

Welcome!

Close Your Organization's Skill Gaps by Upskilling Your Workforce

Where are you watching from?
What are you hoping to learn today?





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Marketing Events Strategist
BizLibrary

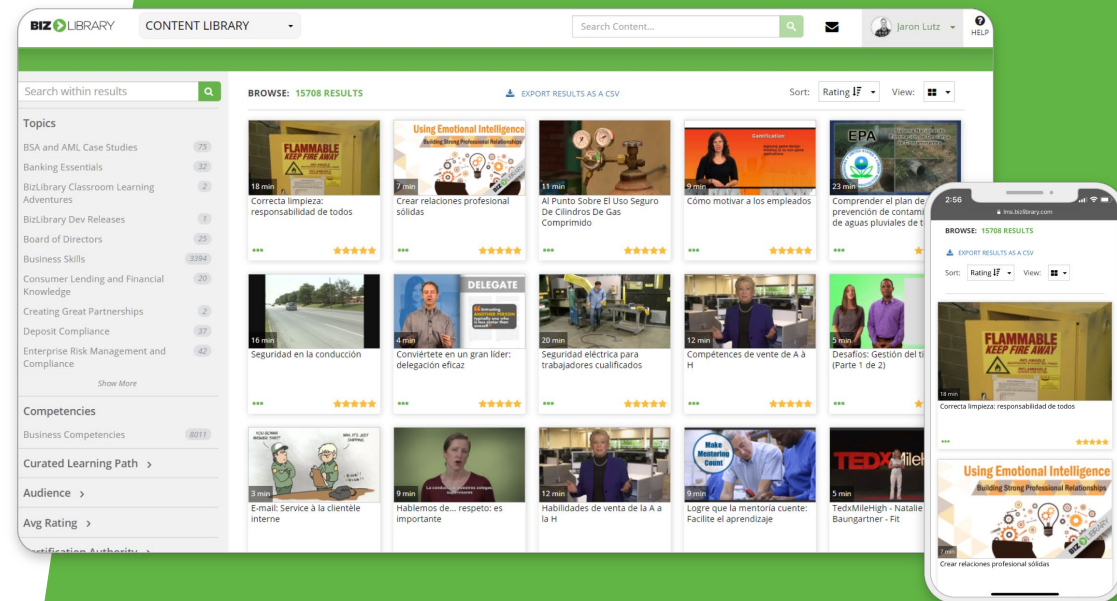
Presenting Today



- Learning Experience Platform
- Learning Management System
- Reinforcement Platform

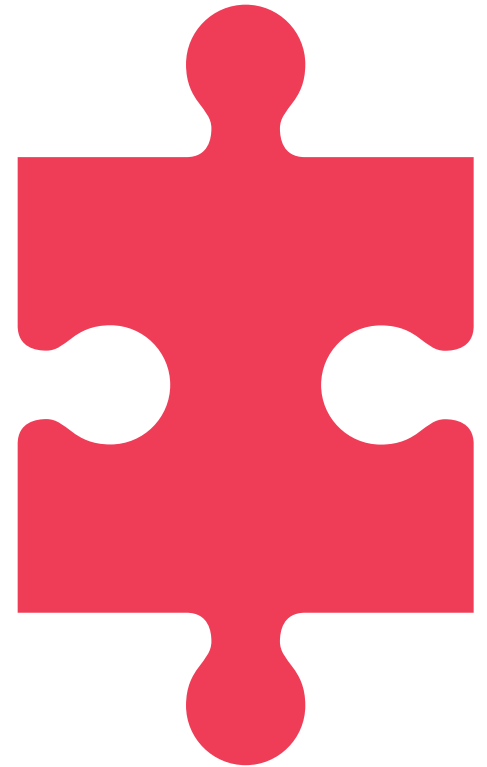
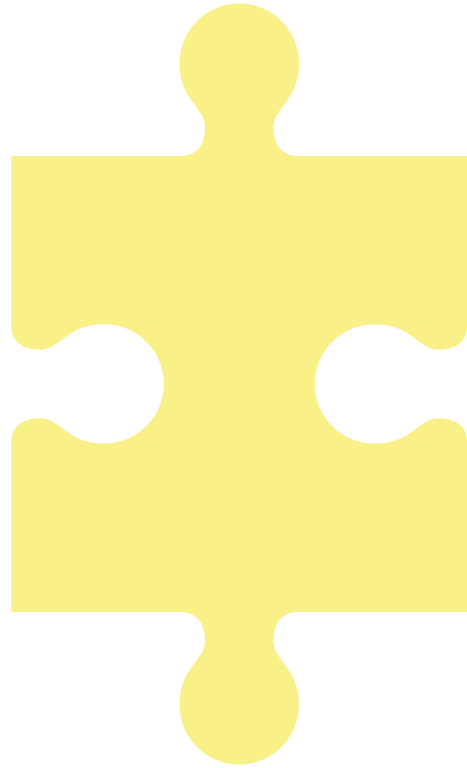
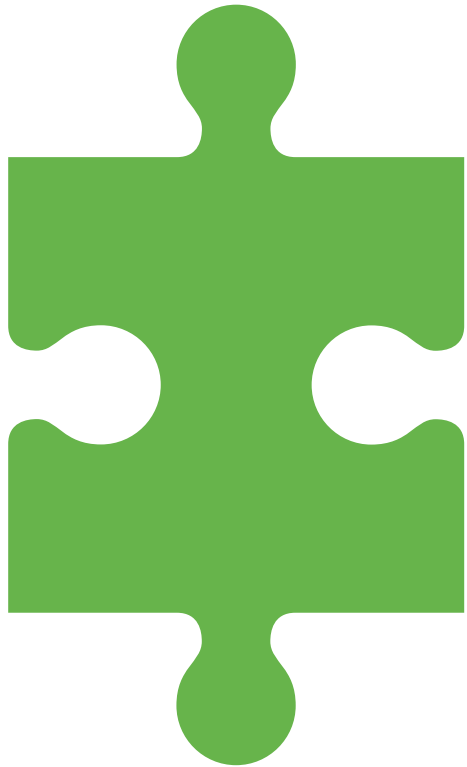
Request a Demo

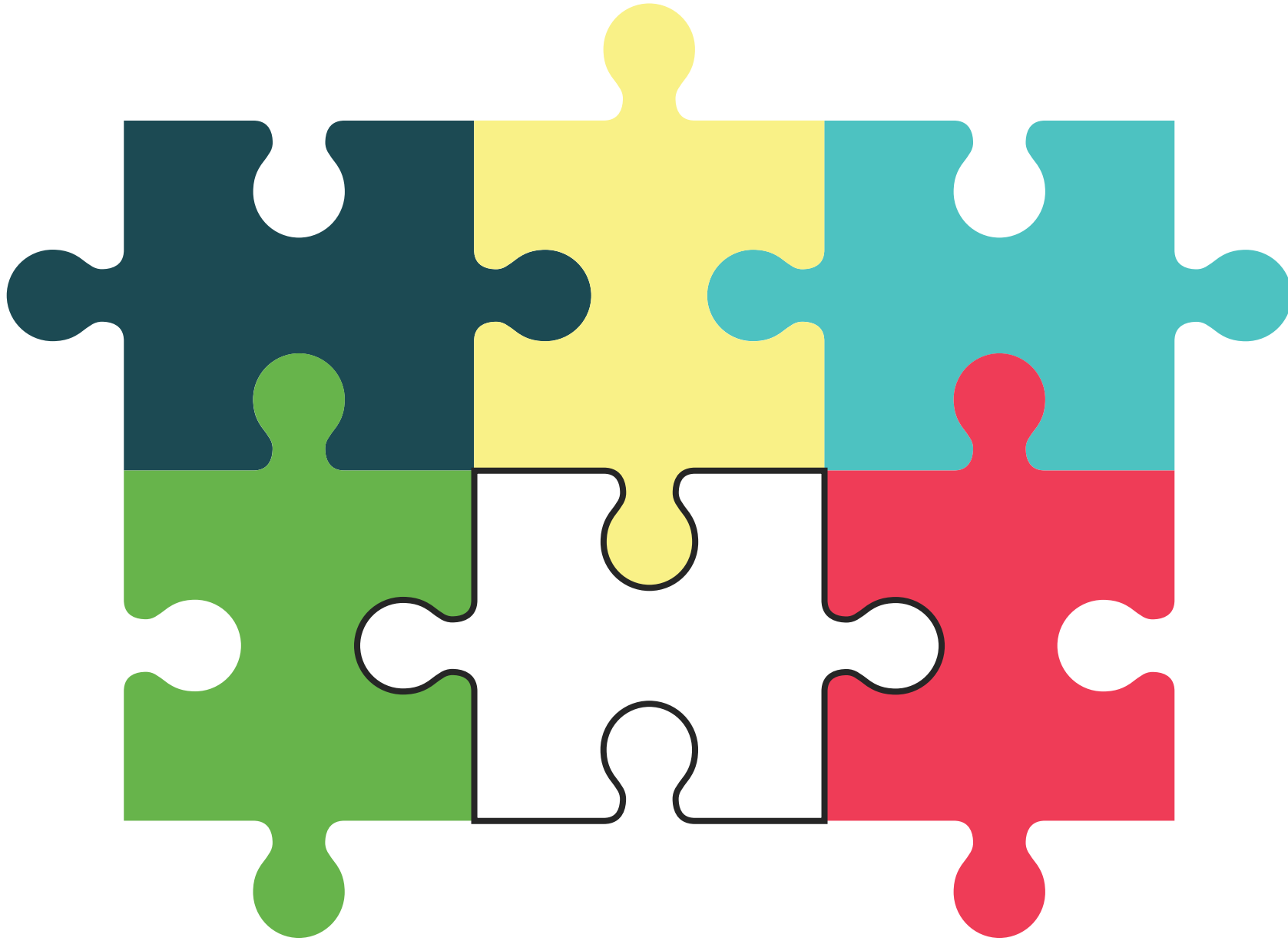
www.bizlibrary.com/demo





Skill Gaps







Are you ready to find and close your organization's skill gaps?

What we think skill gaps are



Grand Canyon

What skill gaps really are



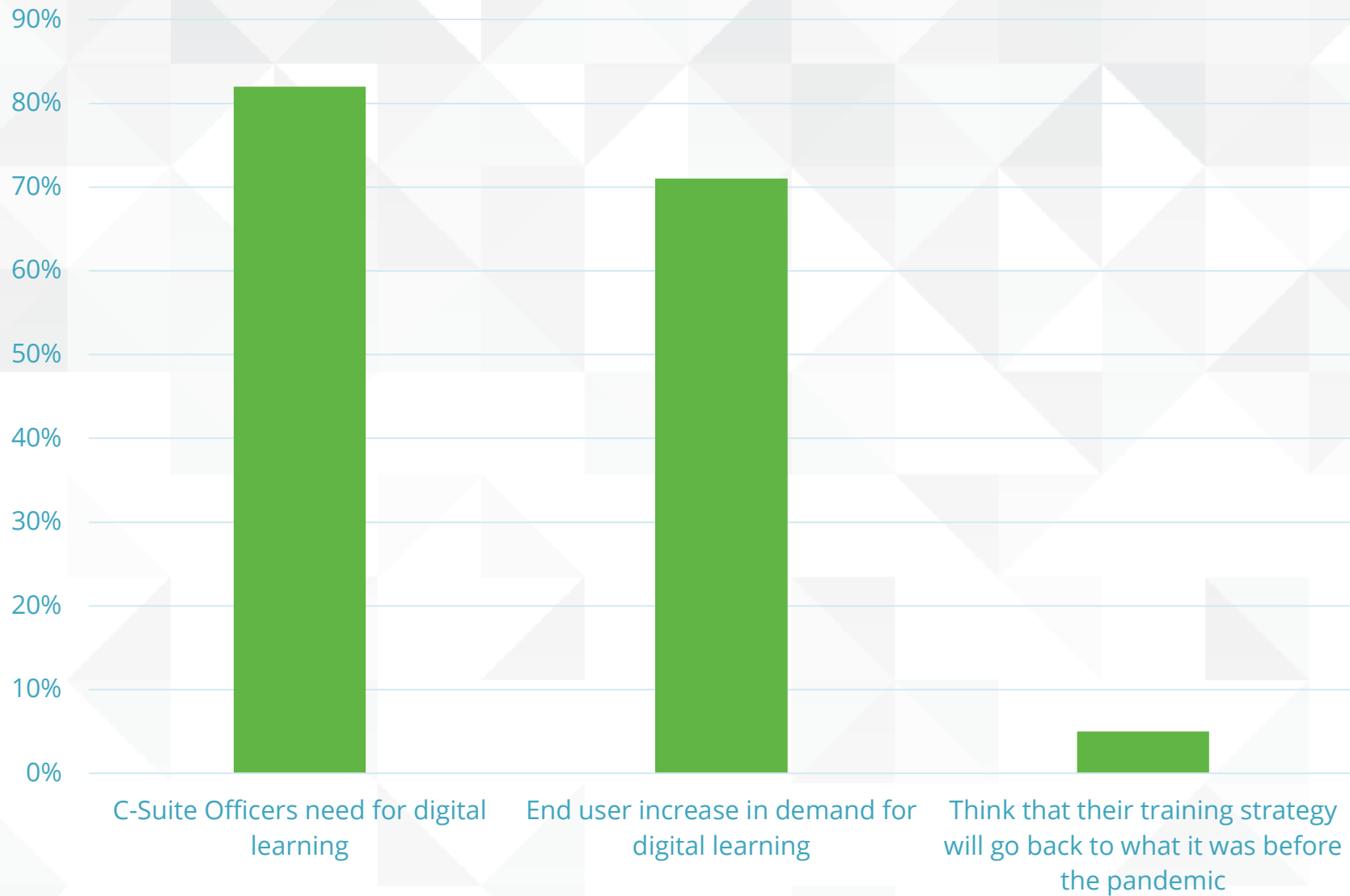
Pot Holes

POLL QUESTION

How much progress have you made on your upskilling efforts?

- A. Little progress
- B. Some progress
- C. Lots of progress
- D. None (we haven't started)

How is L&D Changing?



POLL QUESTION

What is the #1 factor contributing to your skill gaps?

- A. Employee attitudes
- B. Lack of qualified applicants
- C. Technology
- D. Other

We're Going to Learn Today How to...



IDENTIFY

Factors contributing to
skill gaps

Address the root
causes



UNCOVER

Using a skill gaps
analysis

Upskilling your
workforce is better
than hiring



SOLVE

By using modern
employee learning

Main Reasons

Lack of Qualified Applicants

95% of business leaders say it's very or somewhat challenging for their company to find skilled professionals.

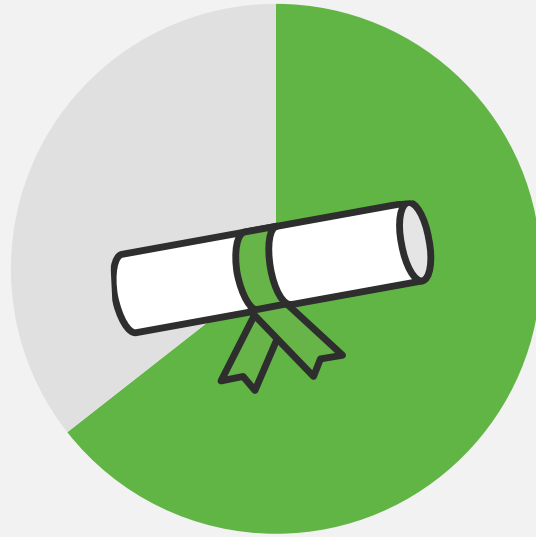
- Robert Half

Job Description

Re-evaluate

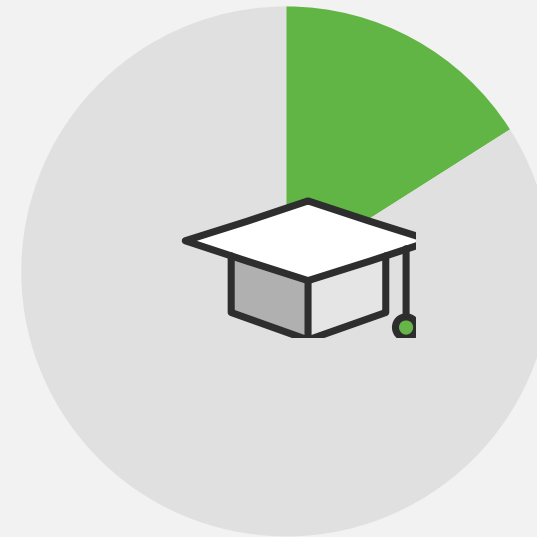
1. The job description itself
 - First impression for job seekers
 - Does it accurately depict your culture?
2. Get current employees' advice and do research
 - Ask current employees what they like
 - Research the day-to-day of roles
 - What's attractive? Personal Development, Benefits (parental leave, mental/physical health), etc.

Are Your Education Requirements More Stringent Than They Need to Be?



67%

REQUIRE BACHELOR'S DEGREE



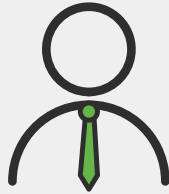
16%

WORKERS WHO HELD A BACHELOR'S DEGREE

Other Factors That Could Be Contributing to Your Skill Gaps



LOCATION



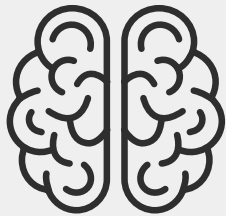
**RELUCTANT
RETIREES**



PASS DRUG TESTS



SKILLED CANDIDATES



UNCONSCIOUS BIAS

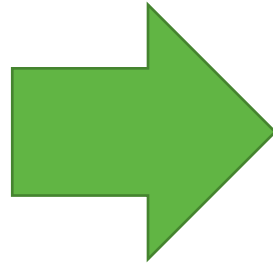


PAY GAPS

Factors Contributing to Skill Gaps

The numbers are not on our side

3



36

Days to learn new skill

Factors Contributing to Skill Gaps

The numbers are not on our side

10-15 → 5

The half-life of a learn skill has decreased by 5 years.

82% of employees say lifelong learning is important to them.

- Randstad

40% report their employers don't provide upskilling opportunities.

- Randstad



Upskill Your Workforce!

The Skill Gaps Analysis

Plan

Identify important skills

Measure current skills

Analyze the data

Create a plan

STEP 1: PLAN

TWO GROUPS YOU CAN CONDUCT THE ANALYSIS ON:

Individual

Team/company

Scope	Who is in charge of the process	When to conduct a skill gaps analysis	How to respond to skill gaps
Individual level	Manager	<ul style="list-style-type: none">- Changes in employee's duties- Poor performance review- Need for new skills for a promotion or new project	<ul style="list-style-type: none">✓ Training✓ Succession planning✓ Mentoring initiatives
Team/company level	Manager HR/L&D Directors/C-suite	<ul style="list-style-type: none">- Problems meeting business goals- Strategy shifts- New technologies- When a team is exceeding their goals	<ul style="list-style-type: none">✓ Hiring✓ Training programs✓ Mentoring initiatives

STEP 2: IDENTIFY IMPORTANT SKILLS

TWO QUESTIONS:

What skills do you value as a company?

What skills do our employees need to do their jobs well now and in the future?

	Importance	Skill level required
Leadership	High	Excellent
Software Knowledge	Moderate	Good
Initiative	Low	Average

“That doesn’t just mean training people in what the company decides is important to them. **At least a portion of the learning agenda should be based on what the individual chooses to learn about.** The role of the company is to continually challenge and develop its people, starting at the top. In fact, I think the company has an obligation to do so.”

-Jim Keane CEO of Steelcase, US

STEP 3: MEASURE CURRENT SKILLS

THREE WAYS TO MEASURE:

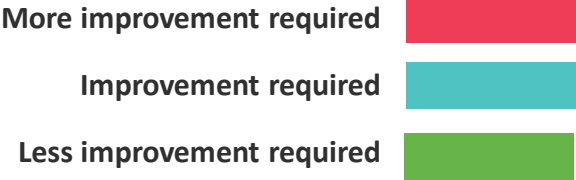
Surveys and assessments

Interviews with employees

Feedback

	Importance	Required level	Actual level
Negotiation Skills	High	5	4
Software Knowledge	High	3	3
Excel	Moderate	4	2

STEP 3: MEASURE CURRENT SKILLS



Skill Type	Skills	Site Leadership	Middle Management	Frontline Supervisor
Functional	Health, Safety, & Environment	Less improvement required	Improvement required	More improvement required
	Six Sigma Competencies	Less improvement required	Less improvement required	Less improvement required
	Computer-Aided Design	Less improvement required	Less improvement required	More improvement required
	Functional Specification	Improvement required	Improvement required	Improvement required
Business	Decision Making	Improvement required	Less improvement required	Less improvement required
	Customer Orientation	Improvement required	More improvement required	More improvement required
	Adaptability	More improvement required	Improvement required	Less improvement required
	Time Management	More improvement required	More improvement required	Less improvement required
Leadership	People Management	More improvement required	More improvement required	Improvement required
	Effective Communication	Less improvement required	More improvement required	More improvement required
	Creativity & Innovation	More improvement required	Improvement required	Less improvement required
	Digital Vision	More improvement required	Less improvement required	Less improvement required

STEP 4: **ANALYZE THE DATA**

COMPARE

The analyzed CURRENT state

The established IDEAL state

STEP 5: **CREATE A PLAN**

TWO WAYS TO ACT



UPSKILLING YOUR EMPLOYEES



HIRING

Training vs. Hiring

More respondents lean toward training than toward hiring

Given the choice between accessing new talent and training existing employees, where are you leaning?

Strongly toward training

31%

Moderately toward training

46%

Moderately toward new talent

17%

Strongly toward new talent

7%

Source: Deloitte's 2019 Global Human Capital Trends Report

POLL QUESTION

What are your employees currently using your learning and development program for?

- A. Mainly onboarding
- B. Mostly compliance
- C. Majority manager training
- D. Our L&D program is used for ad hoc training
- E. Something else

A photograph of three business women sitting around a table in a modern office setting, engaged in a meeting. The scene is brightly lit by large windows in the background. The image has a light, semi-transparent overlay.

How to solve skill gaps?

Become a learning organization.



**Learning Agility
&
Learning Adaptability**

1. TAKE IT FROM THE TOP
2. BE EXPLICIT AND RAISE AWARENESS
3. ALLOCATE TIME FOR LEARNING
4. DEDICATE RESOURCES
5. DESIGN RELEVANT LEARNING PATHWAYS
6. INSIST ON CAREER CONVERSATIONS

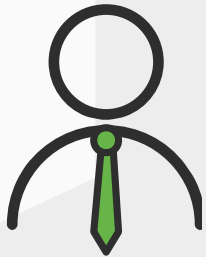
The Modern Learner

Can you answer these questions about your program?

- **HOW** will you deliver the training?
- **WHEN** will you be assigning/ offering time for self-selected learning?
- **WHERE** do you think your learners will be taking the training?
- **WHY** should the learners want to do this training?

How Do Employees Prefer to Learn?

68%



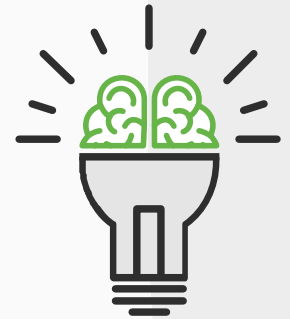
During Work

58%



Their Own Pace

49%



Point of Need

What types of organizational learning have been most successful during the pandemic?

#4



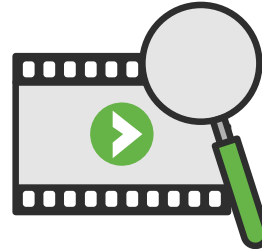
Blended Learning

#3



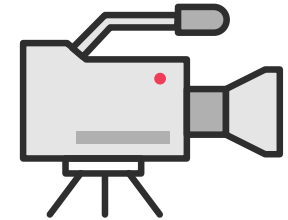
Mobile Learning

#2



Curated Content

#1



Video Content

Tools to Build Your Learning Organization: Personalization

LEARNING INITIATIVES

The image shows a screenshot of the BizLibrary Administration interface. A modal window titled "Add Learning Initiative" is open in the center. The background shows the "ADMINISTRATION" section with a sidebar menu and a main content area. The modal form contains the following fields and options:





- Title***: A text input field containing "New Manager Skills Initiative".
- Check to reset content on expiration
- Expires**: A dropdown menu set to "Interval".
- Start Date***: A date input field containing "6/28-2019".
- Interval***: A dropdown menu set to "Interval".
- Interval Duration**: A dropdown menu set to "Days".
- Description**: A text area containing "Focusing in on skills needed for news managers."
- Check to turn Learning Initiatives into a qualification upon completion.

At the bottom of the modal, there are two buttons: "CANCEL" and "SAVE".

The background interface includes a top navigation bar with "BIZ LIBRARY" and "ADMINISTRATION", a sidebar with "Learning Initiatives", "Status", and "Private" tabs, and a main content area with "View By" and "Learning Initiative Group" sections. The footer contains "HOME", "CONTENT LIBRARY", "MY LEARNING", "PERFORMANCE", "Help Documentation", "LIVE SUPPORT", and contact information for support@bizlibrary.com.

Tools to Build Your Learning Organization: Curation

CURATED LEARNING PATHS

Browse Content By:  Topics  Formats  Libraries  **Curated Learning Paths**

BUSINESS ESSENTIALS	BUSINESS ETHICS	BUSINESS WRITING
CAREER DEVELOPMENT	COACHING	COMMUNICATION SKILLS
CONFLICT MANAGEMENT	CRITICAL THINKING	CUSTOMER SERVICE
DELEGATING	DIGITAL LITERACY	

[> VIEW ALL](#)

Learning Initiatives

New Manager Learning Initiative

ACTIONS ▾

These courses are assigned to all new managers and must be completed within the first month of promotion.

Start Date:

7/2/2019

Expires:

Specific Date: 9/1/2019

Reset Courses:

No

Groups

Stages

Assignments

Status

+ ADD STAGE

EXPAND ALL

Stage: New Manager Training: Part 1

24 MIN



+ ADD ACTIVITY



Activity: 1 Courses Required



+ ADD CONTENT



Future Focused Leadership



Stage: New Manager Training: Part 2

8 MIN



+ ADD ACTIVITY



Activity: All Courses Required



+ ADD CONTENT



Understanding Employee Motivation



Curated Learning Paths

Accountability

Additive Manufacturing Fundamentals

Administrative Support

Assembly / Final Stage Processes: Assembler

Assembly / Final Stage Processes: Mechanic

Business Essentials

Business Ethics

Business Writing

Career Development

Coaching

Collaboration

Communication: Level 1

Communication: Level 2

Communication: Level 3

Composites Processing: Fundamentals

Conflict Management

Critical Thinking

Customer Service

Customer Service: Level 1

Customer Service: Level 2

Customer Service: Level 3

Cybersecurity

Cybersecurity for Employees

Decision-Making and Problem-Solving

Delegating

Design and Engineering: Engineering Technician

Design and Engineering: Fundamentals

Digital Literacy

Diversity and Inclusion

Emotional Intelligence

Engagement and Motivation

Finance

Foundational Manufacturing: Assembly

Foundational Manufacturing: Composites

Foundational Manufacturing: Forming / Fabricating / Stamping

Foundational Manufacturing: Fundamentals

Foundational Manufacturing: Machining

Foundational Manufacturing: Maintenance

Foundational Manufacturing: Welding

HR Manager

Health and Wellbeing

Innovating

Innovative Technology

Leadership Essentials

Leadership Quick Tips

Leadership and Management: Level 1

Leadership and Management: Level 2

Leadership and Management: Level 3

Leading Change

Leading Teams

Machining: CNC Programmer

Machining: Fundamentals

Machining: Grinding Technician

Machining: Machine Operator

Machining: Production Machinist

Machining: Toolmaker / Diemaker

Managing Diversity

Managing Remotely

Manufacturing Maintenance: Automation Technician

Manufacturing Maintenance: Electrical Production

Mentoring

Navigating Change

Negotiation

Organizational Agility

People-Focused Leaders

Performance Management: Level 1

Performance Management: Level 2

Performance Management: Level 3

Personal Productivity

Plastics Processing: Fundamentals

Plastics Processing: Mold Extrusion Operator

Plastics Processing: Mold Maker

Preparing for Management

Preparing for an Interview

Presentation Skills

Professionalism

Quality Technician

Recruiting

Retail Essentials

Retail Essentials

Sales and Marketing

Social Media and Work

Staffing

Stamping / Forming / Fabricating: Diemaker

Stamping / Forming / Fabricating: Fundamentals

Stamping / Forming / Fabricating: Press Operator

Strategic Thinking

Time Management

Welding: Fabrication and Repair

Welding: Fundamentals

Welding: GMAW / FCAW / Sub Arc

Welding: GTAW

Welding: SMAW

Working Remotely

Tools to Build Your Learning Organization: Accessibility

BIZ LIBRARY BROWSE LIBRARY Search Content... Katie Miller HELP

Working Remotely Clear All

6 results Export Results as CSV Add Results to Playlist Sort: Release Date View: Grid

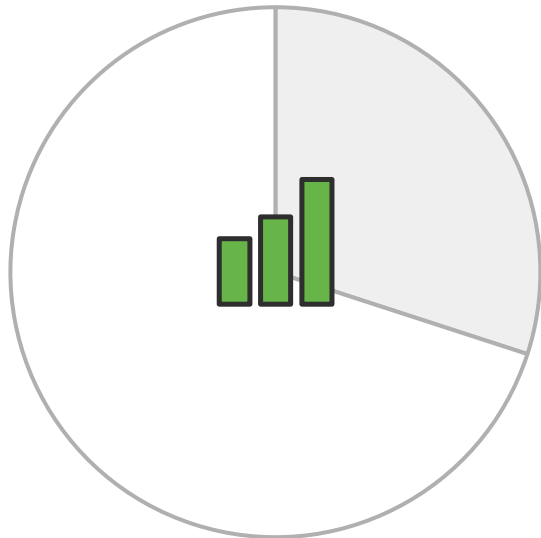
Search within results

- Topics
- Skills
- Audience
- Avg Rating
- Features
- Format

Thumbnail	Duration	Title	Rating
	5 min	Stay Productive While Working Remotely	4.5 stars
	8 min	Conference Call Guidelines	4.5 stars
	6 min	Setting Up Your Remote Workspace	4.5 stars
	8 min	Managing a Virtual Team	4.5 stars
	20 min	Enhancing Productivity With Remote Workers	4.5 stars
	30 min	Virtual Teams: Strategies for Success	4.5 stars

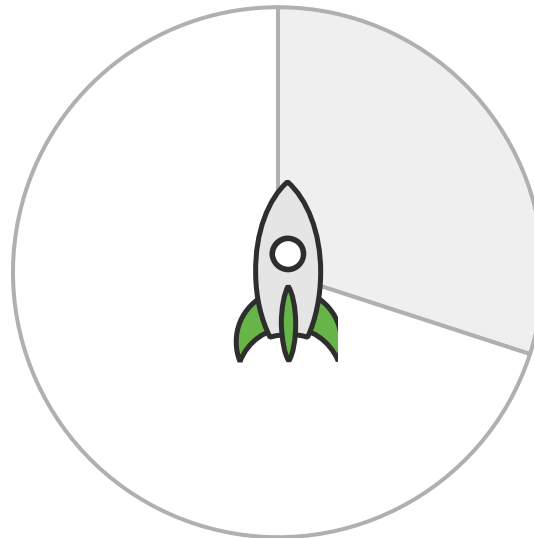
“Companies need to invest in their people. That’s how many companies will survive this crisis and become stronger. It’s about people, not about jobs — because jobs will change or have already changed as organizations adapt to the situation we’re in and focus, in an agile way, on business outcomes,” says Stubbings.

More Benefits of Upskilling



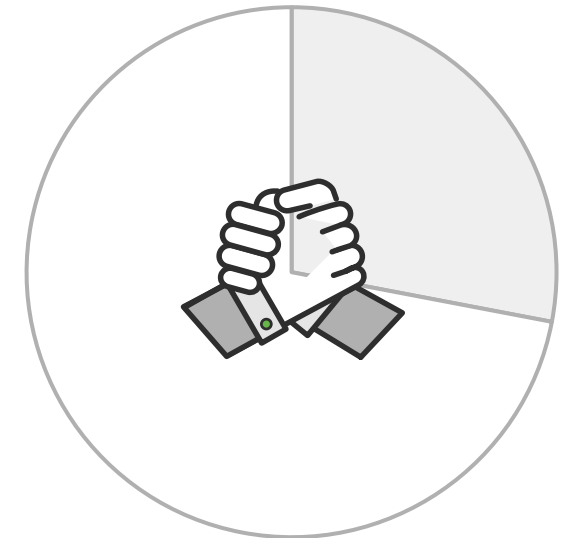
30%

MORE PRODUCTIVE



30%

ACCELERATED DIGITAL
TRANSFORMATION



28%

HELPED IMPROVE
TALENT ACQUISITION
AND RETENTION

I HAVE THE FREEDOM TO

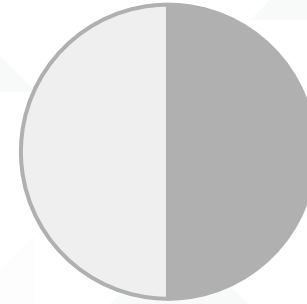
FAIL

The Importance of Manager Training



71%

aren't engaged on the job



50%

plan on leaving within a year

What is the cause?

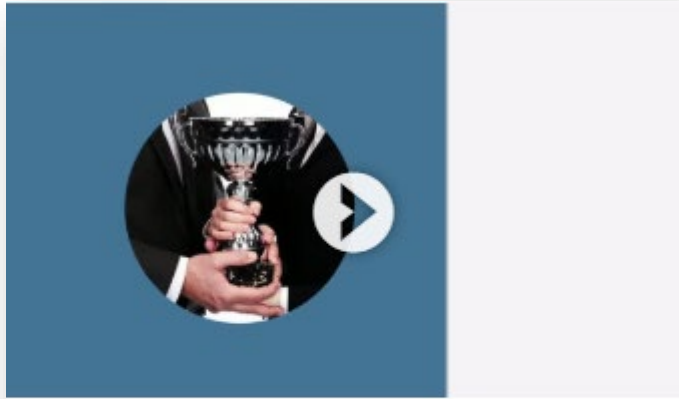
Their Manager

Managers Are Not Being Trained

58%

of managers said they didn't receive any management training. - Career Builder





Future Focused Leadership: Driving Agility



Management Basics: Common Mistakes of Managers



Understanding Employee Motivation



Painless Performance Conversations (Part 4 of 7): Eliminate Judgement



Performance Management: Holding Coaching Conversations



Superior Leadership Episode 7: Micromanagement!



**ARE YOU READY TO START CLOSING THE
SKILL GAPS AT YOUR ORGANIZATION?**

Key Takeaways



IDENTIFY

Found the factors that could be contributing to the gap, and how to address the root cause



UNCOVER

Learned how to build a skill gaps analysis for an individual or team

Why upskilling is more beneficial than hiring



SOLVE

Modern Learning

The right tools

Freedom to fail and manager training are key

Share your questions and comments through Group Chat or Q&A.

Free Resources

Download [the following free resources](#).

- **Today's slides as a handout**
- **Ebook** – How to Find and Close Your Organization's Skill Gaps
- **Client success story** – Garney Construction

Register for upcoming & on-demand webinars:

www.bizlibrary.com/resources/upcoming-webinars/



Learn How BizLibrary Can Help Your Organization!



Let us know through the poll or survey if you'd like a free customized consultation with one of our product specialists.

BIZ  **LIBRARY**

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Connect with us!



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www.linkedin/in/katie-miller-she-her-b2b4619b/



Thanks for
attending!