



5 Best Practices to Help Your Learners Thrive in the New Virtual Landscape

May 6, 2020

Introductions



Matt Donovan

Chief Learning and Innovation Officer, GP Strategies

- Human-centric design enthusiast
- Recovering instructional designer
- Aspiring multi-dimensional thinking acrobat



Cara Halter

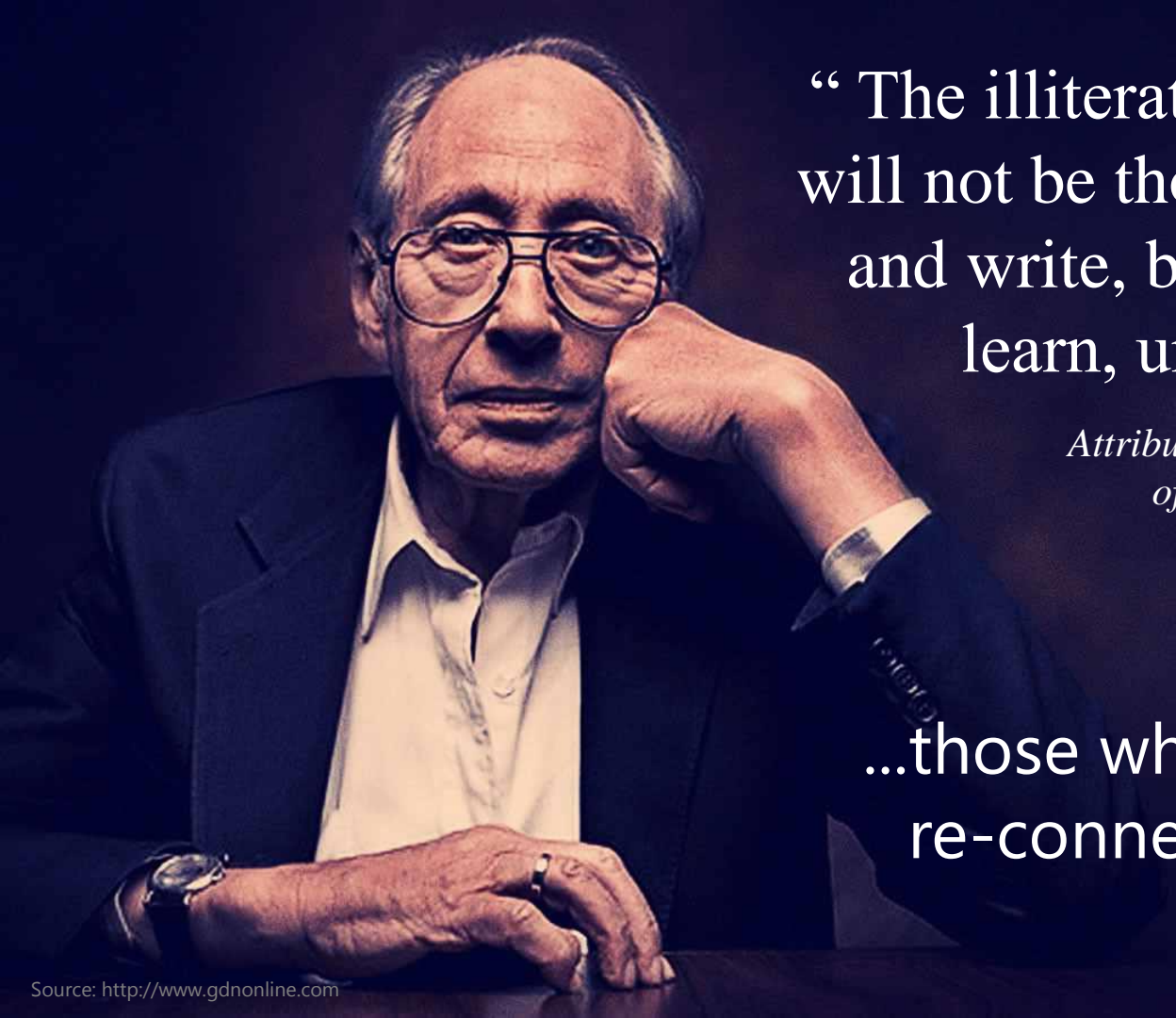
Director Digital Learning Strategy and Solutions, GP Strategies

- Digital learning explorer
- Modern learner advocate
- KISS champion





MORE THAN
200,000 lives
have been lost
to COVID-19



“ The illiterate of the 21st century will not be those who cannot read and write, but those who cannot learn, unlearn, and relearn.”

Attributed to Alvin Toffler as a distillation of his work in the book Future Shock

...those who cannot connect, re-connect and collaborate with others.

The Traditional Paradigm has been **DISRUPTED**

WORK

WORKER

WORKPLACE



Structured and more defined



Organization provides all they need



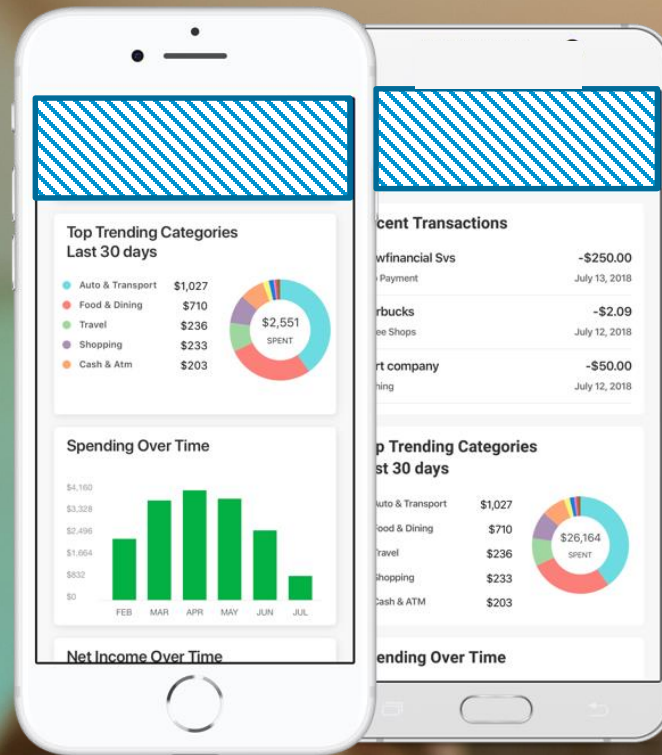
Simplified connection to peers and learning

CONTINUOUSLY EVOLVING AND DISRUPTED

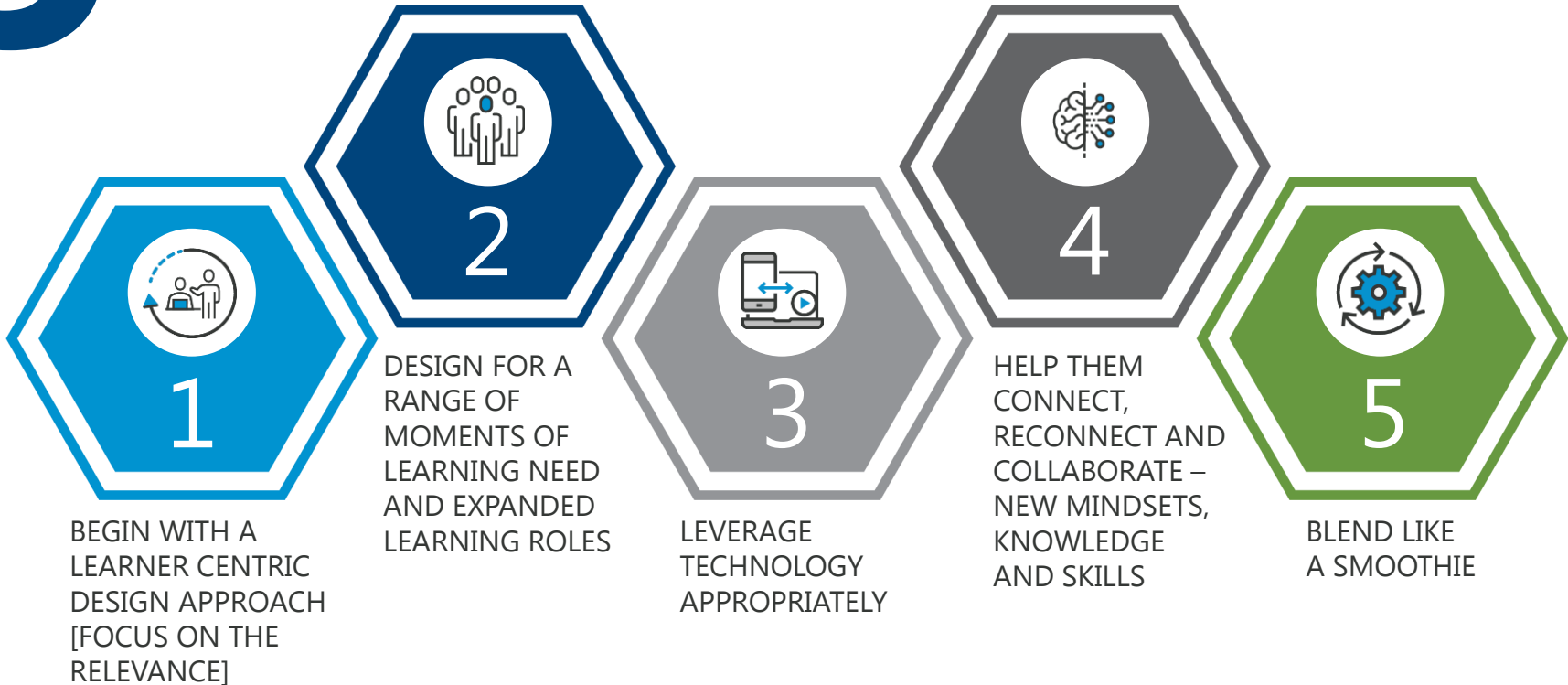
OWNERSHIP FOR THE LEARNING JOURNEY

COMPLEX, MULTI-DIMENSIONAL PATHS TO PEERS AND LEARNING

From 3.0 to 4.0 – A Transformational Shift

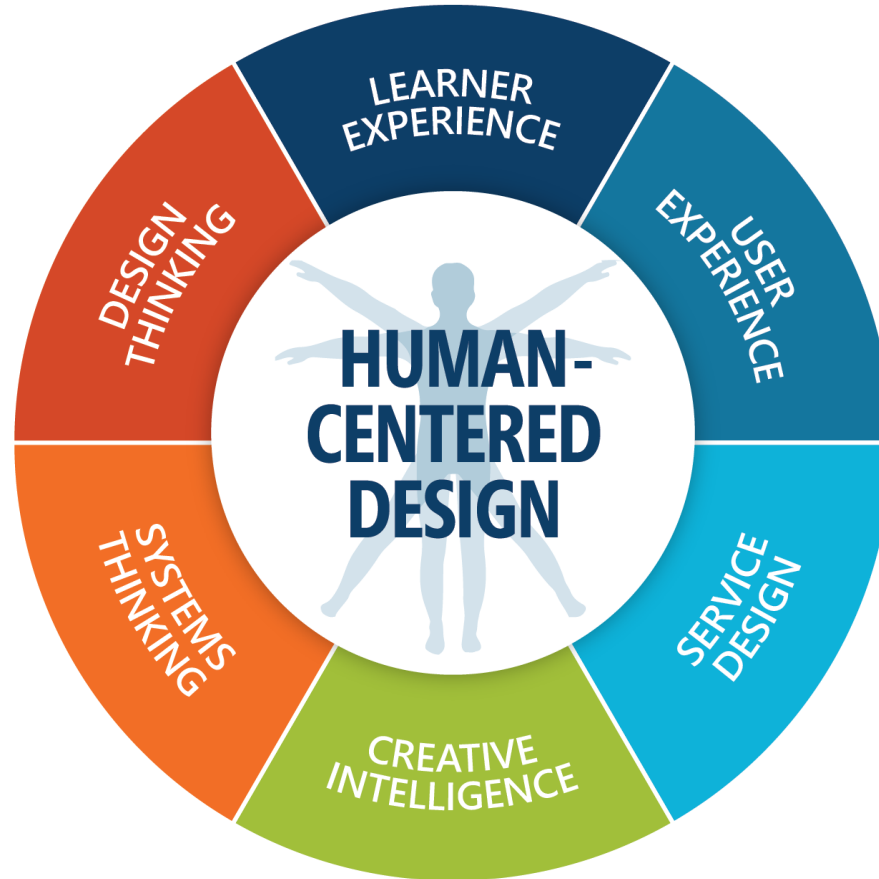


5 BEST PRACTICES to Help Learners Thrive



Begin with **Learner Centric Design**

**LEARNER -
CENTRIC
DESIGN**



IF CONTENT WERE WATER...

... relevance would be the drinkability.



**Too many of our learners
are dying of thirst!**

THEY HAVE AN FUNDAMENTAL ROLE IN NOURISHING THEMSELVES

3 Layers of **RELEVANCE**



**BUSINESS
ACUMEN**

What does an income statement look like?

What can an income statement tell you?

What does our income statement look like?

What does our income statement tell you?

How can I use our income statement to drive business decisions?



NEW ROLES for the Connected Learning Organization



MOMENTS OF LEARNING NEED

1. Learn-first time
2. Learn-more
3. Apply/Refine
4. Adjust to change
5. React to Failure

OTHER EMERGING MOMENTS

- Innovate
- Grow for Next Role



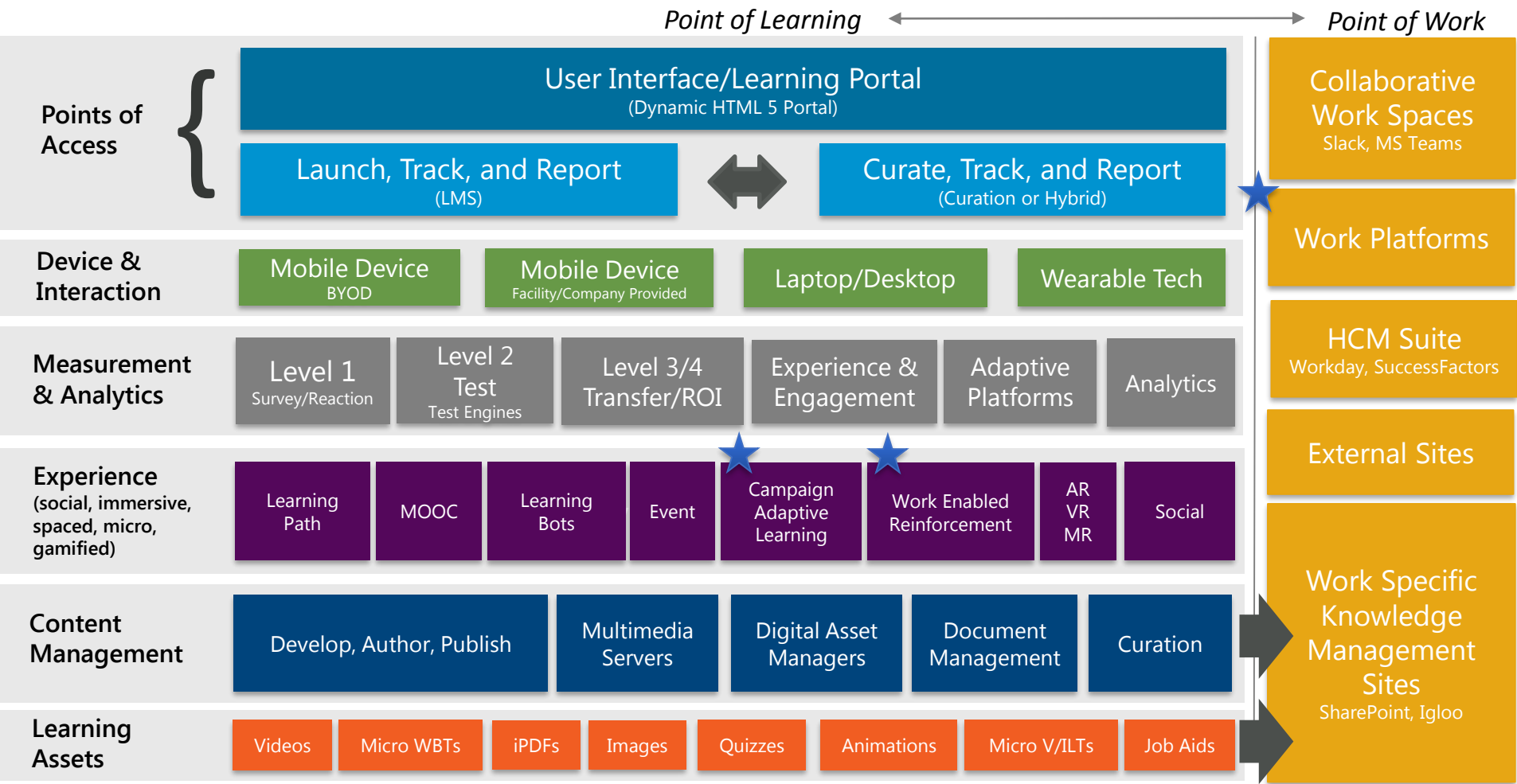
EXPANDED LEARNER ROLES

1. Consumer
2. Moderator
3. Curator
4. Contributor
5. Creator
6. Collaborator

CONNECTED ORGANIZATION LEARNING ROLES

1. Learning Connectors
2. Learning Bridgers
3. Specialists for Coaching and Mentoring
4. Information Brokers

The Work-Learning Ecosystem Has Become More Complicated



NEW MINDSET and SKILLS for the new workforce

CORE MINDSETS

1. Learning Agility and Ownership
2. Adaptability/Resilience
3. Empathy
4. Growth
5. Innovation
6. Inclusion

INDIVIDUAL CONTRIBUTOR

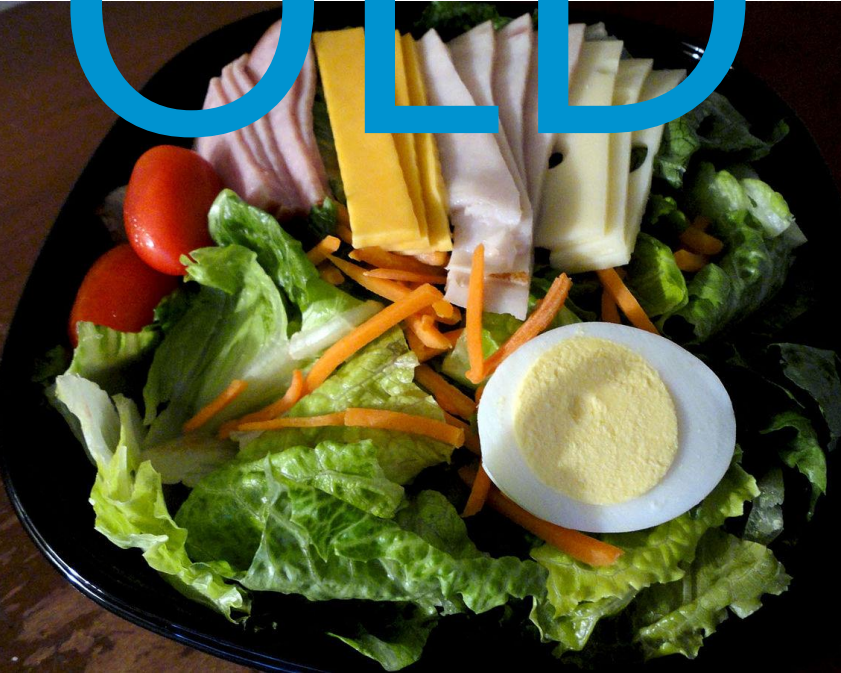
1. Data Analysis and Interpretation
2. Collaboration
3. Critical Thinking & Problem Solving
4. Creativity
5. Storytelling / Persuasion/ Influence
6. Digital Foundations
7. Analytics for Data-Driven Decision Making
8. Emotional Intelligence at Work

MANAGER & LEADER SKILLS

1. Leading Teams with Emotional Intelligence
2. Data Analytics and Customer Insight
3. Global Collaboration
4. Managing and Leveraging Risk
5. Fostering Innovation
6. Emerging Technologies e.g. AI
7. Authenticity & Communication with Transparency
8. Digital Leadership skills

BLENDED LEARNING for the digital learning journey

OLD



VS

NEW





Testimonial videos and podcasts from influencers



Virtual community and support to build EI champions



Degreed EI Skill Plan



Emotional Intelligence Chatbot



A Leader and Manager's Toolkit with activities for their team



Emotional Intelligence Learning Components

Cohort Driven Spaced Experience



Interactive quizzes and scenarios to offer insight and opportunities to practice



Practical tools and tips for both employees and leaders



Communications reaching employees where they're at including AR engagement memes





SARAH'S JOURNEY

The following is a quick summary of the learning experience. The journey is based in the Degreed instance and includes a rich base of micro assets and online and offline activities.



She accesses and watches the Emotional Intelligence animation, and testimonials from her peers and leaders



Her attention is grabbed when she sees a sign in the elevator: Stressed out? Improve your Emotional Intelligence, using an AR app to begin the journey



She takes the EI self assessment, and opts into the EI Chat Bot



As part of the experience, she opens the 30 days of EI calendar and sets up an Outlook task to look at it each day.



Over the course of the month, she reads articles and downloads one of the How To Guides.

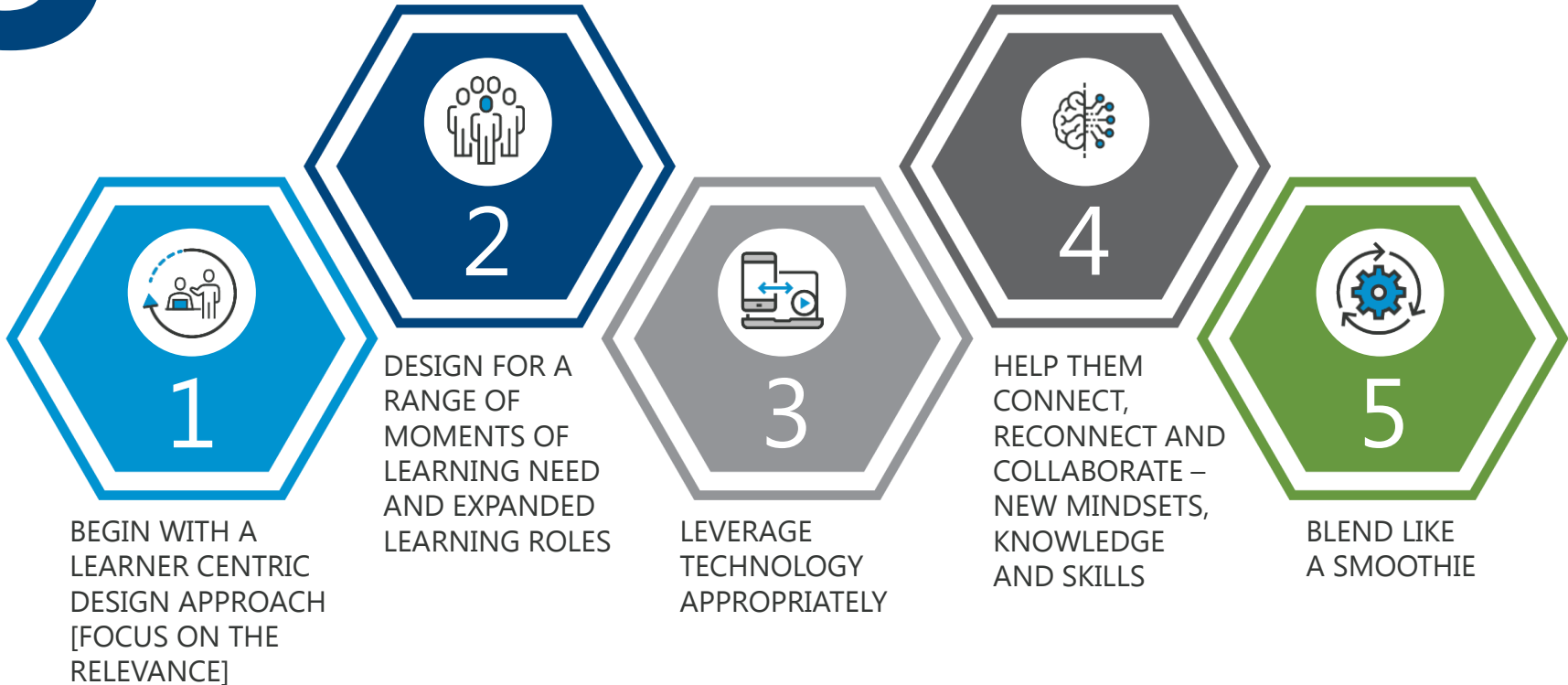


Over the course of the month, she joins and collaborates in an Emotional Intelligence community space.



She saw in the EI Group that more content is coming. She can't wait.

5 BEST PRACTICES to Help Learners Thrive



**“It is not necessary to change.
Survival is not mandatory.”**

- W. Edwards Deming



Q & A

The image features the text "Q & A" in a large, white, sans-serif font against a solid blue background. The letter "Q" is on the left, followed by an ampersand "&" in the center, and the letter "A" on the right. Above the ampersand, there are two overlapping white speech bubbles, one slightly behind and to the right of the other, suggesting a conversation or dialogue.



gpstrategies.com

We're at our best when helping our clients achieve their best.

Making a meaningful impact on the world together.

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