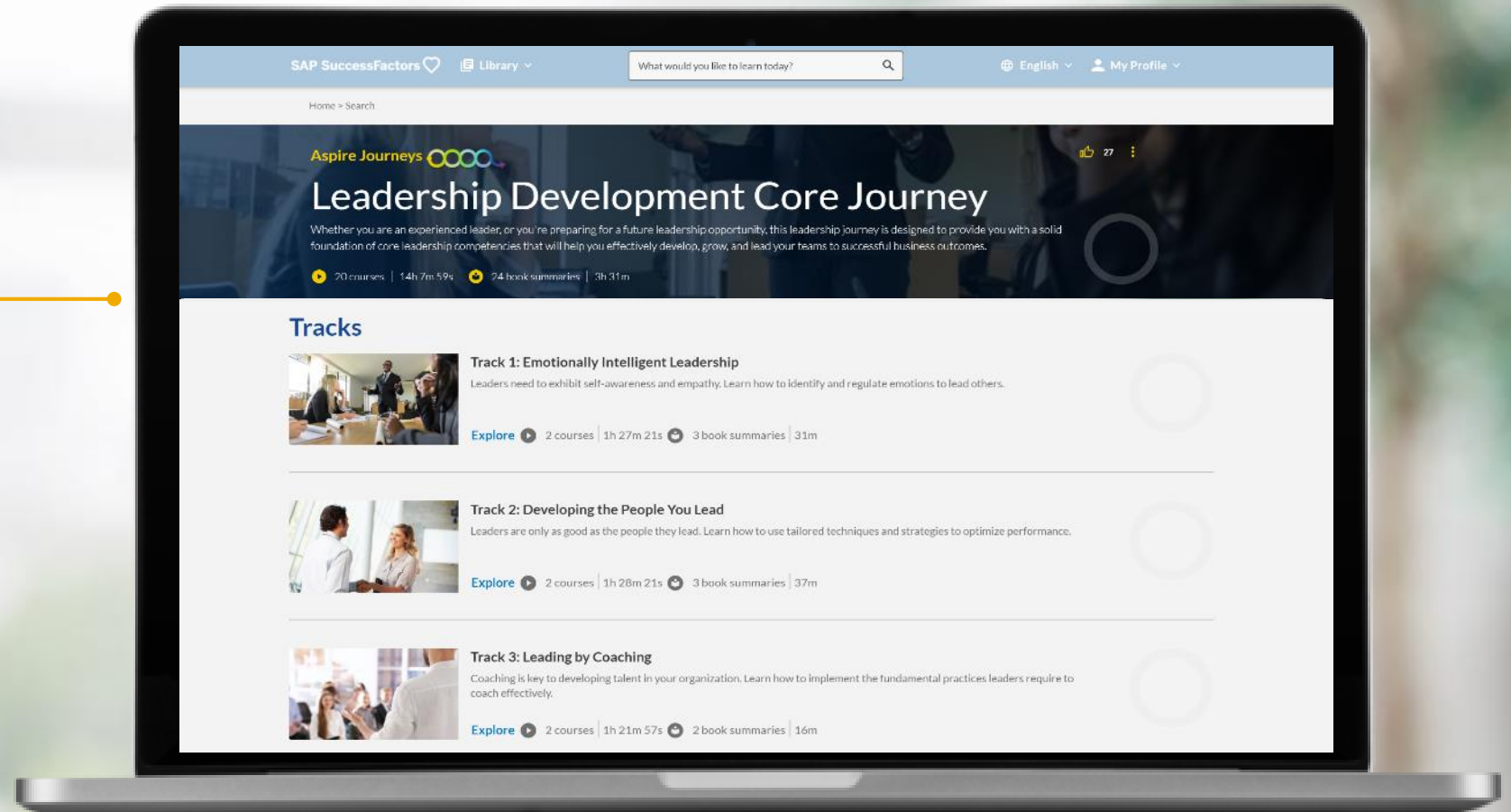


Skills Development

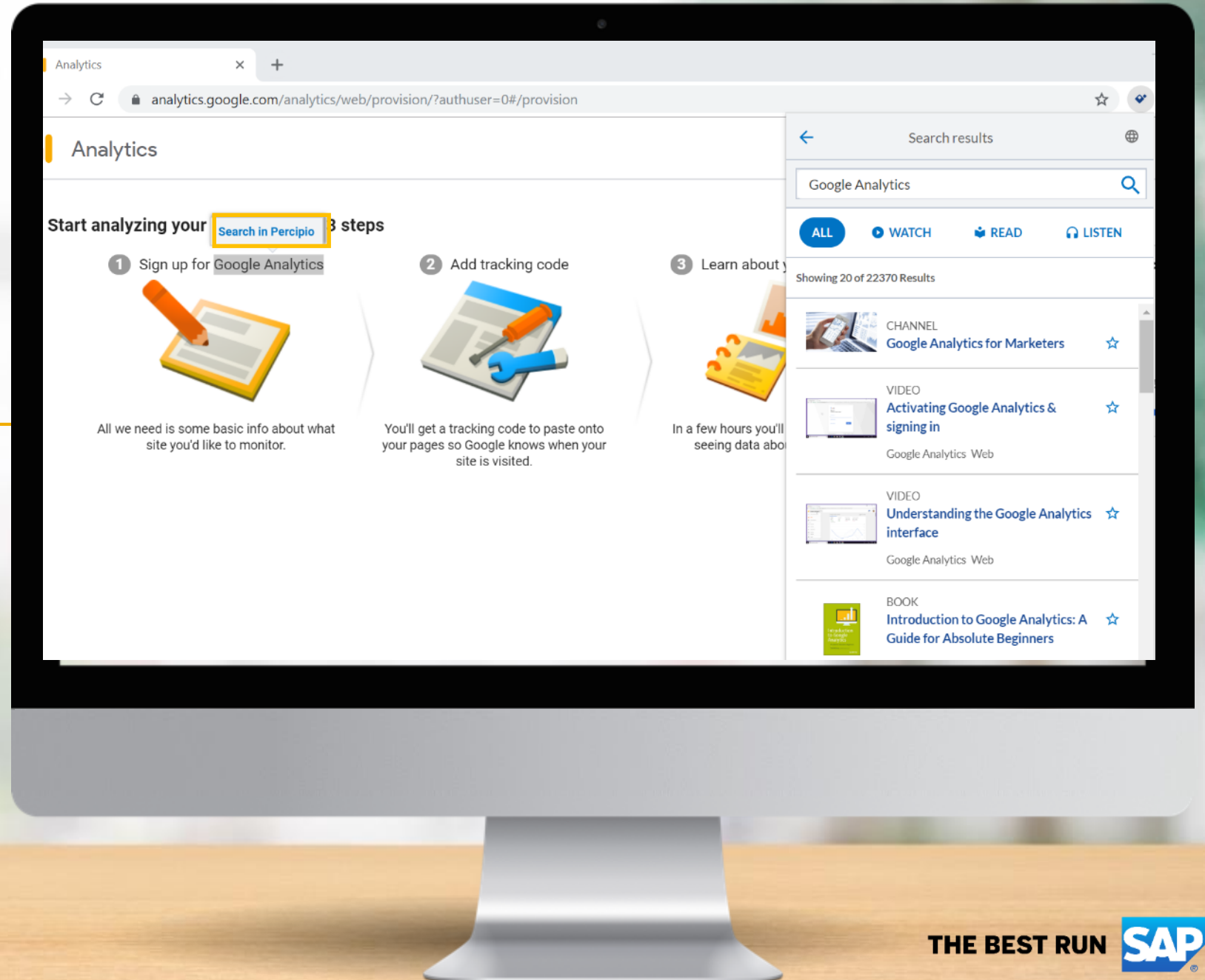


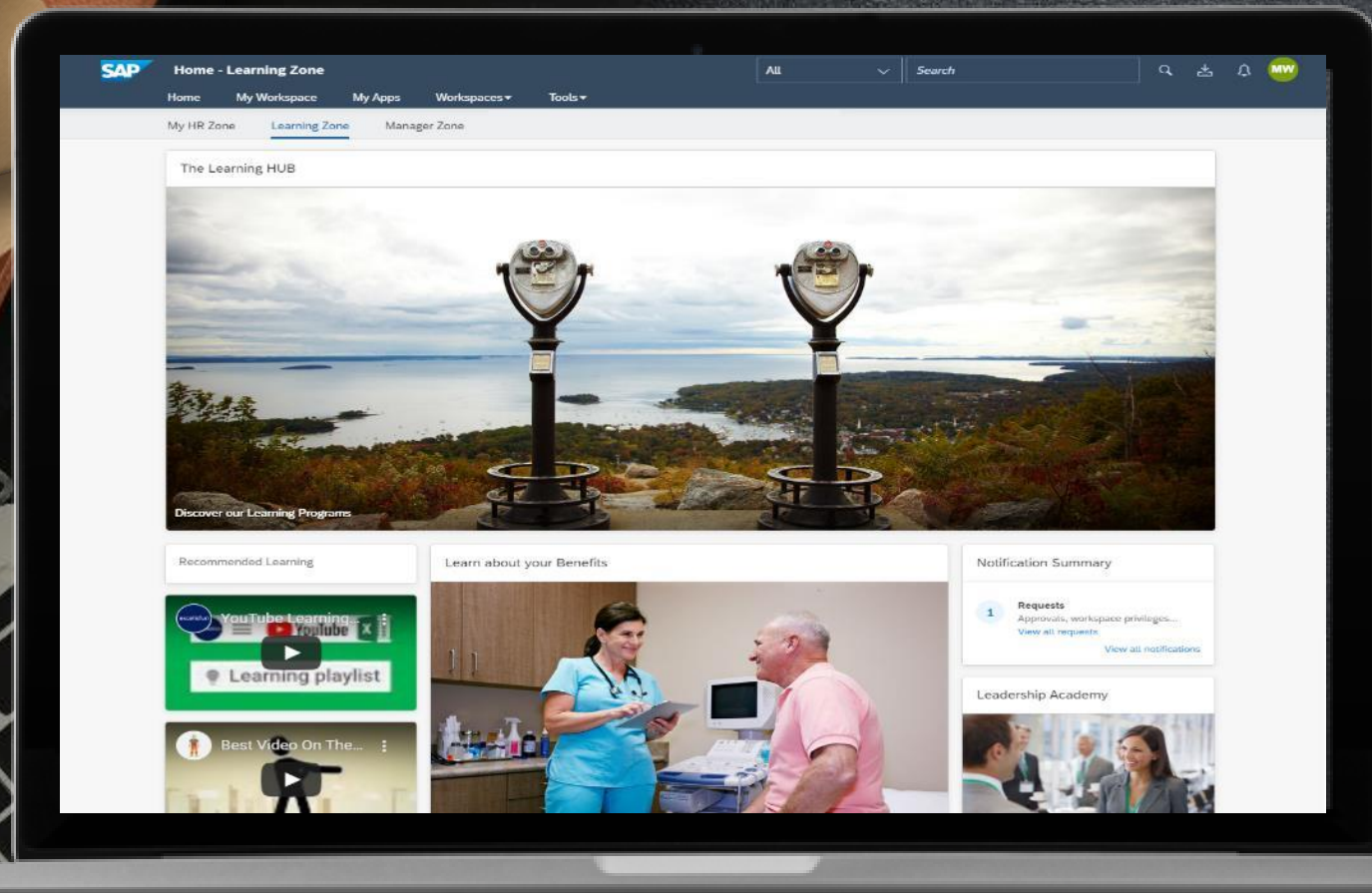
Learning achievements

Learning journeys

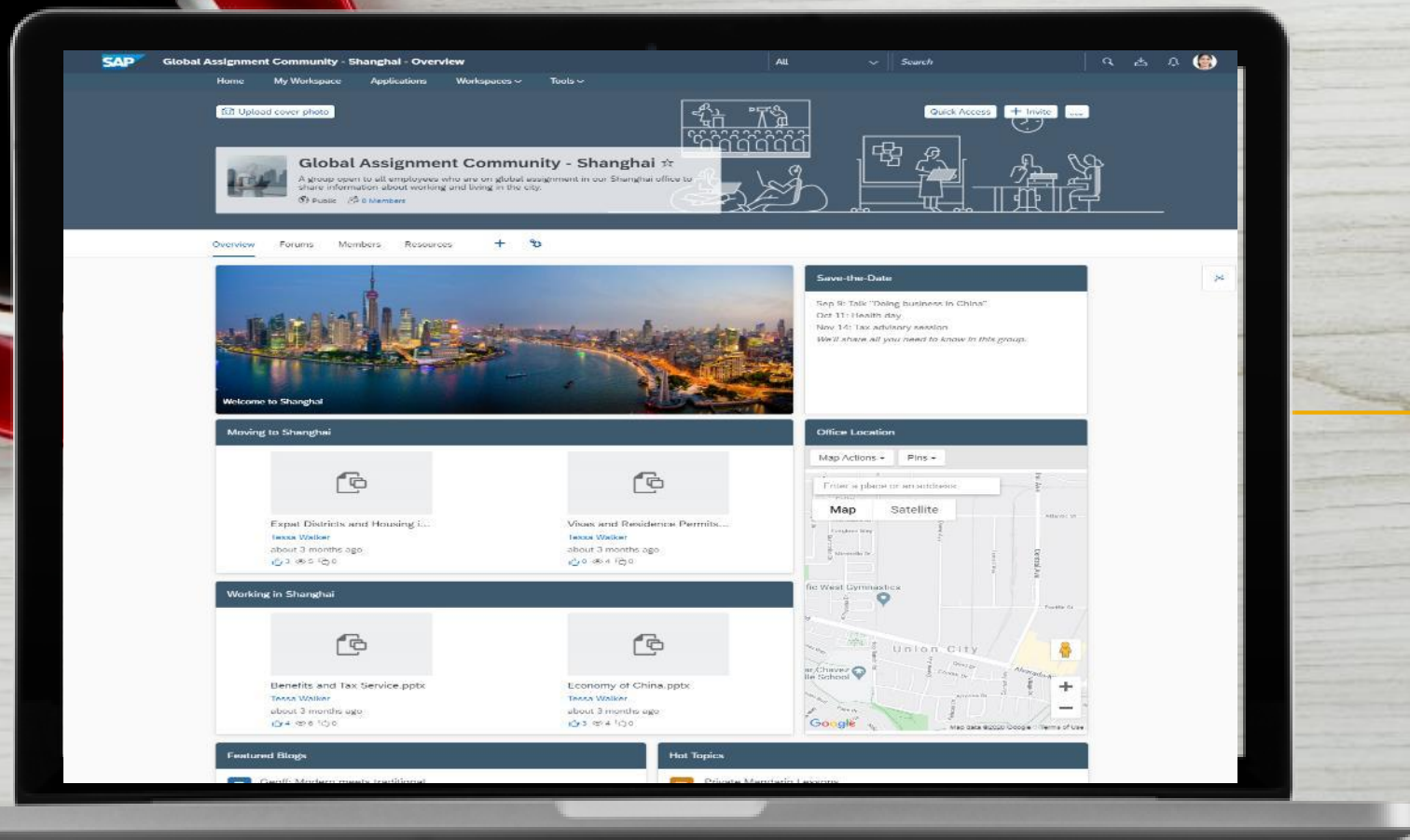


Learning in the flow of work

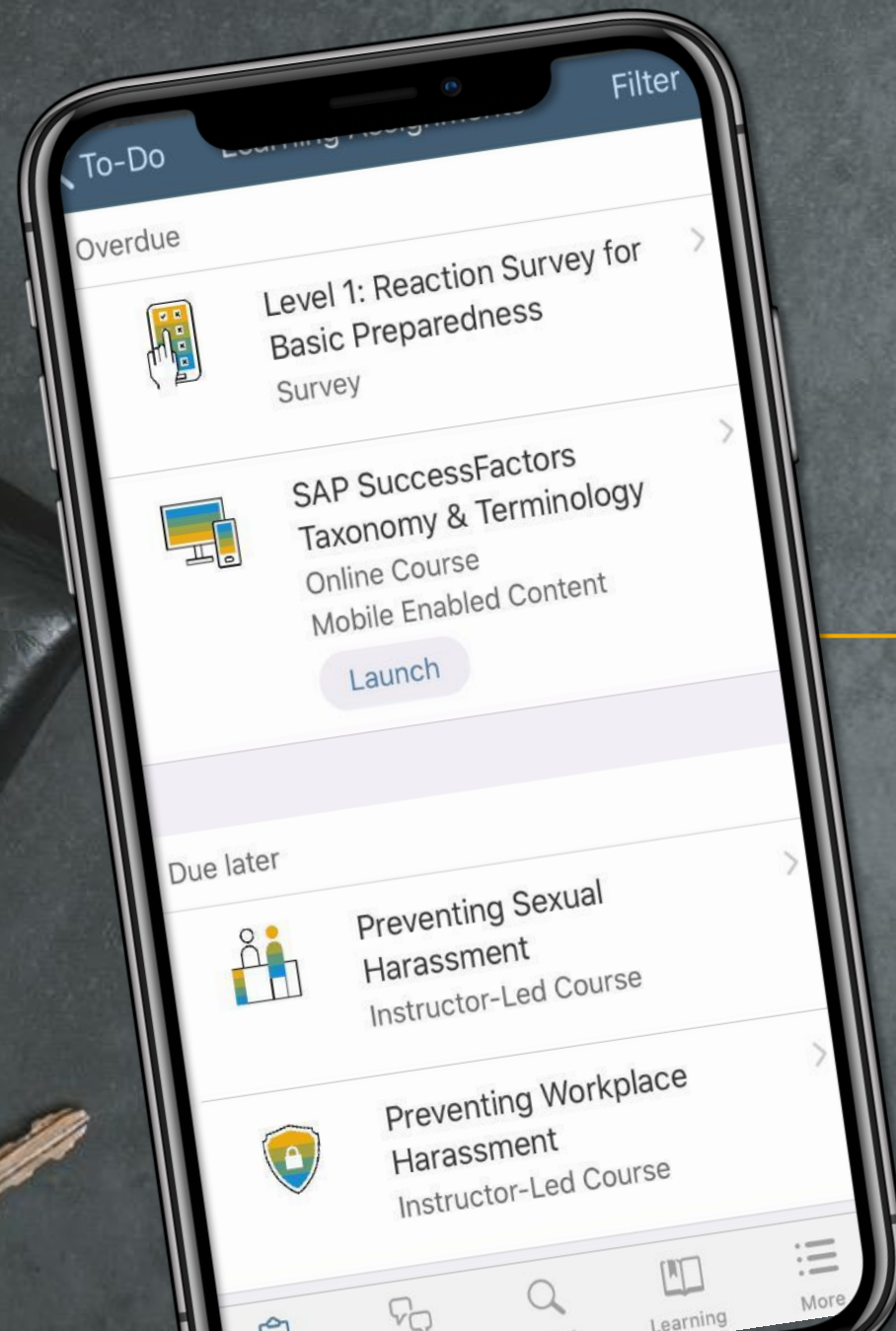




Learning rooms
Learning communities
Learning academies



Collaboration



Compliance trainings

How effective is the training that you have received so far?

Not effective at all

Slightly effective

Moderately effective

Very effective

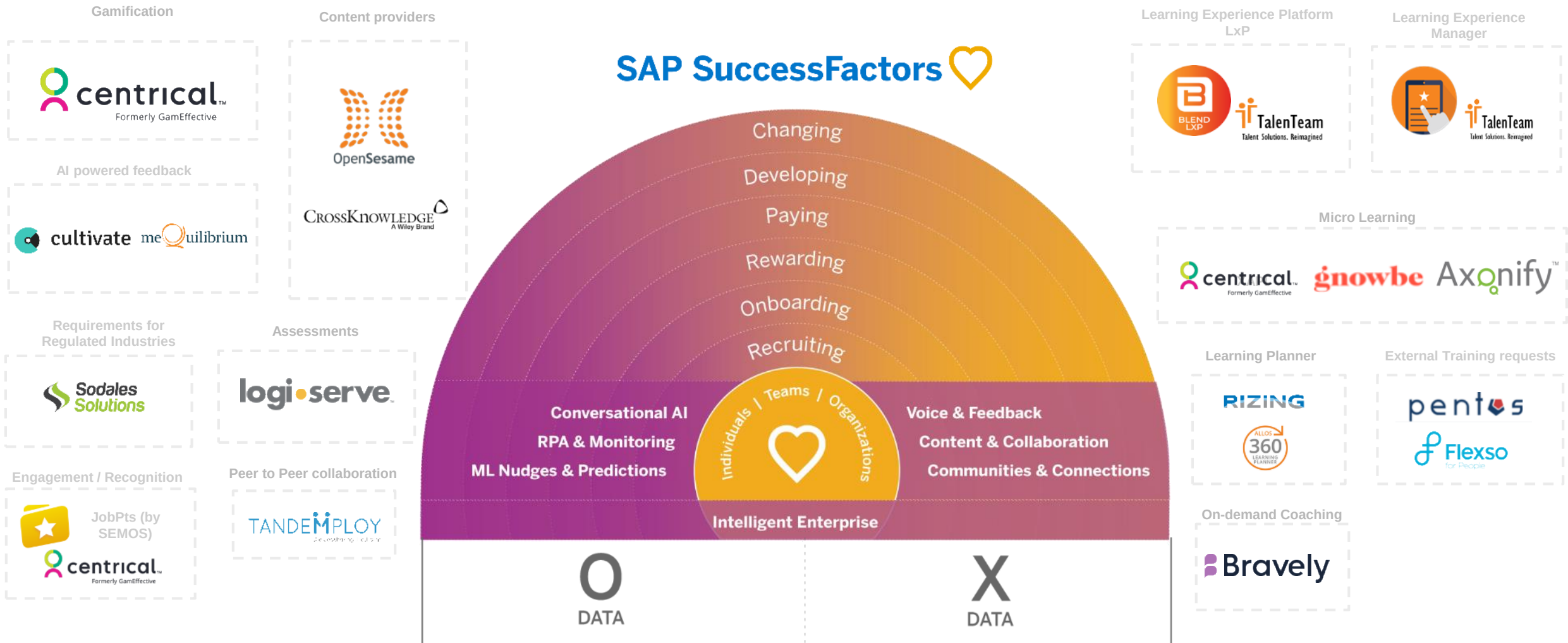
Extremely effective

What changes can we make to the new hire training process to make it more effective?

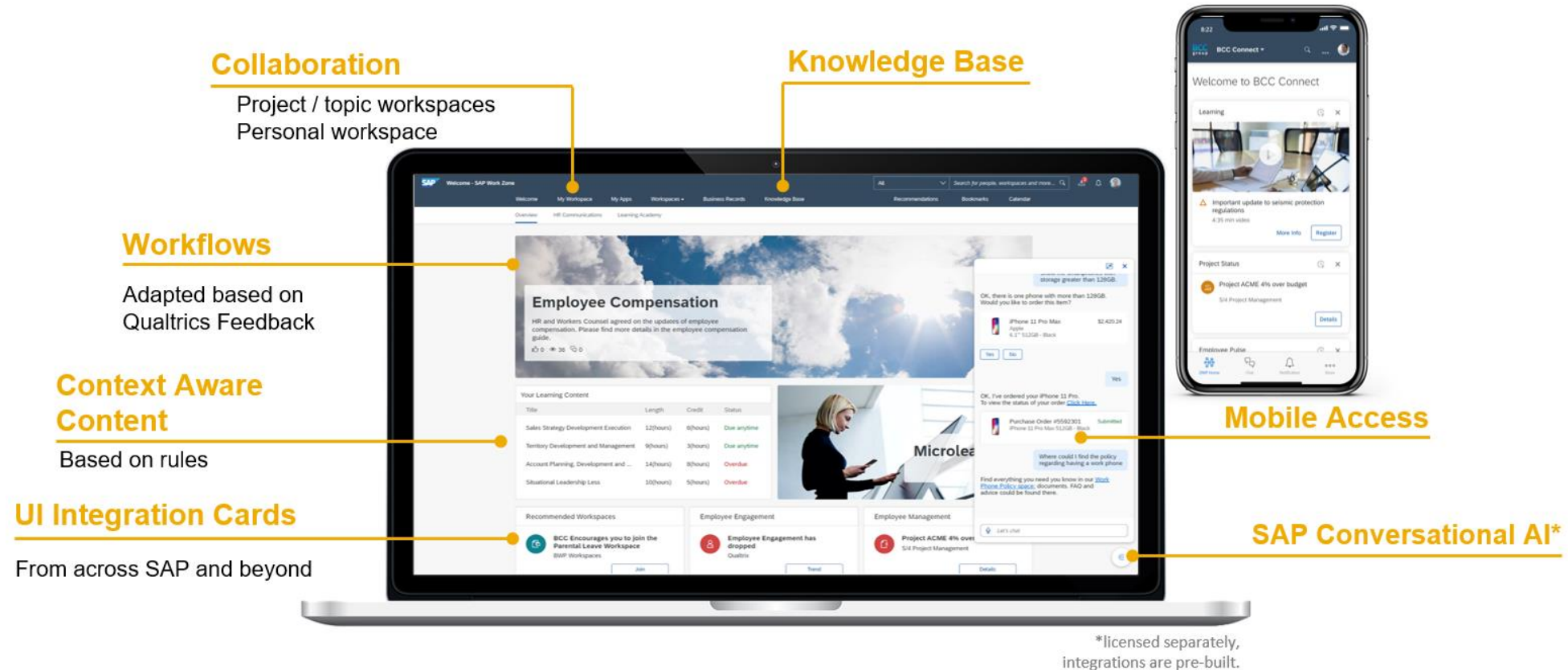
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Valuable feedback

Benefit from great innovations from different vendors and solutions



A Workplace Experience Platform brings it all together



Individualized Experiences

Intelligently surfaces recommendations, insights, and actions most relevant to the end user

Comprehensive Access

Easy, intuitive access to everything employees need to do their job in one place

Collaborative

Enables easier & faster sharing of employee knowledge, feedback, and communications

Adaptable

Delivers an agile, customizable and brandable environment that organizations can adjust and experiment with as work environments change

Beyond traditional models

- **accelerate** your **Learning** strategy



I want to learn



I need to learn



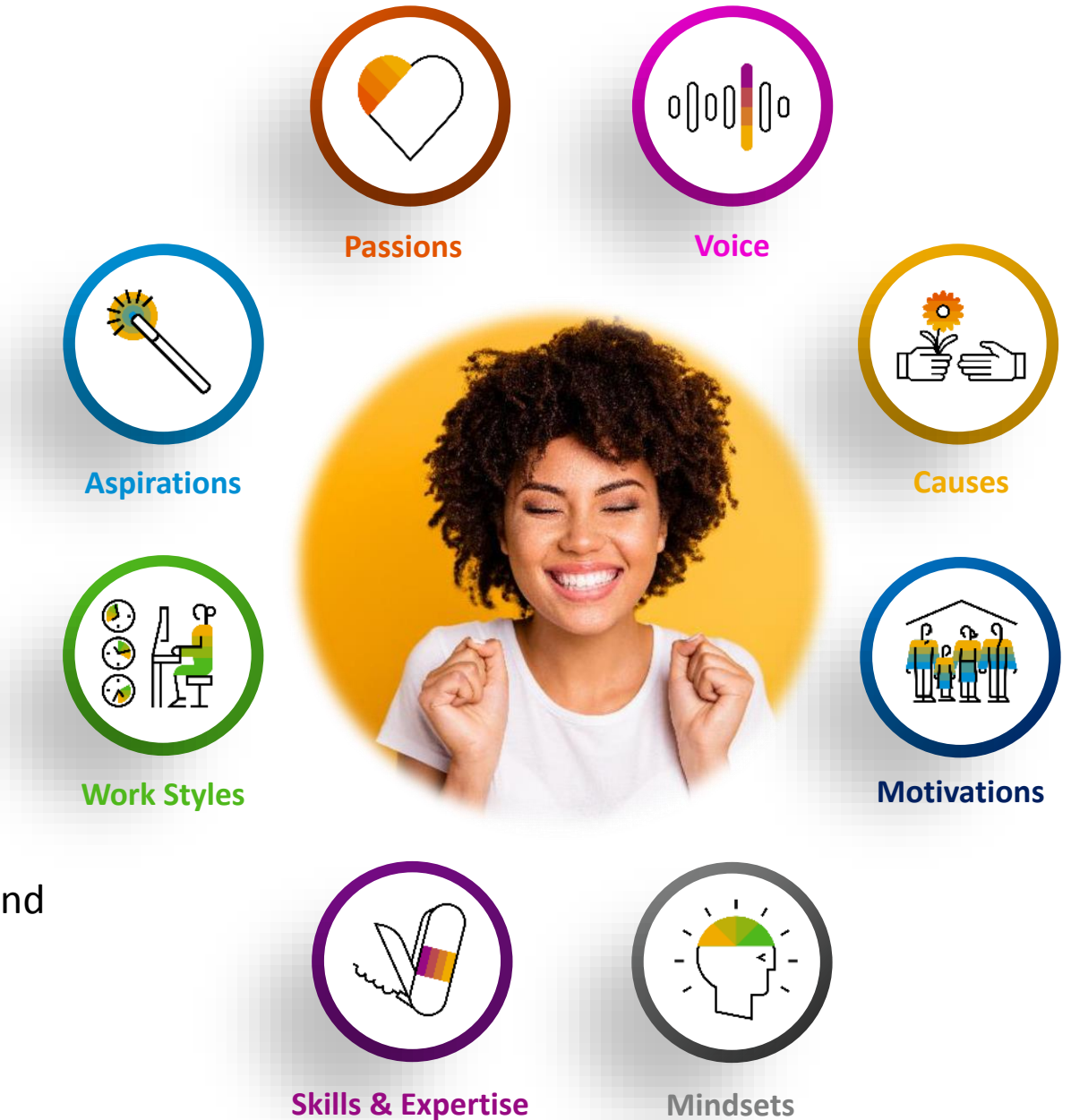
I have to learn

Reinvent Learning

Reinventing learning from a set of siloed functions to a platform that powers upskilling & reskilling to deliver cultural & business transformation



- A **central library** for storing various capabilities from skills, certifications, competencies, or work styles to assignments, assessments and recommendations
- Supports **3rd party integration** and upload of content
- A **central portfolio** for individuals to store these capabilities
- **Experiences inform updates** to a user's portfolio and can contribute to the library at large



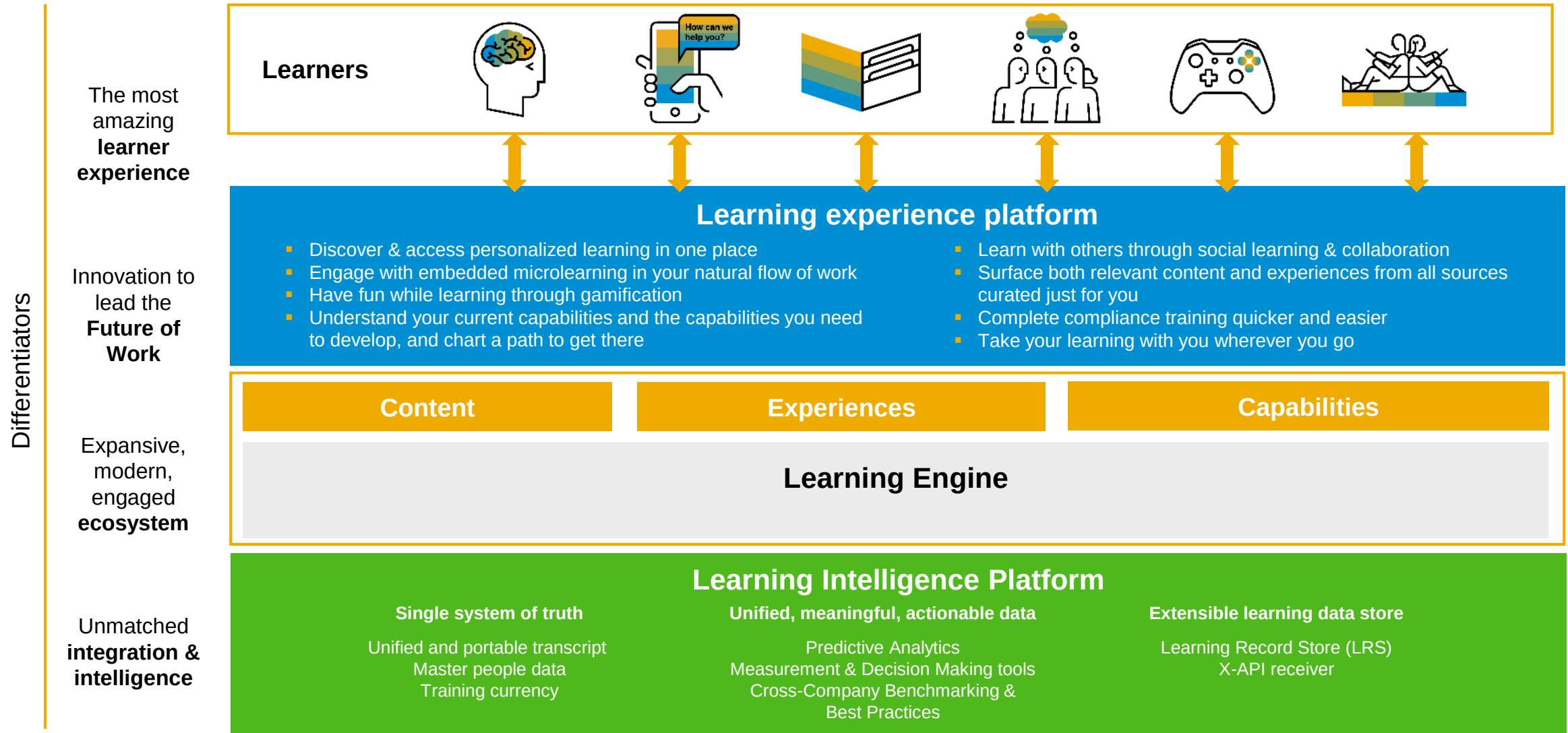
Opportunity Marketplace

Who you are and who you will become



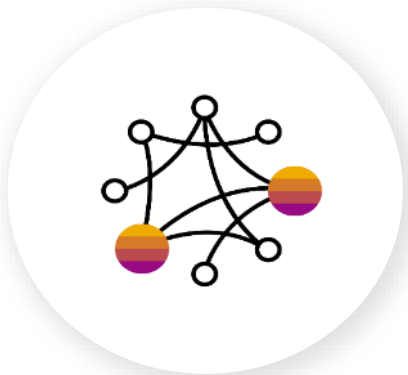
One unified access

Transform learning from a set of **siloed functions** to a **business transformation platform**.



Key factors to Foster Lifelong Learning

- Leverage **new ways of learning** like remote learning capabilities, collaboration, learning in the flow of work
- Use artificial **intelligence** and **insights** to make learning content and experiences personalized, relevant and engaging
- Foster self-directed learning giving employees the way to **explore all opportunities** for personal growth
- Simplify learning by a **unified access** to diverse learning experiences



Get to know more details about our [Future-ready workforce](#) research

Thank you