



ARE YOUR L&D EFFORTS DRIVING BUSINESS PERFORMANCE?



MIKE BYRNE

UK COUNTRY DIRECTOR



SYNERGY 1

WED 4TH SEP, 4:15-5:00PM



“The single biggest driver of business impact is the strength of an organization’s learning culture.”

JOSH BERSIN (PRINCIPAL AND FOUNDER BERSIN BY DELOITTE)

LEADERSHIP CRAVES IMPACT AND ROI DATA

BUSINESS IMPACT

is the No. 1 measure
desired by CEOs.



ROI

is the No. 2 measure
desired by CEOs.



Yet, only 8% currently
see the business
impact of L&D.

And, only 4% currently
see ROI of L&D.



Source:
LinkedIn

THE TOP 5 CHALLENGES FOR L&D LEADERS

AS THE REGISTRATIONS BUILD FOR



THE BIG PICTURE EMERGES...

1 BUILDING A LEARNING AND COACHING CULTURE

Last year's no.1 challenge was Digital Transformation. This year, it's Learning Culture. How do we create an open culture of knowledge and shared learning that supports the mission and goals of the organization?

2 DIGITAL TRANSFORMATION OF LEARNING

It's still a huge issue. But now we want success stories and practical steps to tackle Digital Transformation in learning.

3 DEVELOPING THE WORKFORCE OF THE FUTURE

Being able to identify the skill gaps that need to be addressed to ensure that the workforce is informed and empowered to succeed in their roles.

4 LEADERSHIP & MANAGEMENT DEVELOPMENT

Leveraging the right technology, aligning with strategy, getting buy-in, measuring impact ... leadership training is a challenge across the board.

5 SELF-DIRECTED LEARNING / CONTENT CURATION

How to foster spontaneous, independent learning whilst ensuring people have access to quality content.

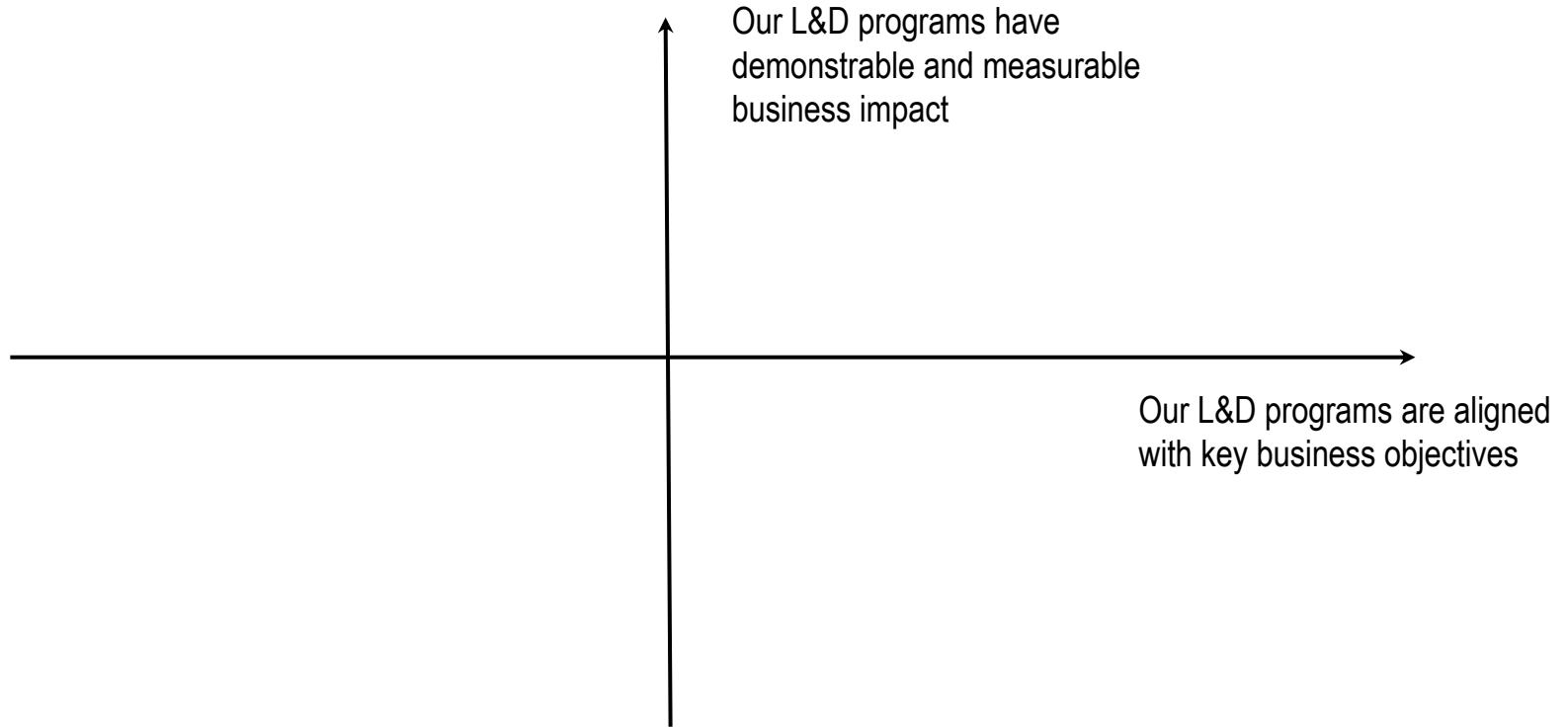
www.learning-live.com

Introductions (and warm up!)

What do we mean by business performance?



ARE YOUR L&D EFFORTS DRIVING BUSINESS PERFORMANCE?



The Opportunity for L&D



TECHNOLOGICAL DISRUPTION HAS LEAD TO AN
UNPRECEDENTED VOLATILITY OF THE MARKET.



SOURCE: SUMEDH KASARE BY REDEX



75 years



68 years



46 years



22 years

50
Millions Users

YouTube

4 years

Facebook

3 years

Twitter

2 years



?

35

Days

SOURCE: SUMEDH KASARE BY NETEX



CHANGING TIMES FOR L&D

- Shifting Skills Requirements
- Increasing Skill Gaps
- Decreasing Shelf Life
- Need to Demonstate Business Impact
- Learner's Expectations

*“The secret to success is to be ready
when your opportunity comes”*



Becoming a Trusted Business Partner



A photograph of a diverse group of people, including a Black woman in a green top and a man in a red and white checkered shirt, clapping their hands. They are part of a larger audience, with other people visible in the background, all appearing to be at a presentation or event. The lighting is warm and focused on the clapping audience.

What Can I Do Now With
The Tools I have To Impact
Business Performance?

What we can learn from IT...

- Get to know your business partners
- Adapt your approach
- Talk benefits not features

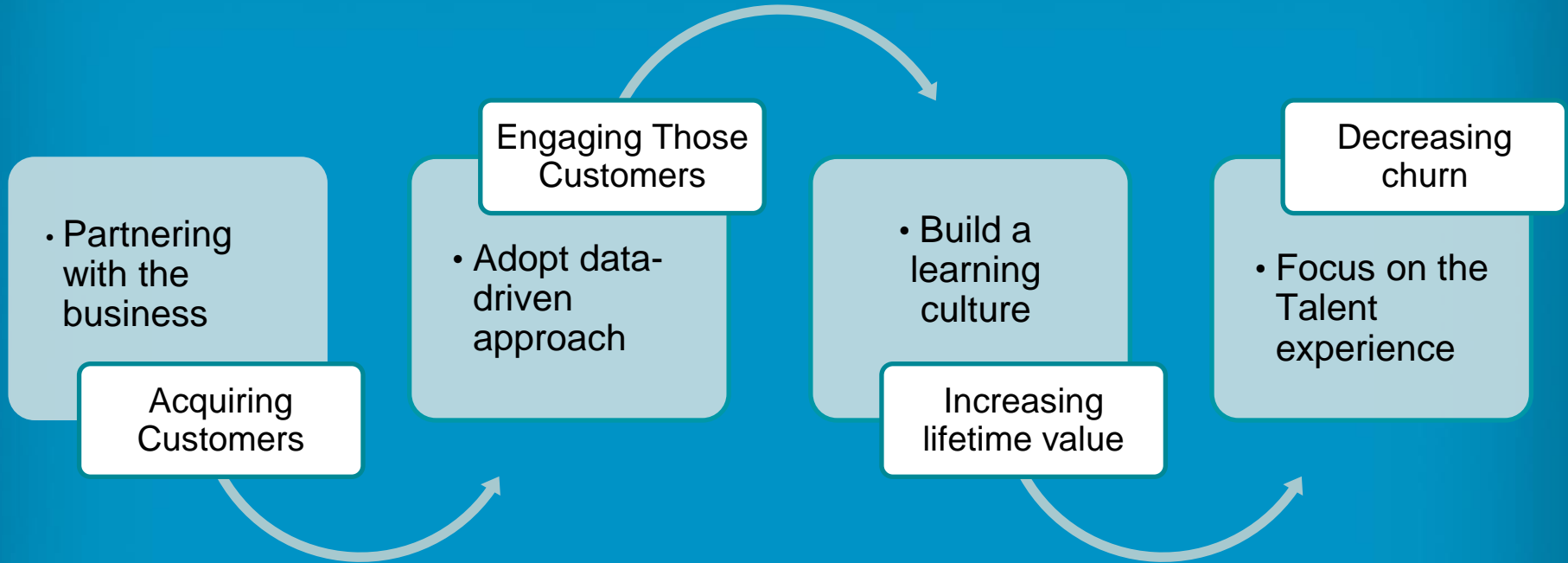


2. Empower SMEs

- Content is still King – user generated content showing better learner engagement results across our customers
- Invest in video production capabilities – Evans Cycles
- Add a digital layer to Coaching/Mentoring



3. Think like Marketing!



4. Think ecosystem, not platform...



Integrate

Link your web apps with a few clicks, so they can share data



Automate

Pass info between your apps with workflows called Zaps



Innovate

Build processes faster and get more done—no code required

Talk to your platform vendor about webhooks – stop becoming a victim of the roadmap

- Create triggers to deliver content to workteams in Slack
- Automate survey releases based on learning effectiveness

.... Think of what you have always wanted to do but never had the opportunity (1,500 supported apps)



What can I do in the future...

THE LEARNING SOLUTION STACK POWERED BY NETEX

REQUIREMENT

DELIVERING A
CONSUMER GRADE
LEARNING EXPERIENCE

EMPOWERING GROUP
DISCUSSION

THREADING COACHING INTO
THE LEARNING PROCESS

EMPOWERING SUBJECT
MATTER EXPERTS

MANAGING THE
PRODUCTION OF CONTENT
AND RESOURCES

ALIGNING BUSINESS DATA
WITH LEARNING

MANAGING LEARNING AND
BUSINESS IMPACT



BUSINESS
INTELLIGENCE

zapier

ZAPIER BUSINESS
PRODUCTIVITY
INTEGRATION

netex
learningCloud®



netex
contentCloud



TECHNOLOGY

CONTENT SERVICES

SOLUTION ENABLEMENT



CONTENT
DEVELOPMENT
SERVICES

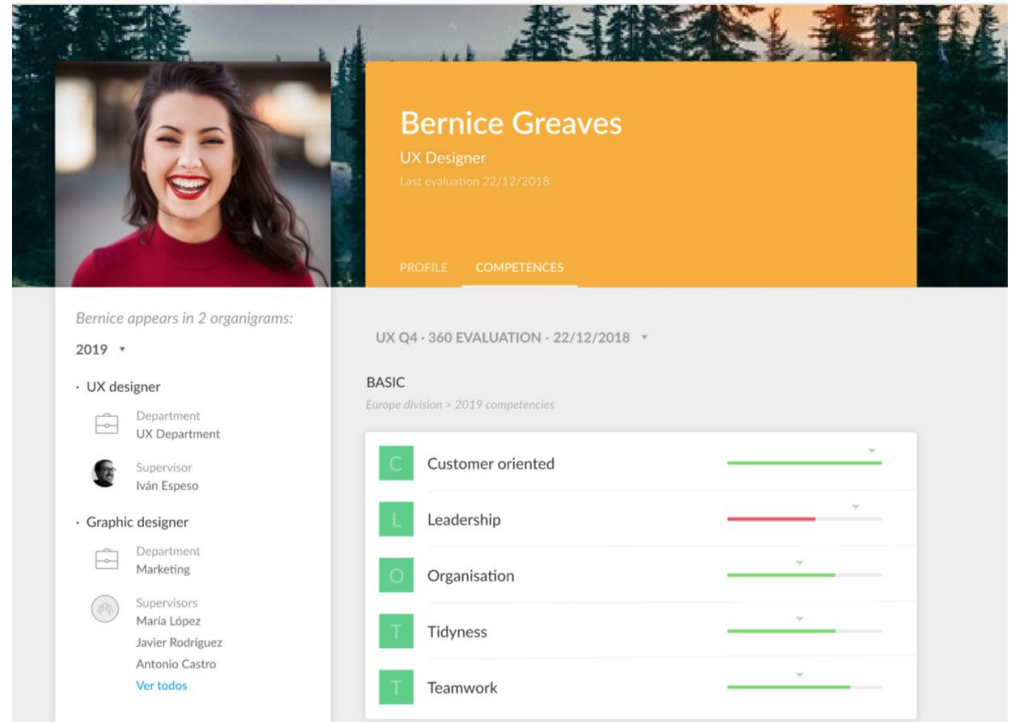


PLATFORM
INTEGRATION
SERVICES

CUSTOMER SUCCESS
LEARNING SOLUTIONS CONSULTING SERVICES

Automation and Integrations

1. Forgetting Curve Recommendations
2. Job Roles and Skill Based Recommendations
3. Enrolments
4. Assessments
5. Workflows via Integrations



The image shows a digital employee profile card for Bernice Greaves, a UX Designer. The card features a photo of Bernice on the left and an orange header on the right with her name and title. Below the header are tabs for 'PROFILE' and 'COMPETENCES'. The 'COMPETENCES' tab is active, showing a 'BASIC' evaluation for 'Europe division » 2019 competencies'. This evaluation includes five categories: Customer oriented, Leadership, Organisation, Tidyness, and Teamwork, each with a progress bar. To the left of the profile card, there is a section titled 'Bernice appears in 2 organigrams:' for the year 2019. It lists her roles: 'UX designer' (UX Department) and 'Graphic designer' (Marketing), along with their respective supervisors: Iván Espeso, María López, Javier Rodríguez, and Antonio Castro. A 'Ver todos' link is provided at the bottom of this list.

Bernice Greaves
UX Designer
Last evaluation 22/12/2018

PROFILE COMPETENCES

Bernice appears in 2 organigrams:
2019 ▾

- UX designer
 - Department: UX Department
 - Supervisor: Iván Espeso
- Graphic designer
 - Department: Marketing
 - Supervisors: María López, Javier Rodríguez, Antonio Castro
 - [Ver todos](#)

UX Q4 - 360 EVALUATION - 22/12/2018 ▾

BASIC
Europe division » 2019 competencies

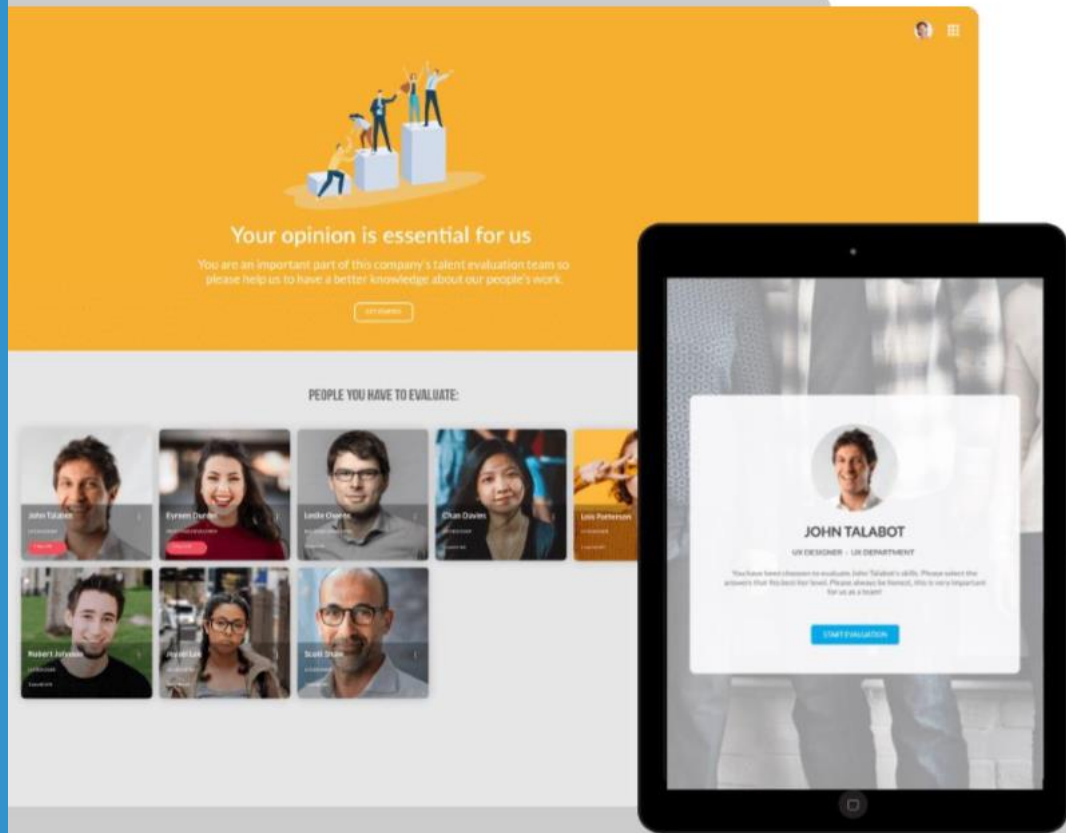
C	Customer oriented	<div></div>
L	Leadership	<div></div>
O	Organisation	<div></div>
T	Tidyness	<div></div>
T	Teamwork	<div></div>

Talent

Skills and Competencies

Aligning learning
with Performance:

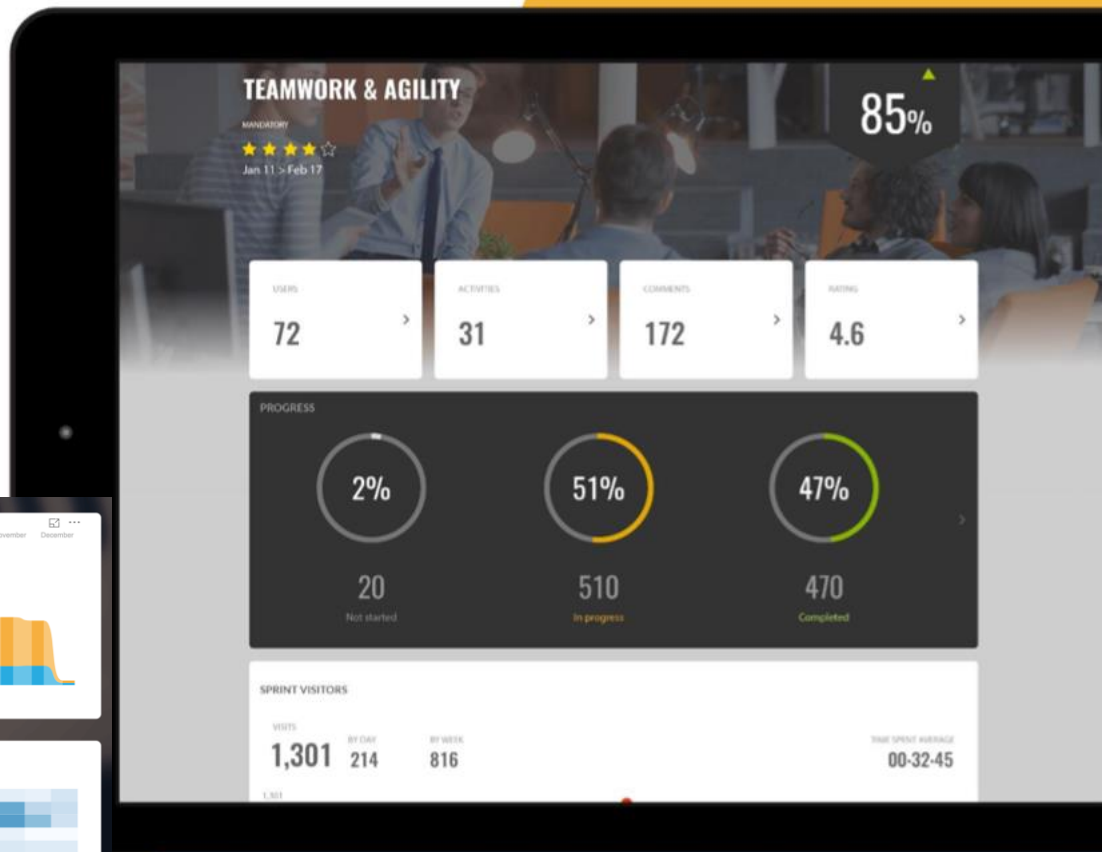
- Job Roles
- Skills
- Evaluation



Data driven learning

Measure what Matters

- Knowledge
- Behavior
- Impact



What to look for in a LXP....

Assess what they know

What skills they have

Review what they can do

Adaptive and Personalized Learning

Learning
Object

Learning
Object

Learning
Object

Learning
Object

Learning
Object

Learning
Object

Learning
Object

Learning
Object

Learning
Object

Learning
Object

Learning
Object

Learning
Object

Videos
Microlearning
Mentoring workshops
Resources
Assignments
Classrooms (V/P)
Curated Content
External Resources/Links
Team/Group Activities

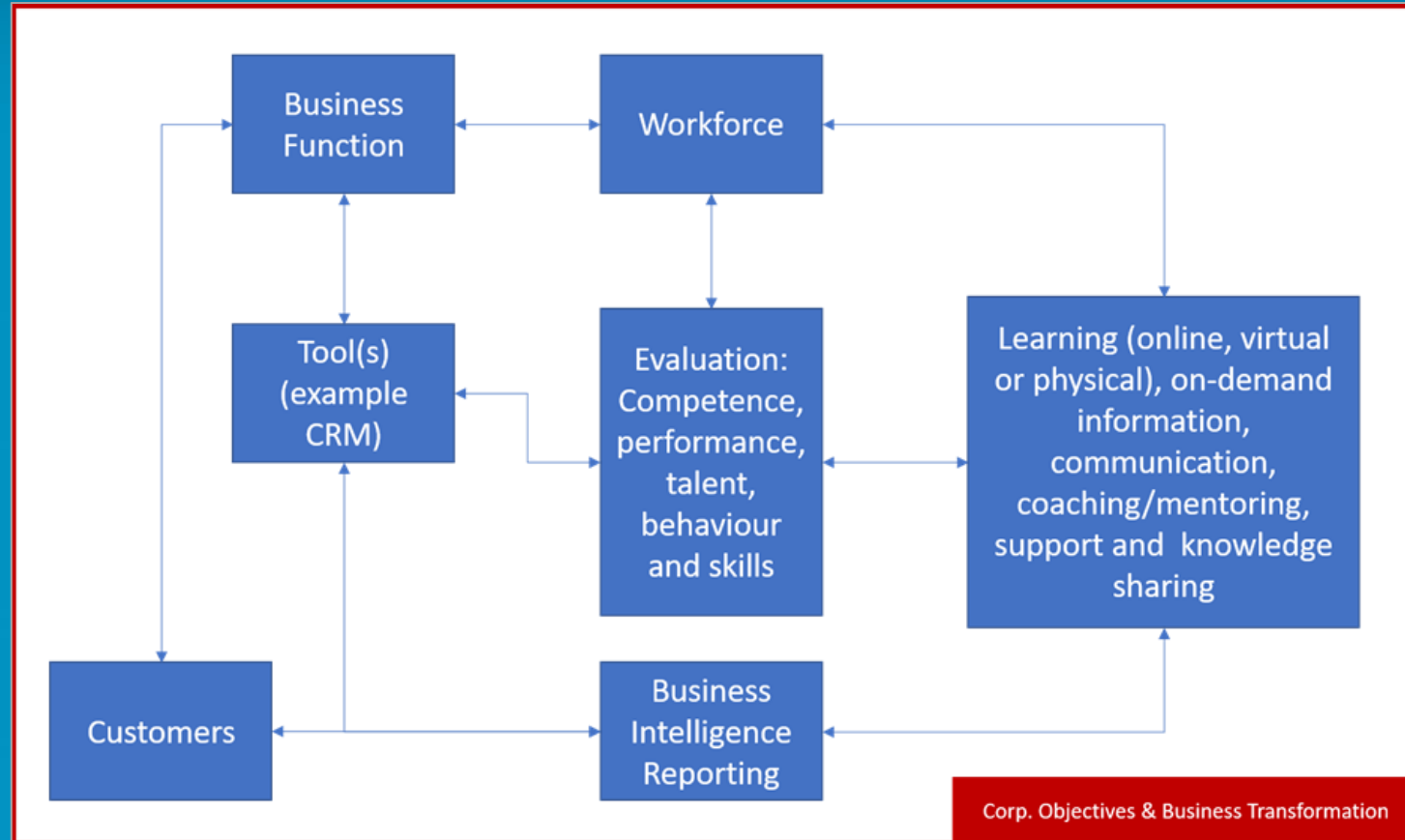
Skills, Competence,
Knowledge Retention, Data
Driven Learning (Adaptive)

Learning Community

Assessments & Achievements



The here and now...



Thank you!

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