How to Upskill & Reskill Online

3 Strategies for Successful Virtual Talent Development

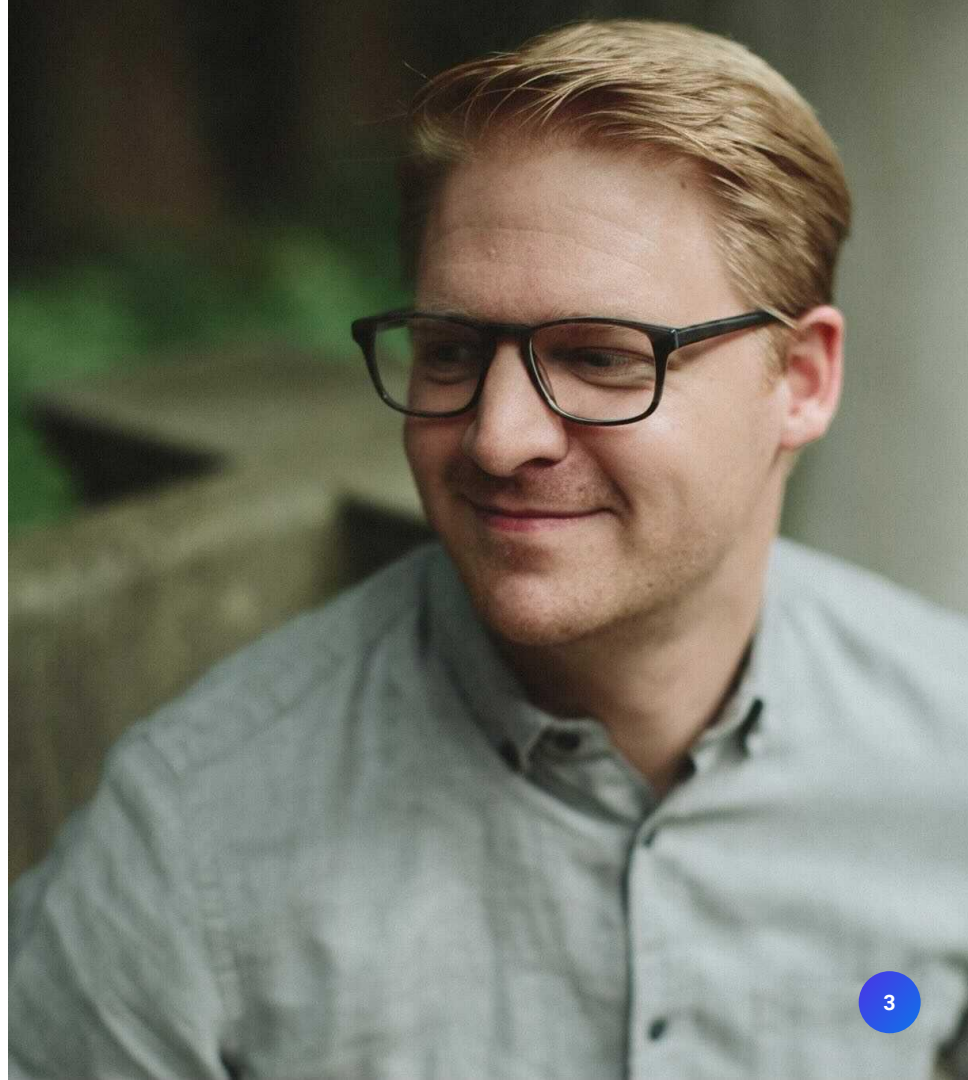# Agenda

1) Introduction

2) Industry Trends

3) 3 Strategies for Successful Virtual Talent Development

4) Questions

SPEAKER

Chris Olson

Strategic Advisor
Class

Introducing ▪: class

zoom +

Instructor Tools

Learner Engagement Functionality

Attendance & ID Verification

Attendee Views

Session Management Tools

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The Importance of Skills

Trends in Upskilling & Reskilling

- When companies view L&D as a cost center they lose a competitive edge

- L&D programs that are permeated throughout the entire employee lifecycle from entry-level to executive see increased earning potential for employees and increased happiness
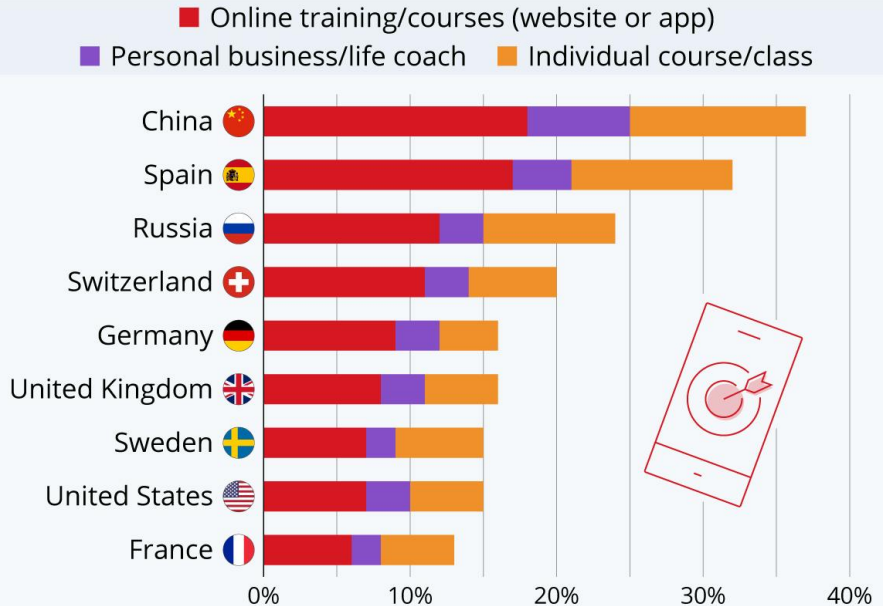
Why Skills are Critical

Skills are interwoven throughout all of HR and L&D practices.

Attract and retain talent

Motivate and engage employees

Develop people capabilities

The 5 Key Areas of Talent Development

Create a values-based culture

Build an employer brand

Professional Development Investment by Country

Do You Invest in Your Professional Development?

Survey respondents in selected countries saying they have spent money on professional training*

- Online training/courses (website or app)
- Personal business/life coach
- Individual course/class

China
Spain
Russia
Switzerland
Germany
United Kingdom
Sweden
United States
France

0%   10%   20%   30%   40%

* In the last 12 months
n=15,661 online adults (18-64). Conducted in three waves from Feb 2020 to Mar 2021.
Source: Statista Global Consumer Survey

statista

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Training Methods

Online training methods used in the training industry in the United States in 2020, by type

Chart: Training Methods

- Executive development
- Management / supervisory training
- Interpersonal skills (e.g. communication)
- IT / systems training (e.g. enterprise software)
- Desktop application training
- Customer service training
- Sales training
- Mandatory or compliance training
- Profession / industry-specific (e.g. engineering)
- Onboarding

X-axis: 0%, 20%, 40%, 60%, 80%, 100%

Legend:
- No online
- A few online programs
- Some online
- Mostly online
- All online

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Skills in Demand

There are 5 main skills necessary for success in the digital workspace.

1) Technology and computer skills

2) Digital literacy and competency

3) Working knowledge of tech-enabled tools and techniques

4) Robot and automation programming

5) Critical thinking

3 Strategies for Successful Virtual Talent Development

1 Establish a Bridge Between Skills & Competencies

Skills are developed at the individual level while competencies are agreed upon by the organization.

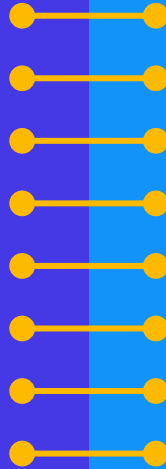- Employee Development
- Mobility
- Performance Management

Defining Skills & Competencies

Skills

	Competencies
Granular	Broad
What an employee can do	How a job is done
Descriptive	Prescriptive
Learned ability	Set of behaviors
Transferable across orgs	Specific to an org
Enabled & maintained by tech	Manually built & maintained
Dynamic / continually updating	Static / point-in-time
Owner = employee	Owner = HR

2 **Build Strategy Around Tools to Support Skills**

- Determine what tools are used most by employees and incorporate them into your L&D programs.

- Don't forget to incorporate human interactions in your use of technology.
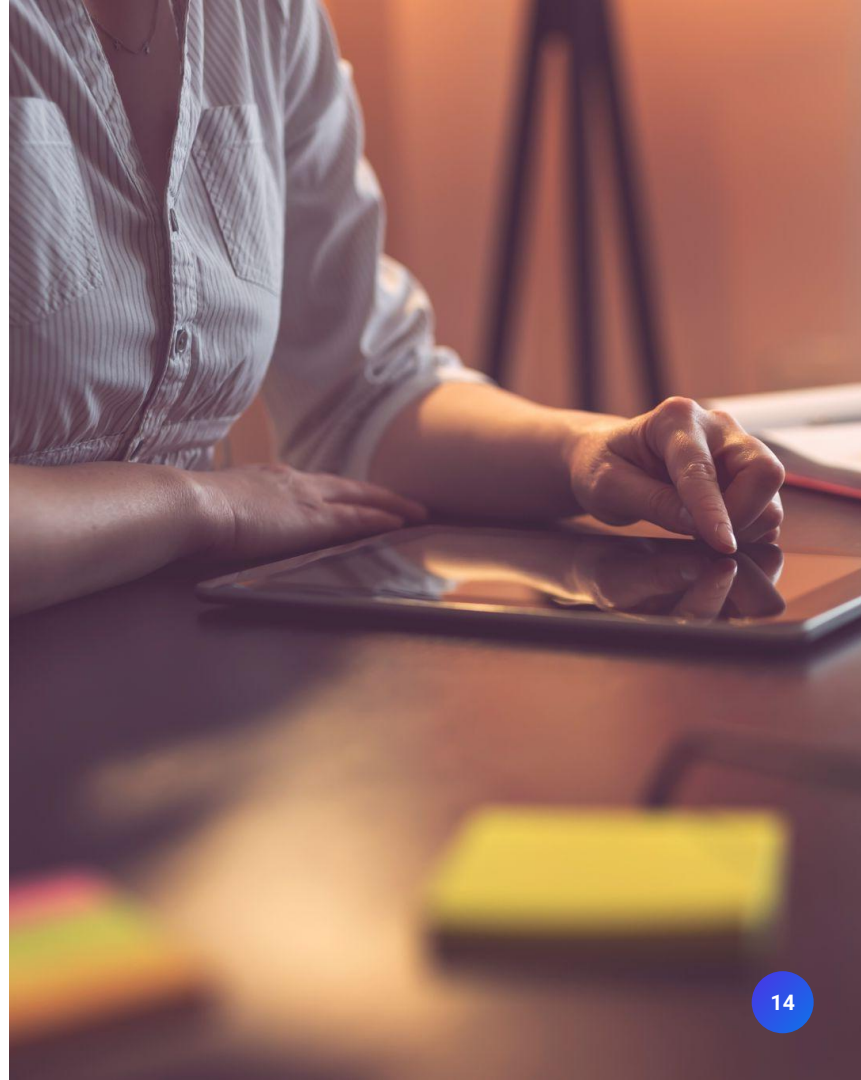
2 **Build Strategy Around Tools to Support Skills**

The experience of technology should focus on experience to be as frictionless as possible.

1) Focus on your strategy

2) Build your learning ecosystem

3) Create flexible content that can be delivered in the flow of work

3 Set Clear Expectations for Leaders & Managers

Enable team leads to understand how to access, coach & measure skills.

- Tell their learners up front what kind of learning climate they are striving to achieve.
- Help individuals find autonomy in skills and coach to competency.

3 **Set Clear Expectations for Leaders & Managers**

Involve your managers in the entire L&D program

1) Dedicate time for learning

2) Seek executive sponsorship

3) Share pre- & post-work with employees & managers

4) Create pathways for automation

Questions?

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