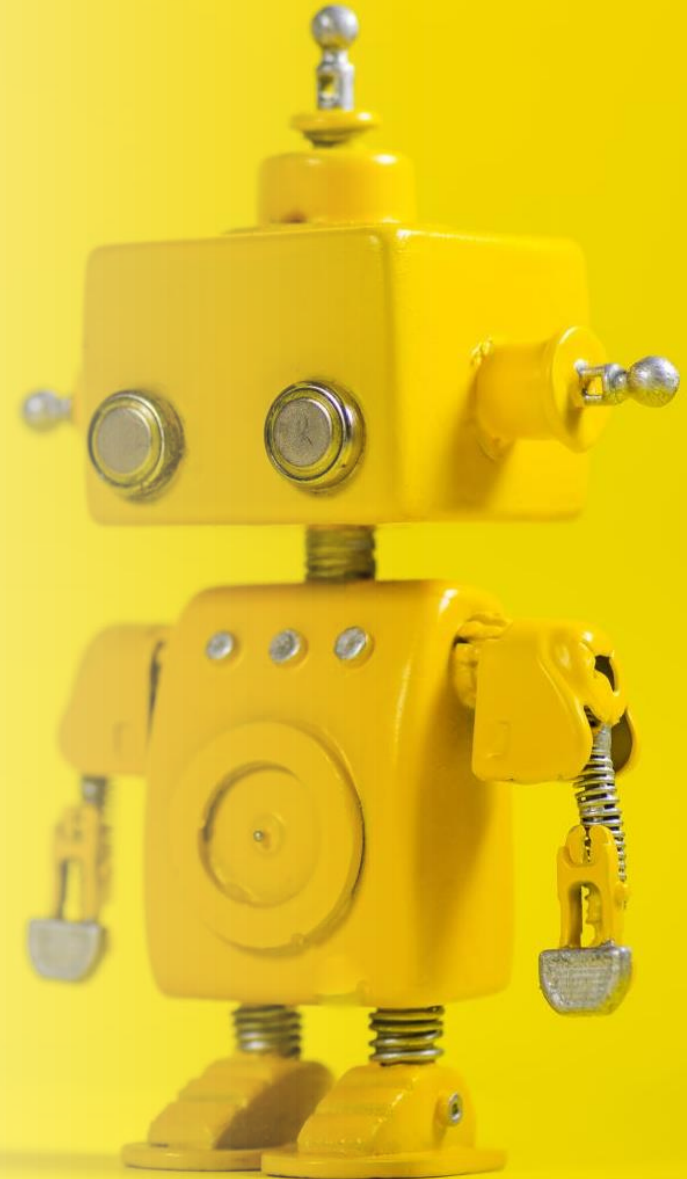




Learning Technology Trends in 2021

with Justin Brusino and
Alexandria Clapp





We collaborate with practitioners (like you!) to develop resources for talent development professionals

About Us

Books, Magazine Articles, Blogs, Webinars, Conferences, Videos, and more!



Tell us!
What is your role?

Let's Talk About:

- What are the current challenges impacting L&D?
- Which trending technologies can enable change or transformation?
- How do you evaluate new technologies and trends?
- Where can you get more info?

**We have the tools at our disposal.
The bounty of technological
innovation which defines our
current era can be leveraged to
unleash human potential.**

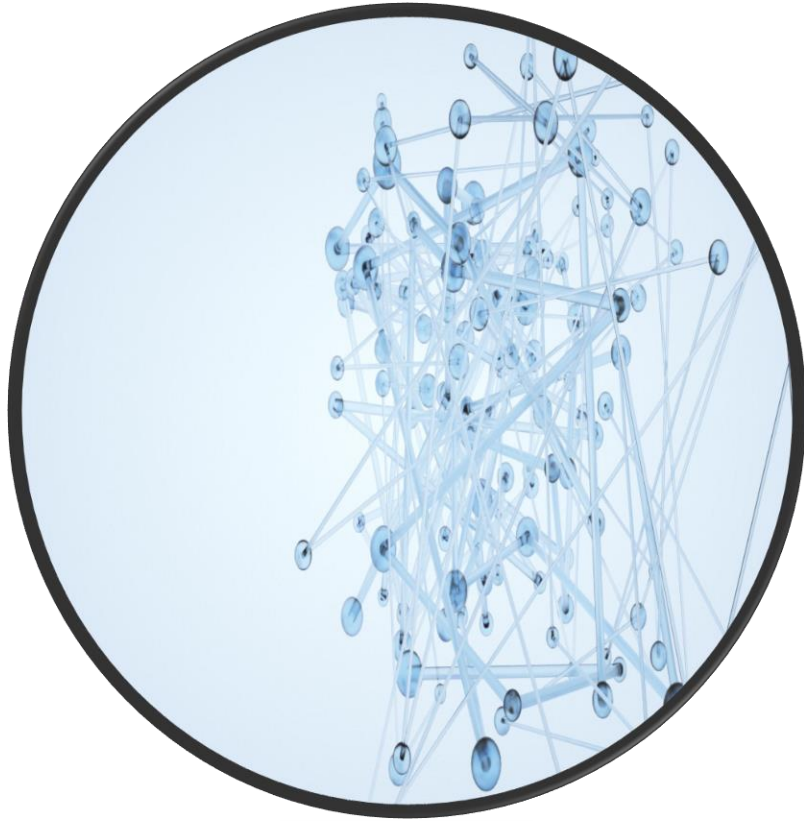
Klaus Schwab, World Economic Forum Executive Chairman

What are the biggest challenges L&D is facing?

- Skill Gaps
- Internal Mobility
- Lack of Time/ Resources
- Learner Engagement
- Learner Retention
- Management Buy In
- Distributed Workforce
- Measurement
- Isolation/ Loss of Connection
- Virtual Fatigue

Learning Technology Trends





Data and Analytics

How we can use data



TEST SOLUTIONS AND
INFORM
INSTRUCTIONAL DESIGN



PERSONALIZE LEARNING



MEASURE IMPACT AND
SHOW RESULTS

*Adapted from Megan Torrance

Skilling and Internal Mobility

51%

internal mobility is more of a priority now than before COVID*

59%

learning leaders identify upskilling and reskilling as their top focus for 2021*

#1

trend for 2021: Reskilling and Upskilling**

1 in 4

workers plan to look for a job at a different company once the pandemic subsides***

**LinkedIn Learning Workplace learning Report 2021*

*** Donald Taylor's L&D Global Sentiment , February 2021*

****Pulse of the American Worker Survey, March 2021*

Personalize Learning to Create Mobility



Workforce
Analytics

Organizational
Design

Skills Accelerator

Career Services

Measure Impact and Show Results



EFFICIENCY



EFFECTIVENESS



OUTCOME

*Source: *Measurement Demystified*, Vance & Parskey, ATD Press, 2020

Measure Impact and Show Results



**# OF PARTICIPANTS,
COMPLETION RATES**



**SURVEYS, STAKEHOLDER
REACTION, APPLICATION**



**WAS THE SALE CYCLE
SHORTENED?**

*Source: *Measurement Demystified*, Vance & Parskey, ATD Press, 2020

Recommendations



Align on goals



Use a mix of measures



Report results

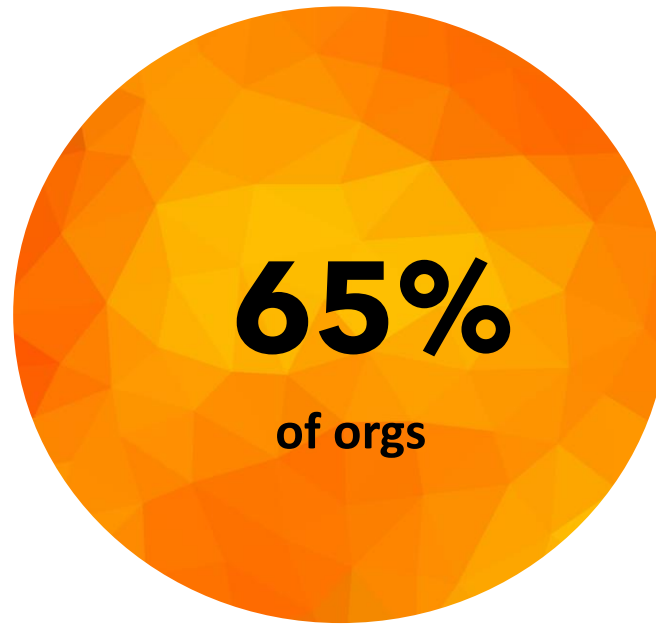


Future Classrooms

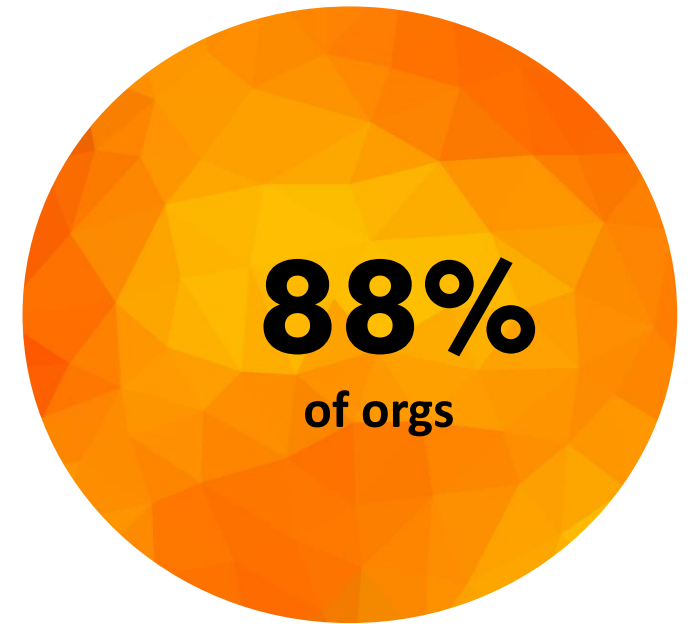
Virtual Training Trends



using virtual training



using virtual for over 50%
of formal learning hours



expect spending to stay
the same or increase next
yr

What type of training are you doing?



- virtual
- blended
- hybrid
- elearning
- in person

Addressing Virtual Training Challenges

Engagement



Master the Technology

Retention



Use the Interactive Tools

Fatigue



Schedule Breaks, Space it Out

Get a Virtual Producer



Technical

Facilitative

Start Time

Source: Producer types from Kassy LaBorie's *Producing Virtual Training, Meetings, and Webinars*



What does the future of classrooms look like?

Virtual

Blended

Hybrid

The reality of hybrid

Challenges

- Technical Issues
- Equitable Learning Experiences
- Learning Distractions
- Connection and Collaboration
- Cognitive Overload for Facilitators
- Scheduling Logistics
- Significant Time Investment
- Communication challenges

Room Set up Matters





Immersive Technologies

Augmented Reality vs Virtual Reality

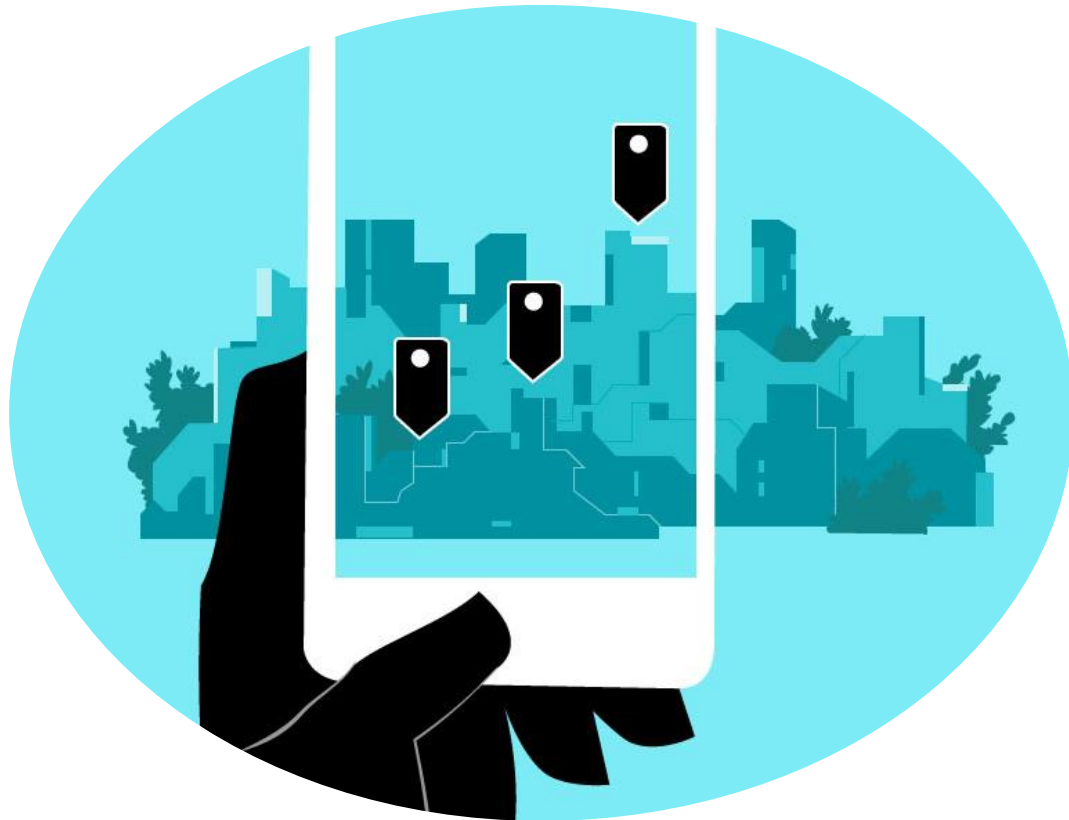


**Just in Time
On the Job**



**Hands On
Safe Environment
Context Sensitive**

Are you using AR or VR? Or, do you plan to?



- AR
- VR
- Both
- Plan to, but not yet
- Not sure

Virtual Reality Impact and Uses

- ❑ improves learning transfer
 - ❑ physically safe environment
 - ❑ promotes psychological safety
 - ❑ increases engagement
- Soft Skills
 - High Risk
 - Safety
 - Procedural
 - Maintenance

Targeting Soft Skills with Virtual Reality



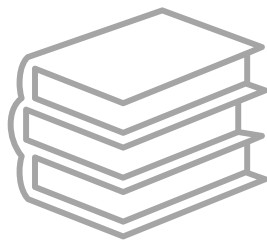
VR simulations to strengthen:

- on-the-job confidence
- empathy towards clients
- issue resolution

Ideas to Implement AR



Business
Cards



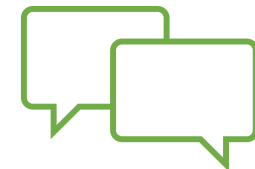
History
Lessons



Scavenger
Hunt



Trivia
Questions



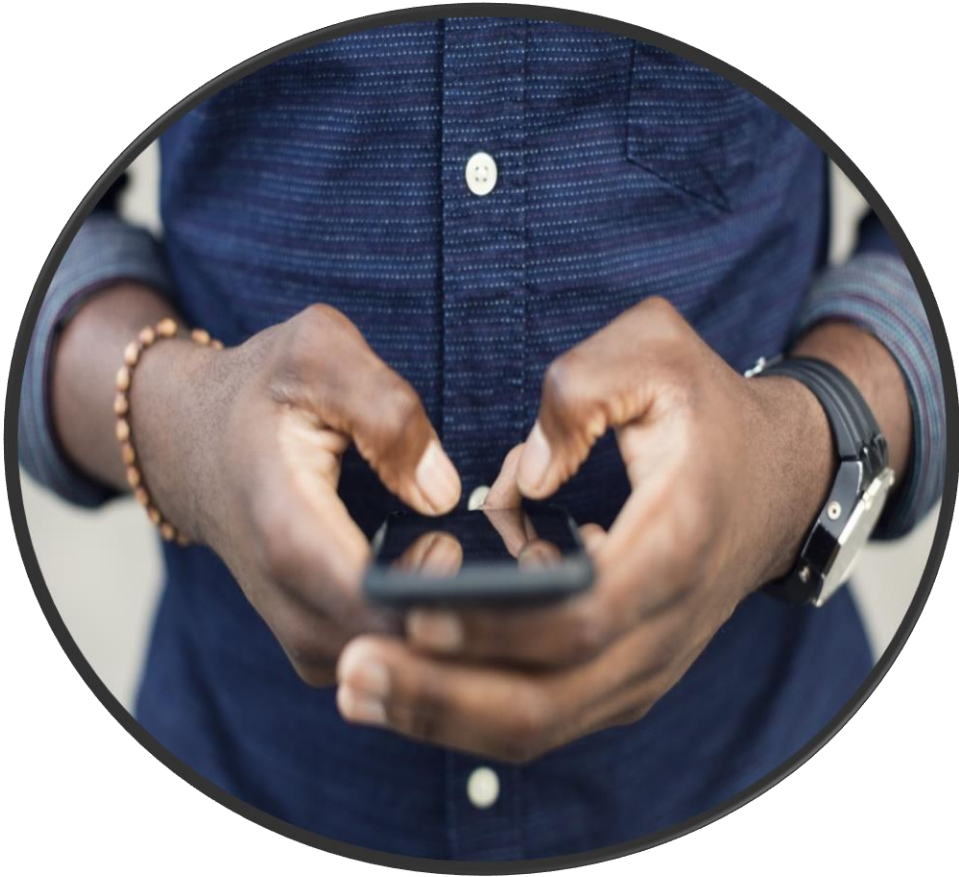
Magic
Messaging

Source: Betty Dannewitz, "The AR Experience"



For the biggest ROI, focus on content that will be used in the same unchanged format for a long period of time.

Debbie Richards



Micro and Mobile

Microlearning

Short

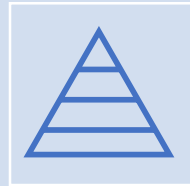
Targeted

Outcome oriented

Mobile



Where learners are



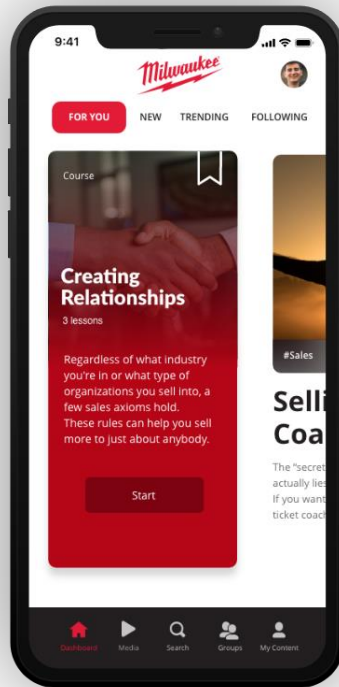
Increased functionality



Moment of need



Mobile first solution for Sales team



Reimagined "Manager in Training" program





Evaluating New Technology

B.U.I.L.D.S.



Business Value

Does the technology fit with your organization's needs? What is its business value?

B.U.I.L.D.S.



User Experience

Is the user experience modern, inclusive, rich, and based on observations of how users work?

B.U.I.L.D.S.



Impact

What is the impact of this technology on your audience, your company, and the wider world?

B.U.I.L.D.S.



Learning Models

What learning models does this technology support?

B.U.I.L.D.S.



Dependencies

What dependencies must be in place for this to succeed?

B.U.I.L.D.S.

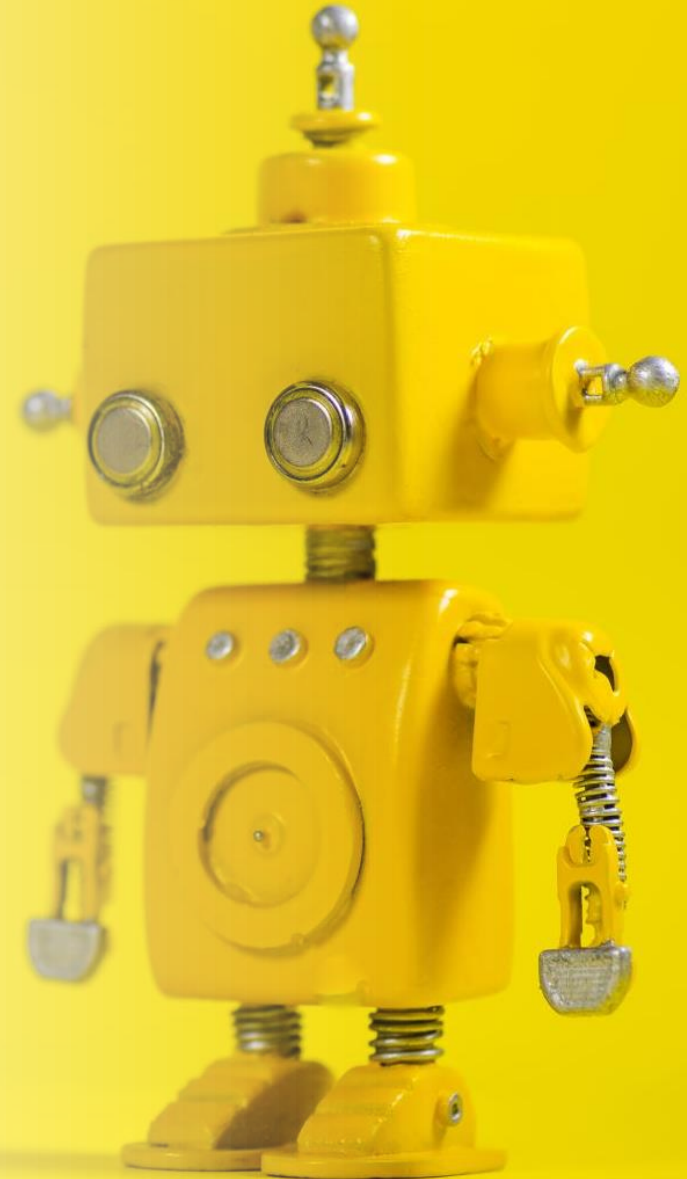


Signals

What are the key signals you need to pay attention to in reviewing technology and planning for the future?

Thank you!

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Alexandria Clapp aclapp@td.org



Resources

Challenges

- <https://www.weforum.org/agenda/2020/10/top-10-work-skills-of-tomorrow-how-long-it-takes-to-learn-them/>

Data and Analytics

- <https://www.td.org/books/measurement-demystified>
- <https://www.td.org/books/l-ds-playbook-for-the-digital-age>
- <https://learning.linkedin.com/resources/workplace-learning-report>
- <https://learning.linkedin.com/resources/workplace-learning-report>
- <https://news.prudential.com/prudential/research-and-perspectives/american-workers-survey/>

Future of Classrooms

- <https://ctdo360.td.org/research-report/virtual-classrooms-leveraging-technology-for-impact>
- <https://www.td.org/magazines/td-magazine/a-little-bit-of-this-a-little-bit-of-that>
- <https://www.td.org/magazines/td-magazine/making-the-switch>
- <https://www.td.org/books/producing-virtual-training-meetings-and-webinars>
- <https://www.cindyhuggett.com/blog/2020sovt/>
- <https://resources.kenblanchard.com/ebooks/2021-trends-report>

Resources

Virtual Reality and Augmented Reality

- <https://www.td.org/magazines/td-magazine/get-a-game-plan-for-vr-development>
- <https://www.td.org/atd-blog/future-workplace-the-viability-of-vr-and-ar-for-business-and-learning-professionals>
- <https://www.td.org/magazines/td-magazine/the-ar-experience>
- <https://www.td.org/td-at-work/seeing-the-possibilities-with-augmented-reality>
- <https://www.frontiersin.org/articles/10.3389/frobt.2018.00026/full>
- <https://www.pwc.com/us/en/tech-effect/emerging-tech/virtual-reality-study.html>
- <https://www.td.org/insights/seeing-is-understanding-a-case-study-in-deploying-vr>

Micro and Mobile

- <https://www.td.org/books/microlearning-short-and-sweet>
- <https://www.td.org/magazines/td-magazine/training-in-the-flow-of-work>
- <https://learningrebels.com/about/shannon-tipton/>

B.U.I.L.D.S.

- <https://www.td.org/books/the-shock-of-the-new>
- B.U.I.L.D.S. Framework Template:
https://d22bllmj4twv8.cloudfront.net/41/b1/dea1b5e54b1db0fd50793eb39af9/b.U.I.L.D.S.%20Framework%20Templates%20and%20To%20ols_FINAL.pdf
- <https://www.td.org/magazines/td-magazine/are-you-ready-for-the-new-normal>