

Crunch Time

Is your Learning Organization ready to take on the new world of work?



••• All Change

Learning is at the point of the spear. Our business partners have high expectations for learning.

The world is facing a reskilling emergency. More than 1 billion jobs, almost one-third of all jobs worldwide, are likely to be transformed by technology in the next decade. Since the onset of the COVID-19 crisis, internet usage has risen by 70%. Use of communication apps has doubled. Video streaming services have seen daily usage rise 20-fold.

2022 brings new challenges, the “Great Resignation” and “Hybrid Work” have added layers of complexity to our work.



••• Evermore Relevant

50% of learning functions are not aligned to the business goals.*
Is yours?



Strategic Direction

A defined learning strategy aligned to the organisation's priorities and objectives



The Learning Function

Where the translation of company priorities into learning and performance solutions happens.



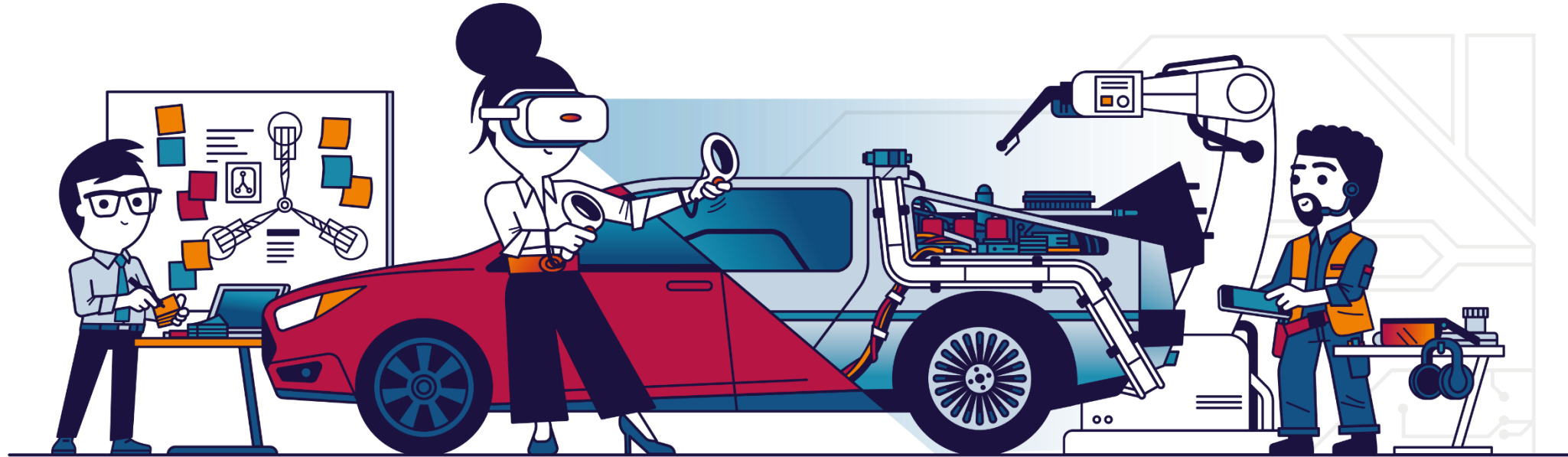
The People

Support received in the moment of need. A friction free experience.

○ ————— A connected Governance model that partners with business leaders to deliver value. ————— ○

Core Learning Strength

Is your learning function prepared to meet people needs?



Strategically Aligned

An enabler to the company's goals and aspirations.

- Clear Vision and Mission supporting the company's objectives
- An agenda for skills and talent development
- Effective governance model to maintain relevance

Operationally Excellent

Because your workforce needs performance support at the point of need. Seamlessly.

- A capable, knowledgeable team in a clear functional structure
- Efficient processes and smart automation
- Insightful analytics
- Consumer grade, frictionless, digital user experience

Value Creators

To ensure resources are employed efficiently on highly relevant, impactful performance solutions.

- Measurable business performance impact
- Transformation of traditional learning models
- Challenging the status quo and driving innovation

••• Connected Solutions

The Business

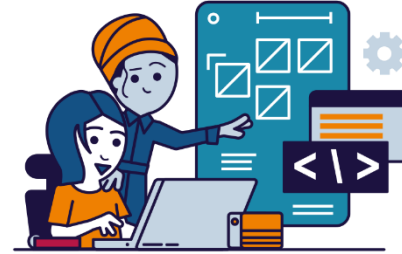


Consulting
Relationship
Managers
Performance
Consultants
Demand Planners
Technologists

Experience Design
Learning Architects
Journey Designers
Platform Developers



Content Development
Content Curators
Content Developers



Learning Function



Delivery
Classroom Learning
Virtual Classroom Production
Vendor Management
Logisticians



Experience Management
Community / Campaign Managers
Learning Administrators
Journey Developers
Data Analysts

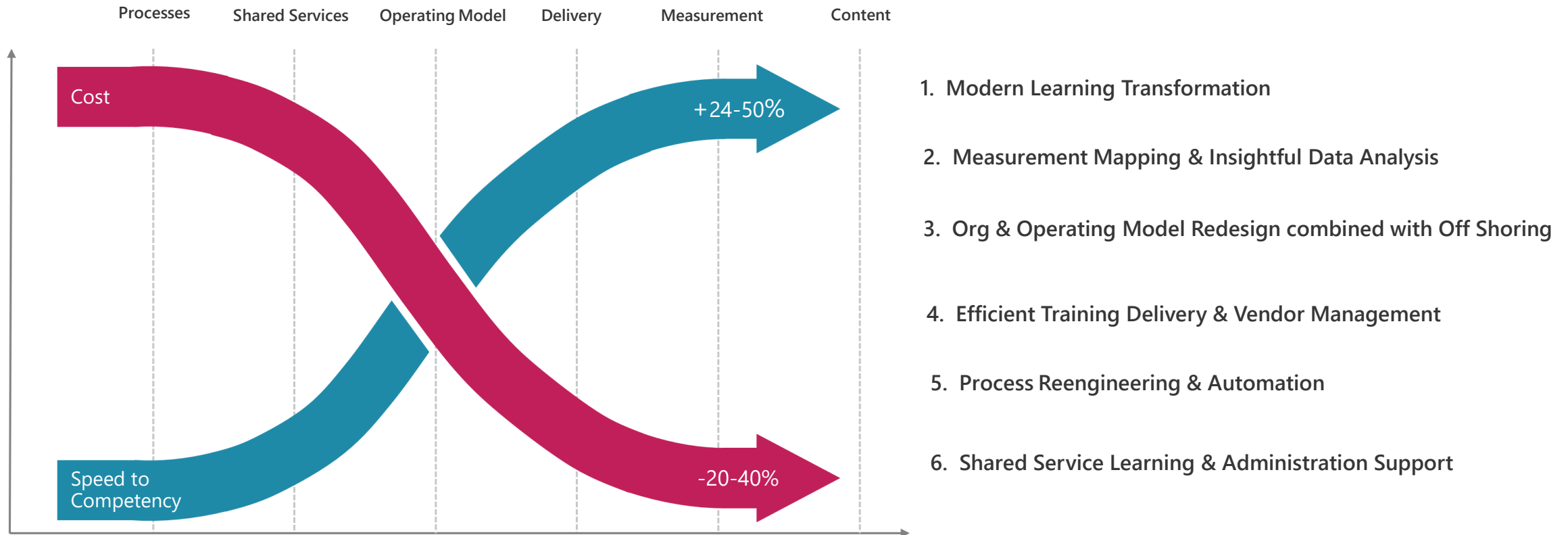


The People

A value stream of connected services

Value Measuring Business Success

High performing learning functions are pulling six big levers to drive down cost while accelerating performance improvement.



••• It's All About Me

How do your people get support at the moment of need?



Field Worker

Performance support tools



Point Of Service Worker

Digital performance support
Virtual Classroom Learning
On the job coaching



Hybrid Worker

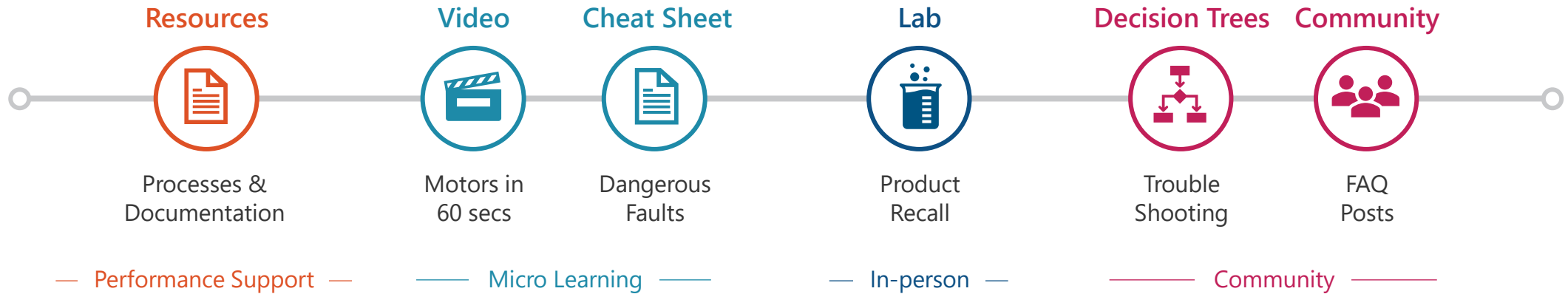
Digital performance support
Virtual Classroom Learning
Digital Learning

●●● Modality Selection





Miya
Technical Support
White goods contact centre Assistant



••• Mapping The Journey

Emphasis has traditionally been on the delivery of the learning content.
Designing for the modern learner needs to move beyond that to the journey as a whole.
It requires a systemic strategy built around the worker.

Process & Activity



Tools & Outputs

••• Is Your Tech Stacking Up?

With an average of 23 systems used by a Learning function*, the need to simplify the experience for the worker at the front end is key.

Learning Experience Platform

Content recommendations, pathing, indexing, skills mapping, self published content, usage analytics

AI-Based Content Analysis

Identifying credibility and expertise of content via pedagogical analysis to make recommendations

Content Providers

Content libraries, vendors, assessment, VR, development tools, micro-learning platforms

Resource & Workflow Management Tools

Instructor, facilities and logistics management

Learning Management System

Course admin, e-commerce, rules, approvals, reporting

HR Management System

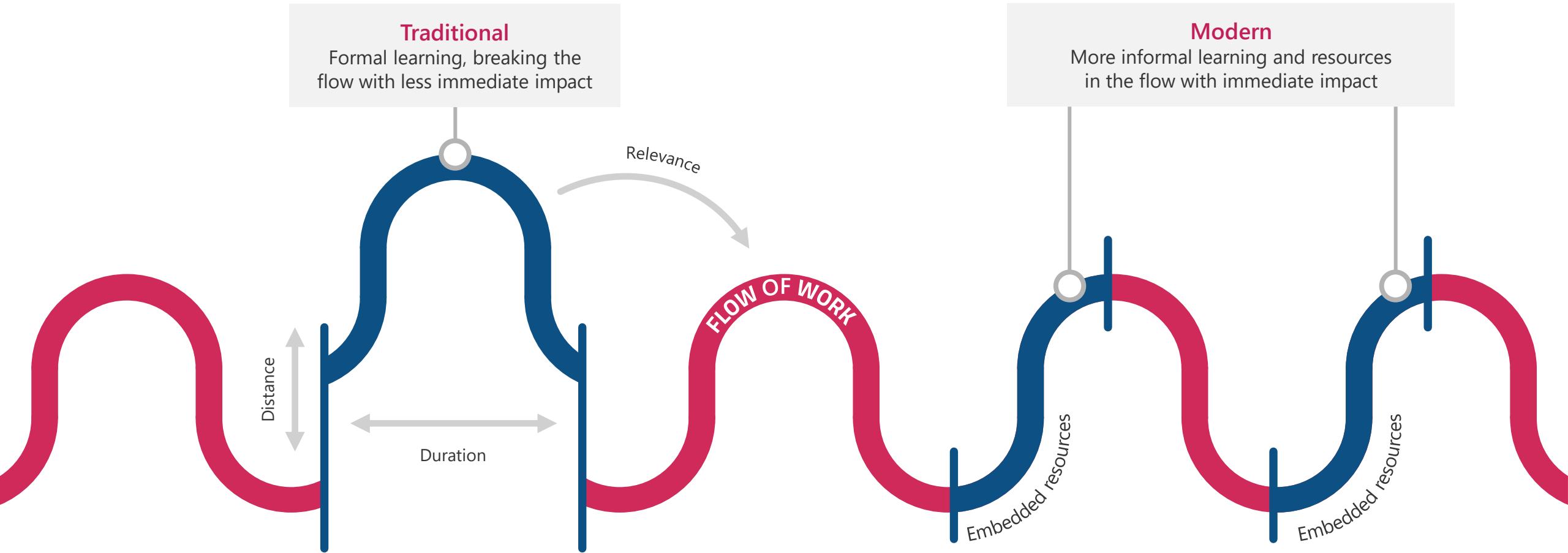
The Stack

The Front End “Experience”
Employee Experience Platform (EXP)



* Bersin 2020

••• In The Moment





How can we help you take on
the new world of work?

Join us at ATD 2022 Booth
Dan Miller
Senior Vice President
GP Strategies Corporation

Let's Talk