

How to Respond to Change & Reskill WITH CONTINUOUS **LEARNING** & DEVELOPMENT

Presented by:

schoolX

BIZ  **LIBRARY**



YOUR HOSTS

MATTHEW BROWN

VP, LEARNING & BRAND SUCCESS

15+ YEARS IN HR, L&D
SPACE

BORDERLINE UNHEALTHY
PASSION FOR TECHNOLOGY

CROSS-SECTION OF
INDUSTRIES &
EXPERIENCES

PUSHES PROCESSES &
REINVENTS WITH PURPOSE



RACHEL GRZESKOWIAK

CLIENT MARKETING SPECIALIST

RESEARCHES INDUSTRY TRENDS
AND BEST PRACTICES

SUPPORTS BIZLIBRARY'S
CLIENTS THROUGH A
VARIETY OF RESOURCES
AND COMMUNICATION

PASSION FOR RELATIONSHIP BUILDING



HOW OUR PARTNERSHIP SUPPORTS TODAY'S MODERN LEARNER

POWERFUL TALENT DEVELOPMENT PLATFORM

HOLLISTIC APPROACH THAT COMBINES YOUR
KPIs WITH PERFORMANCE DATA

COMPLETE LEARNING SUITE BUILT ON
A SINGLE APPLICATION

BUILT TO ENGAGE ALL TYPES OF
WORKERS AND INDUSTRIES

FLEXIBILITY TO LEARN ANYWHERE,
ANYTIME, ON ANY DEVICE

ENGAGING OFF-THE-SHELF CONTENT

TIMELY, RELEVANT, AND ENGAGING CONTENT

OVER 9,000 COURSES AVAILABLE ON CORE SKILLS
YOUR ORGANIZATION NEEDS TO STAY
COMPETITIVE AND OVERCOME CHALLENGES

VARIETY OF FORMATS AND OPTIMIZED FOR
LEARNING

SKILL SPECIFIC COURSES



HOW TO RESPOND TO CHANGE & RESKILL WITH CONTINUOUS LEARNING & DEVELOPMENT



1

Characteristics of a Continuous Learning & Development Culture

2

How L&D can lead successful change within their organization

3

How to bring skills, goals, performance, and learning together

4

The business impact of soft skills training

LEARN
UNLEARN
RELEARN



"Transformation
is often more about
Unlearning than
Learning"

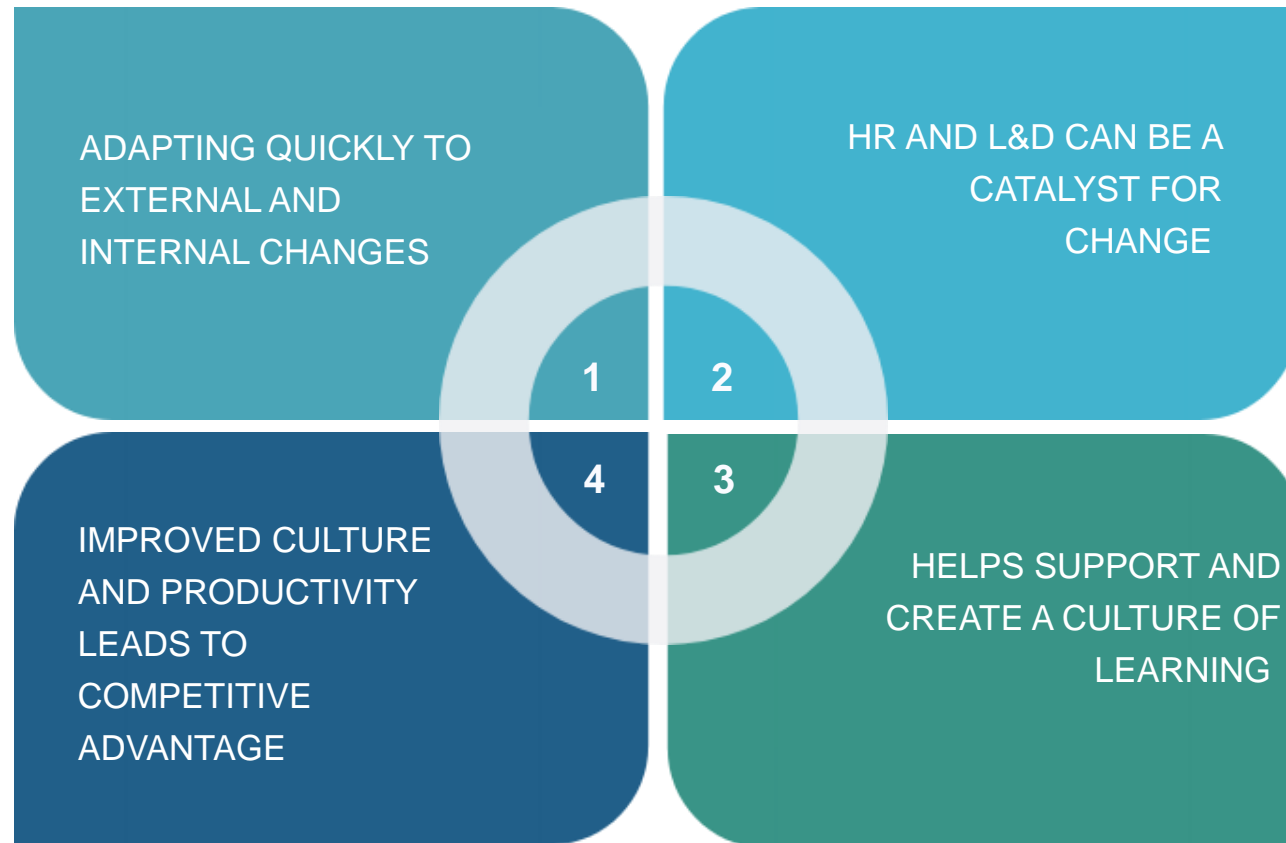
Richard Rohr, Author and Speaker



"The process of unlearning in order to relearn
demands a ***new concept of knowledge***
not as a thing but as a ***process.***"

Cathy N. Davidson, *"Now You See It: How Technology and Brain Science Will
Transform Schools and Business for the 21st Century."*

Organizational Agility





BENEFITS OF EMBRACING AGILITY

- IMPROVE COMPANY CULTURE
- COMPETITIVE ADVANTAGE
- IMPROVE PRODUCTIVITY
- INCREASE ROI ON YOUR TRAINING PROGRAM

POLL



Does your training program include soft skill training?

Yes, of course!

No, we only focus on hard skills

SOFT SKILLS FOR AGILE ORGANIZATIONS



CRITICAL THINKING



COMMUNICATION



CREATIVITY



CONGNITIVE FLEXIBILITY




EMOTIONAL INTELLIGENCE

EMOTIONAL INTELLIGENCE

CRASH COURSE

Social Awareness



CRASH COURSE
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CAREER ADVANCEMENT

Adding Value as an Employee



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Self-Awareness for Success



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ORGANIZATIONAL CHANGE

Understanding Resistance



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COMMUNICATION TOOLKIT

Respectful Communication



TOOLKIT
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Transformative Thinking

Unleash Your Potential



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Why Collaboration Counts



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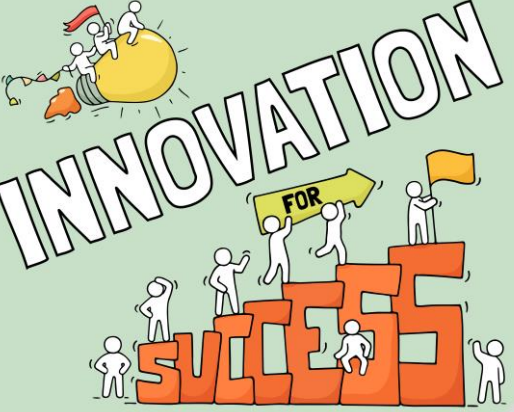
Being Resilient, No Matter What



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INNOVATION

FOR SUCCESS



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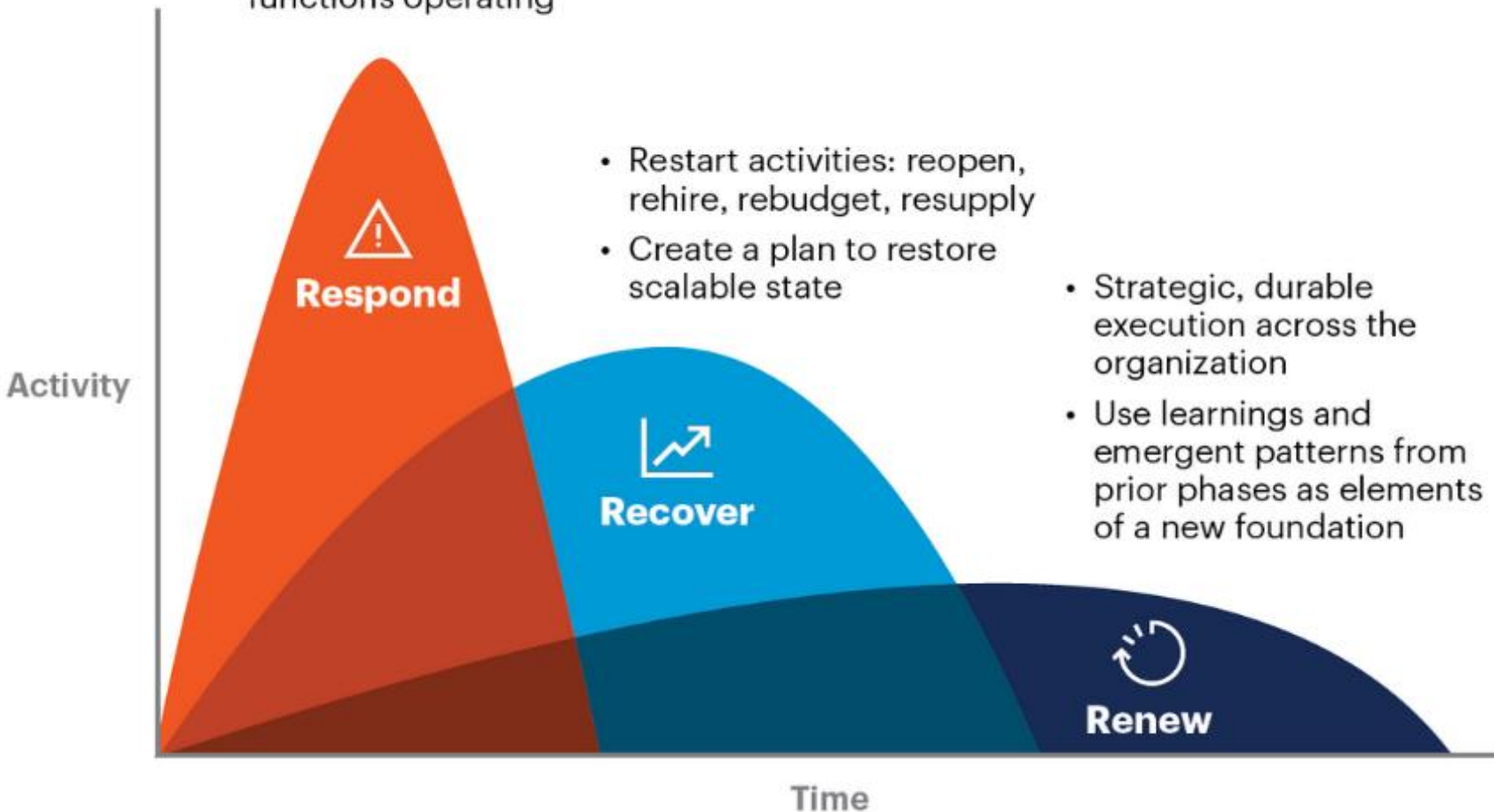


NAVIGATING THE CHANGE

THE CHALLENGES
BUSINESSES ARE FACING
TODAY

Response to Continuous Change

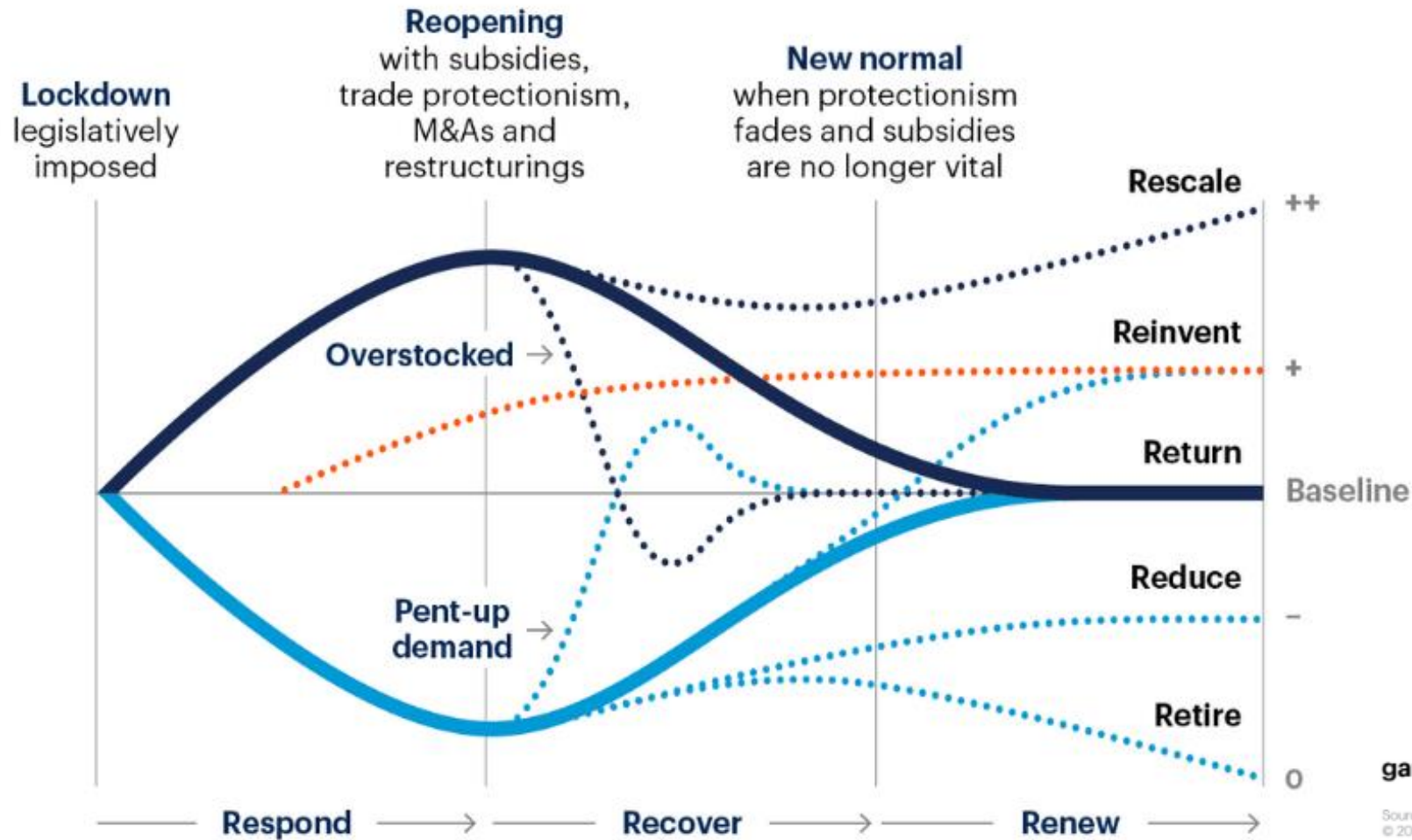
Immediate actions required to keep people safe and essential business functions operating



- Restart activities: reopen, rehire, rebudget, resupply
- Create a plan to restore scalable state

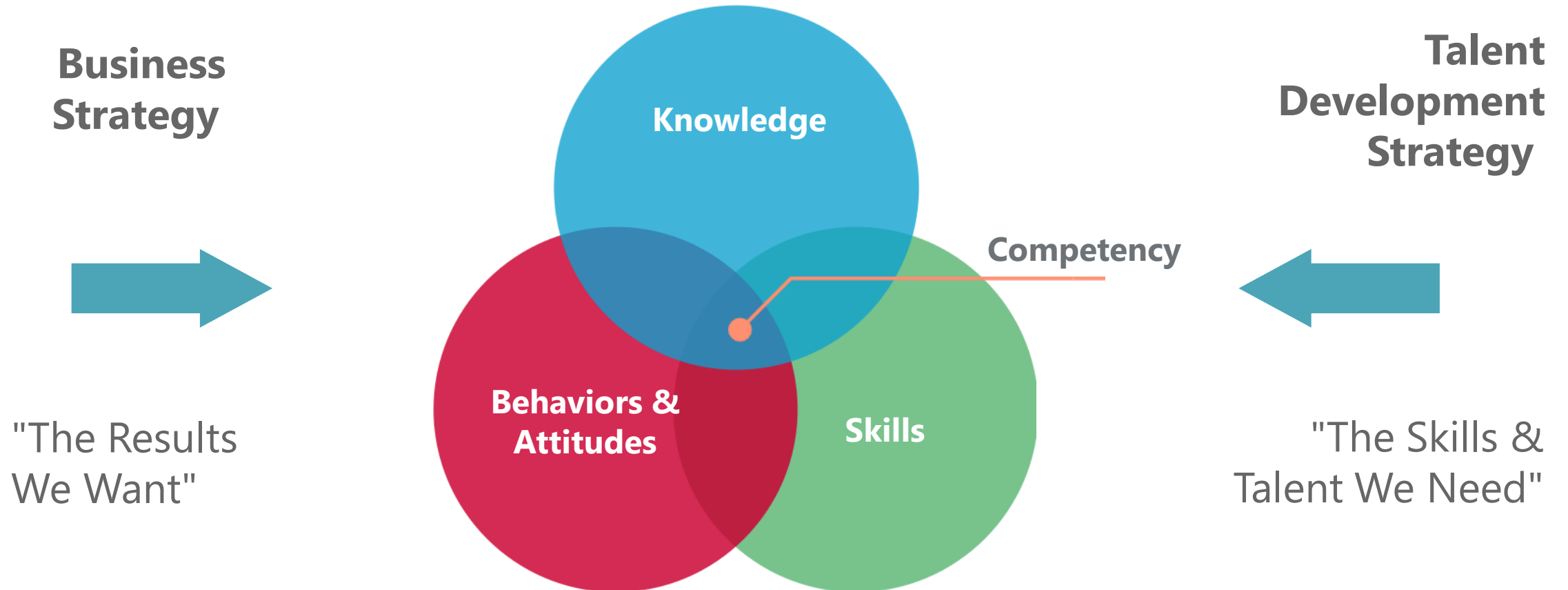
- Strategic, durable execution across the organization
- Use learnings and emergent patterns from prior phases as elements of a new foundation

Continuous Change is Here to Stay



gartner.com/SmarterWithGartner

Align Business Strategy with Learning & Development



POLL



When do you initiate a skill gaps assessment in your program?

Pre-program

Post-program

Both

I don't use assessments

HOW DO YOU PIECE EVERYTHING TOGETHER?

**DEFINE YOUR
GOALS**

**IDENTIFY SKILL
GAPS
THROUGH
ASSESSMENTS**

**ALIGN YOUR
TRAINING
PROGRAM TO
COMPANY GOALS**

UPSKILL & RESKILL AT SCALE AND WITH BETTER RESULTS

**CONTINUOUS
LEARNING
EXPERIENCE**



PERSONALIZATION



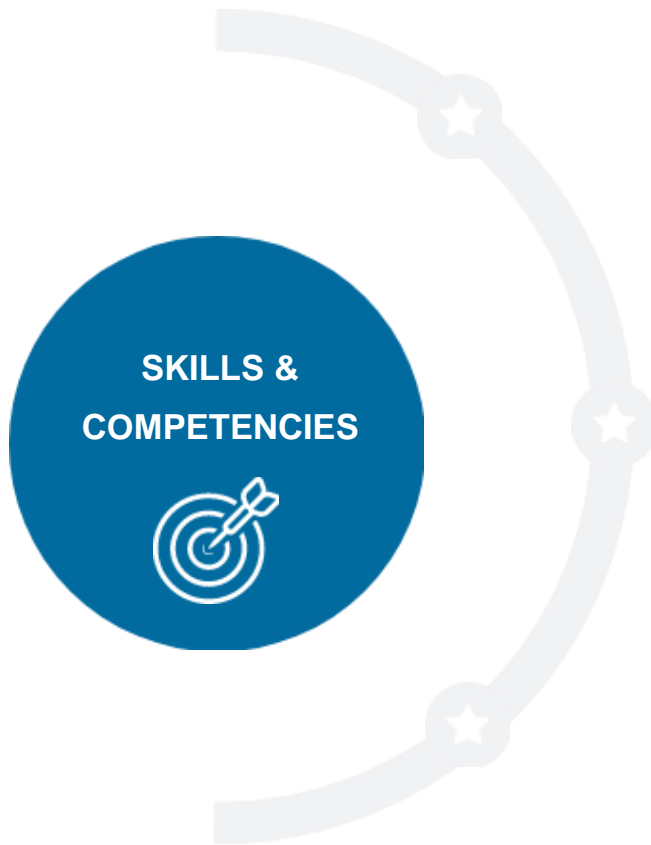
**HIGHER
ENGAGEMENT**



**UNLOCK POTENTIAL
& PERFORMANCE**



ALIGNING SKILLS FOR SUCCESS



HUMAN RESOURCES

High-level understanding of talent acquisition, organizational development, and workforce planning.



LEARNING / TALENT DEVELOPMENT

High-level understanding of needs assessment/analysis, delivery of programs , measurement of knowledge transfer and impact



PEOPLE MANAGERS

The "Tour Guides" closest to the ground. Understand what skills are most beneficial in specific jobs/departments



Skill Management - User's Performance

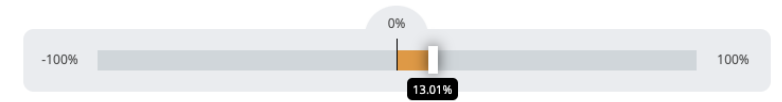
Choose Type Choose Above Unit Enterprise Sales Choose Job

Type to search

Member	Best Job Ranking	Avg Job Score	Best Skill Ranking	Avg Skill Score
Alexis Walker	Supervisor	74.12 %	Organization	85.4 %
Edwin Henderson	Q&A Engineer	12.92 %	Organization	60.33 %
James Born	Assistant Head of City	62.4 %	Management	66.25 %
John Harmon	Assistant Head of City	69 %	Organization	79 %
Zoey Arzo	Sales Executive	81.25 %		

Perception Gap

The perception gap dashboard allows you to investigate the gap in the perception between your managers and their team members with respect to their performance. Perception Gap = [Managers' assessments] - [Employees' self-assessment], always for the same skills. Zero gap means that both the manager and the employee agree completely on the performance of the employee. Negative perception gap means the manager has assessed the employee more austere than the employee themselves and positive the opposite. Employees need to be able to assess themselves, in order for any gap values to show up here, and the self-assessment setting has therefore to be turned on.



Choose Type Choose Above Unit Choose Unit Choose Job

Type to search Alphabetical All Members

Employees	Jobs	Manager
Total average gap of all skills		
Scott Bell		-100% <input type="text" value="0%"/> 100% -2.63%
James Born		-100% <input type="text" value="0%"/> 100% -11.78%
		-100% <input type="text" value="0%"/> 100% -3.62%

Back to courses list

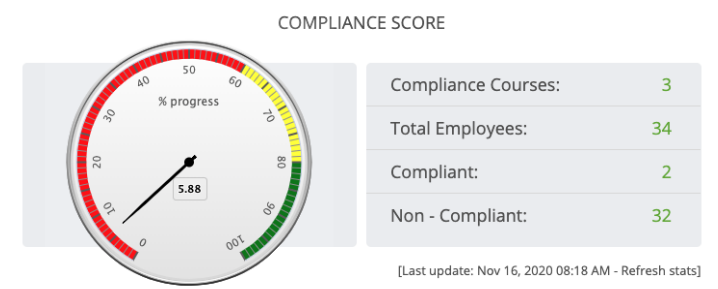
Leadership

Employees Overdue: 3 Enrolled Users: 28 Completion Rate: 36% Progress: 25%

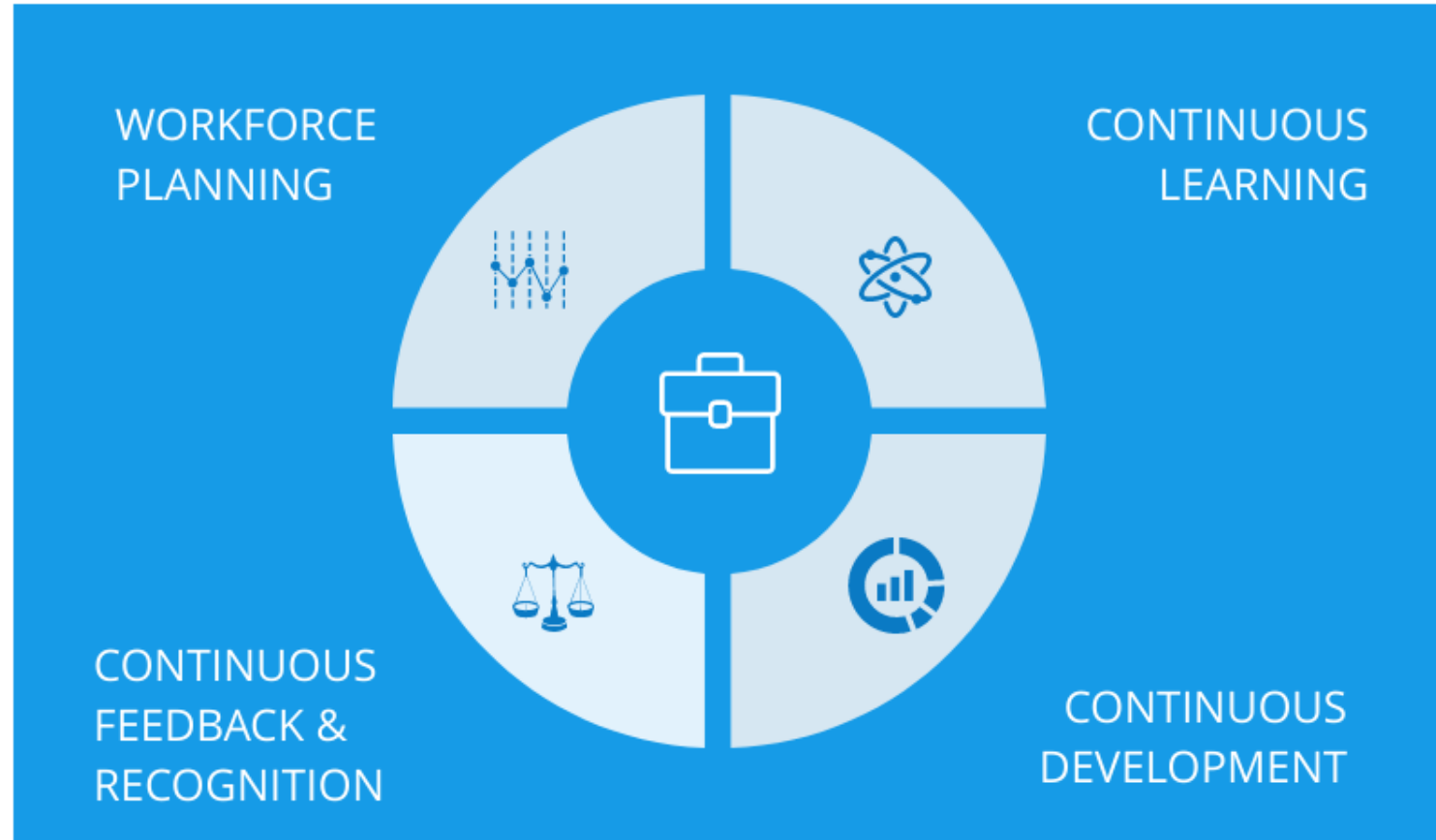
Name	Enrollment Date	Due Date	Expiration Date	Time	Progress
Scott Bell	October 24, 2018 January 28, 2020	January 30, 2020		0:00:00	by admin 100%
Total completions: 2 Total time: 0:30:34					
Angela Brown	October 24, 2018 October 24, 2018	Required		0:30:34	100%
Jasmine Butler	October 24, 2018 October 24, 2018			0:30:29	100%
Katherine Kentes	October 24, 2018 October 24, 2018			0:30:34	100%
Zayn Matin	October 24, 2018 October 24, 2018			0:30:27	100%



Compliance Dashboard by Course Compliance Dashboard by Employee



LEVERAGE THE NATURAL CONNECTION BETWEEN PERFORMANCE & LEARNING



KEY TAKEAWAYS

1

Change is constant. Sometimes it happens to us and sometimes we are the catalyst for change.

2

HR and L&D play a key role in facilitating change

3

Adopting a continuous learning culture will keep you agile and out of reaction mode

4

The benefits of soft skill training are endless!

5

Leverage your training program as a tool to overcome business challenges.

Q&A

