class

Creating Connection and Community in vILT's

Introduction

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Utah Jazz center Rudy Gobert tests positive for coronavirus as NBA suspends season

Mark Medina and **Jeff Zillgitt** USA TODAY

Published 9:06 p.m. ET March 11, 2020 | Updated 3:15 a.m. ET March 12, 2020

Utah K-12 schools dismissed for a two-week 'soft closure' due to coronavirus

2020 NCAA Tournament canceled due to growing threat of coronavirus pandemic

The Human Experience Was Disrupted

- Learners ability to **collaborate and connect**

- Instructors and facilitators had to redesign to create **focus and engagement**

- Administrators found it hard to **track and scale**

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Technology doesn't solve problems, people do.

"

1 Meet Regularly With Business Leaders

What is happening in our companies?

94% * — of employees would stay at a company longer if they invested in career development

-25 — Average NPS for L&D

85% ** — of employees struggle to find needed training

81% * — of executives list "talent" as their #1 priority

2 of **3** * — Talent Developers would NOT recommend their own programs

According to the Harvard Business Review, companies spend more than

$350 BILLION

globally on training programs—but that doesn't necessarily mean they are Effective.

Yet **ONLY 12%** of learners reported that they could apply their skills.

Start with "WHY"

Provide the Purpose

- What is the company's vision for the future?

- What skills do you need to realize this vision?

- Can learners develop these skills on their own or do they need help from others?

- What changes are needed in your organizational culture as the company responds to the challenges of tomorrow?

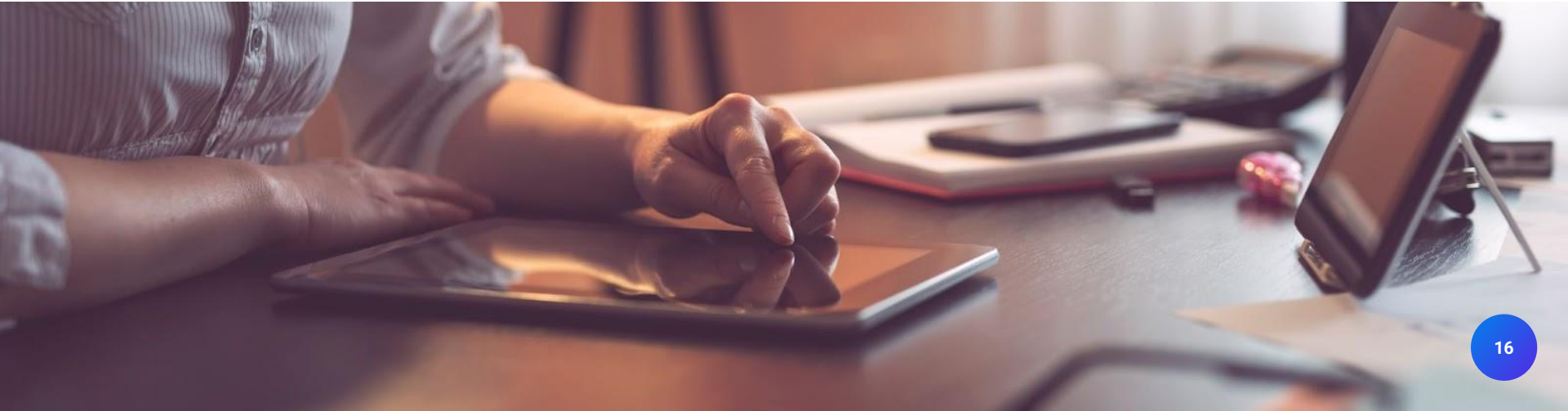- How can employees understand and practice these changes?

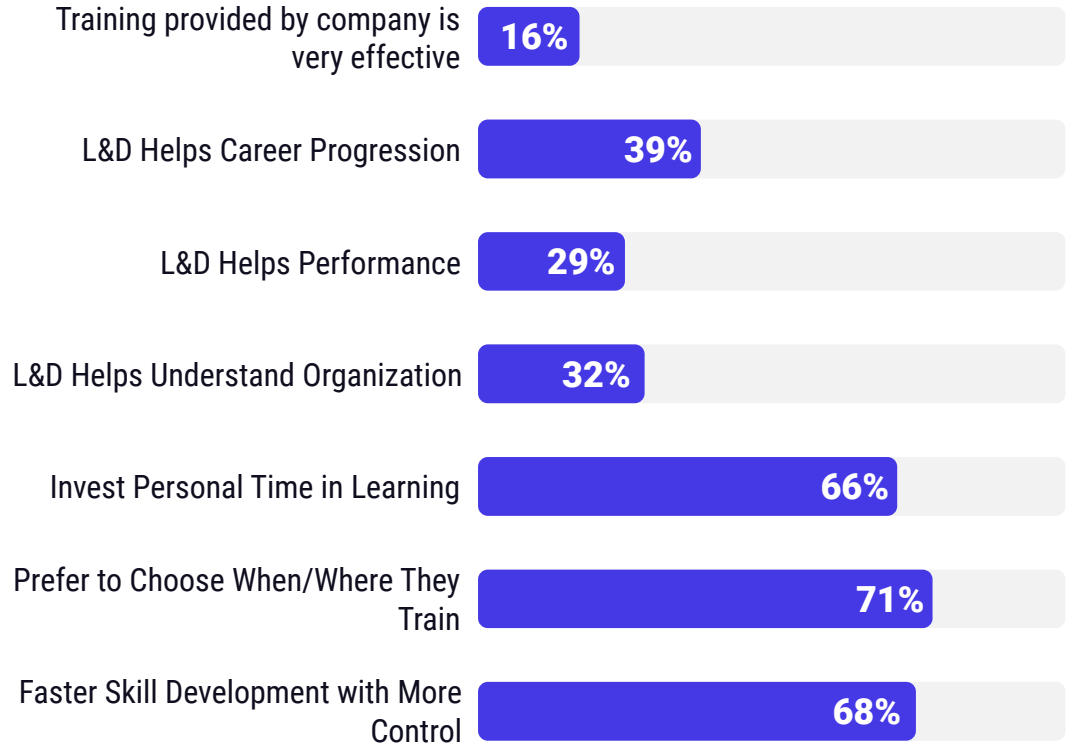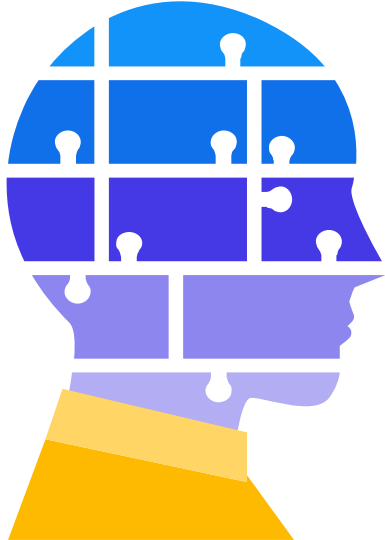# Take 2-3 minutes to make a few goals

Examples from the group:

2 Listen and Gather Feedback

What Our Learners Believe

The data is hard to ignore.

Training provided by company is very effective	**16%**
L&D Helps Career Progression	**39%**
L&D Helps Performance	**29%**
L&D Helps Understand Organization	**32%**
Invest Personal Time in Learning	**66%**
Prefer to Choose When/Where They Train	**71%**
Faster Skill Development with More Control	**68%**

Culture change with shift to remote work is mostly seen as positive

4% Gotten a lot worse

20% Gotten a little worse

32% Improved a lot

44% Improved some

How has your organization's culture changed since you started working remotely?

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Satisfaction With the Culture Is Critical to Key Talent Outcomes

Employees who report that culture has improved since starting to **work remotely** are:

- **2.4 TIMES** more likely to report high employee engagement

- **2.7 TIMES** more likely to report high discretionary effort and intent to stay

- **3.5 TIMES** more likely to report high inclusion than employees who report their organization's culture has deteriorated.

Notably, **senior leaders** are even more likely **(1.9 times more than individual contributors)** to report that their organization's culture has improved since starting to work remotely.

Take 2-3 minutes to make a few goals

Examples from the group:

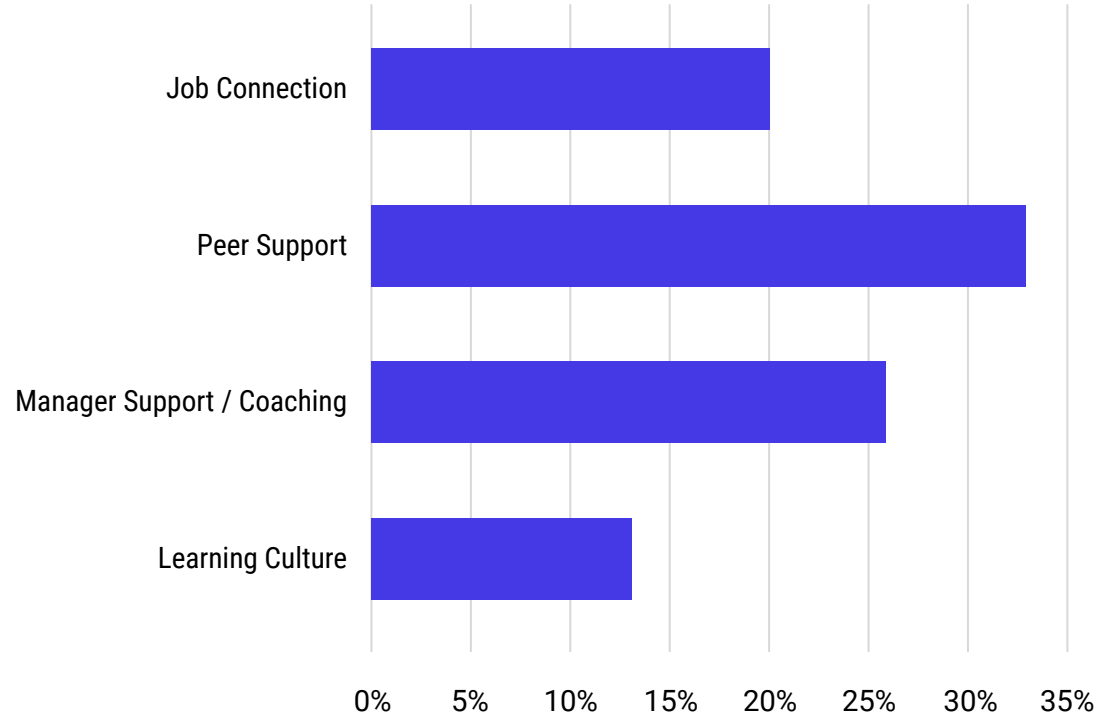# 3 Provide Opportunities for Connection

> "Many traditional learning delivery technologies are not built for collaboration. Look for solutions that deliver a learning experience that focuses on practice, application, collaboration, discussion, and easy content creation."

Josh Bersin

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Job connection + human support result in better outcomes

Performance Improvement

Bar chart showing Performance Improvement percentages:
- Job Connection: ~20%
- Peer Support: ~33%
- Manager Support / Coaching: ~26%
- Learning Culture: ~13%

X-axis: 0% 5% 10% 15% 20% 25% 30% 35%

IBM study found "willingness to be **flexible** and **adaptable to change**" was the most critical skill for workers in 2019, up from fourth place in 2016.

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Examples from the group:

Q&A

Ben Lowell