

k:ineo

**LEARNING
INSIGHTS 2015-16**

**Finding your true
north in a digital
blizzard**



INTRODUCING OUR SPEAKERS



NOLEN SMITH

Managing Director
Kineo APAC



CON SOTIDIS

Learning Consultant
LearnKotch Consulting



 [@LearnKotch](#) [#HeadInTheGame](#)

 [@Kineopacific](#) [#LearningInsights](#)

AUCKLAND
MELBOURNE
WELLINGTON **SYDNEY**
SINGAPORE

A WEALTH OF
DIGITAL SERVICES

LEADING THE WAY

IN INNOVATION AND CREATIVITY IN LEARNING

YEARS
130



MULTI AWARD WINNING



GLOBAL PRESENCE



HELPING BUSINESS TO IMPROVE THEIR
performance

3 YEARS, 3 THEMES

2012-13: THE NEW LEARNING AND TECHNOLOGY ARCHITECTURE

How successful organisations are evolving their L&D approach with the support of technology

2013-14: LEARNING AT THE SPEED OF NEED

How learning has become pervasive in the workplace and what this means for L&D

2014-15: ADDING BUSINESS VALUE THROUGH LEARNING

How the consumerisation of technology is driving workplace change and the challenge of keeping up

NEW REPORT FOR 2015-16

The changes over the last decade



WE ASKED...

How have learners' expectations changed?

What are your top priorities for the future?

What is the biggest elephant in the room?

What's the big challenge everyone is avoiding?

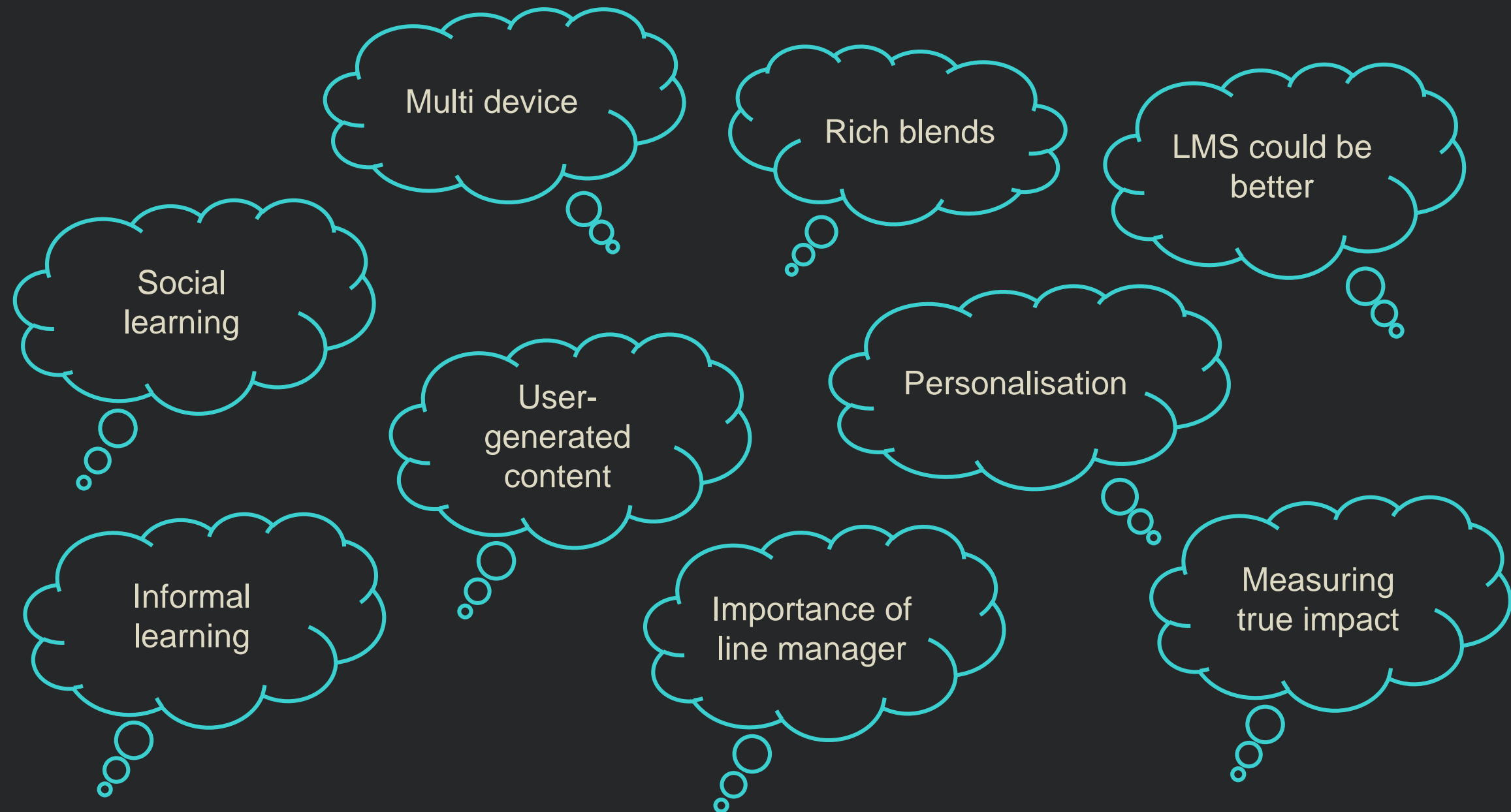
What technology has had the biggest impact?

What's been the biggest surprise in the last 10 years?

What's driving change in the workplace?



...A LOT OF COMMON ASPIRATIONS



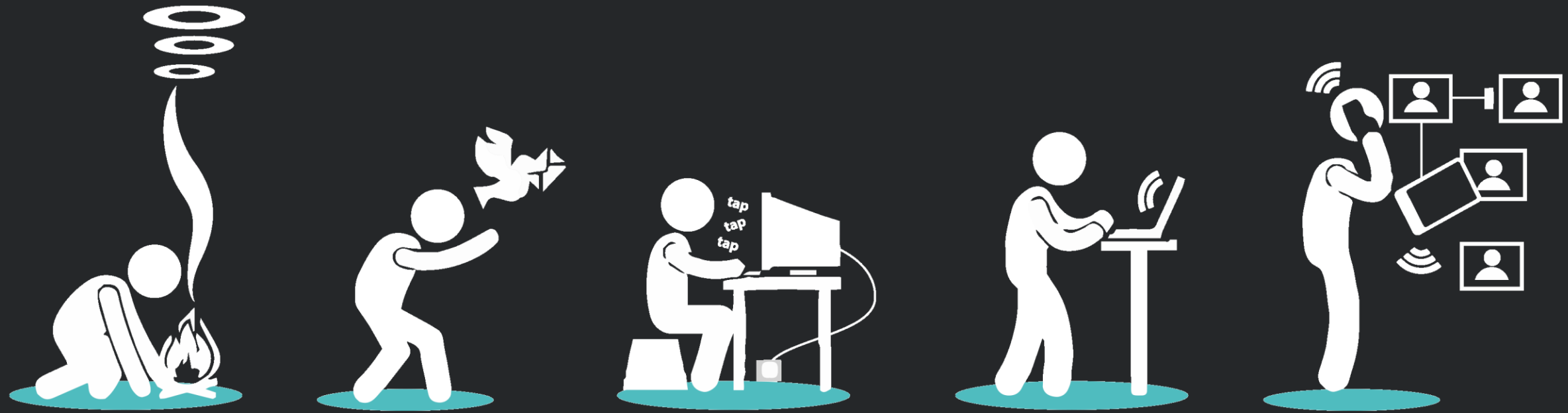
**WHAT'S
HAPPENING?**



**IN THE DIGITAL
BLIZZARD, HOW DO YOU
FIND YOUR TRUE
NORTH?**



TECHNOLOGY IS DRIVING...



HOW WE WORK & LEARN

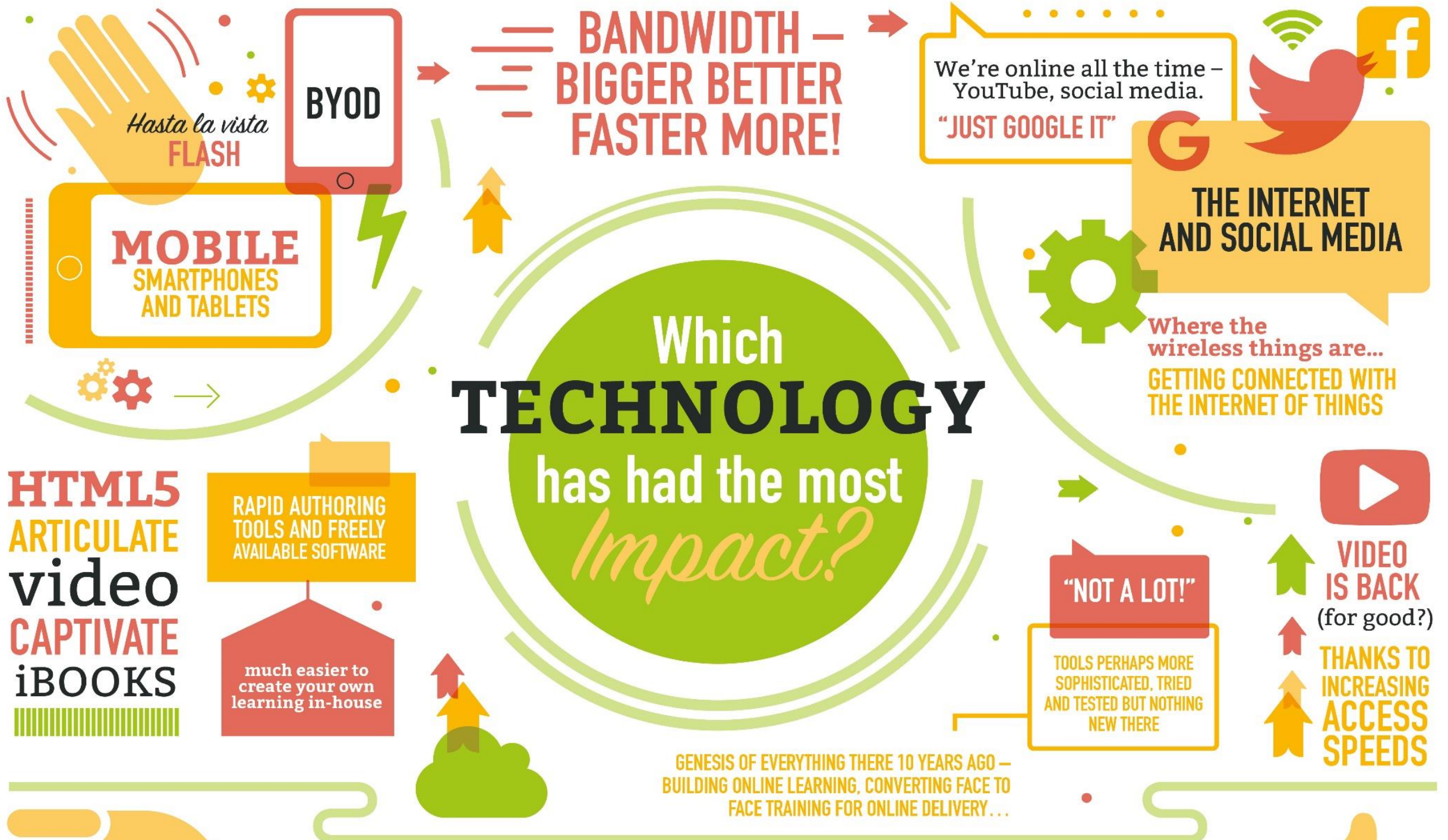
LET'S BEGIN OUR EXPEDITION...



Tools

Team

Camp



AGAINST

STILL NOT UP TO THE JOB – THEY DON'T SERVE LEARNERS AND ADMINISTRATORS IN EQUAL MEASURE.

LMSs – CONTROVERSIAL...

FOR

CENTRAL PLACE FOR LEARNING WITH INCREASINGLY BETTER CAPABILITIES



WHAT ARE WE TAKING ON OUR DIGITAL EXPEDITION... ...AND WHAT ARE WE LEAVING BEHIND?

Tools

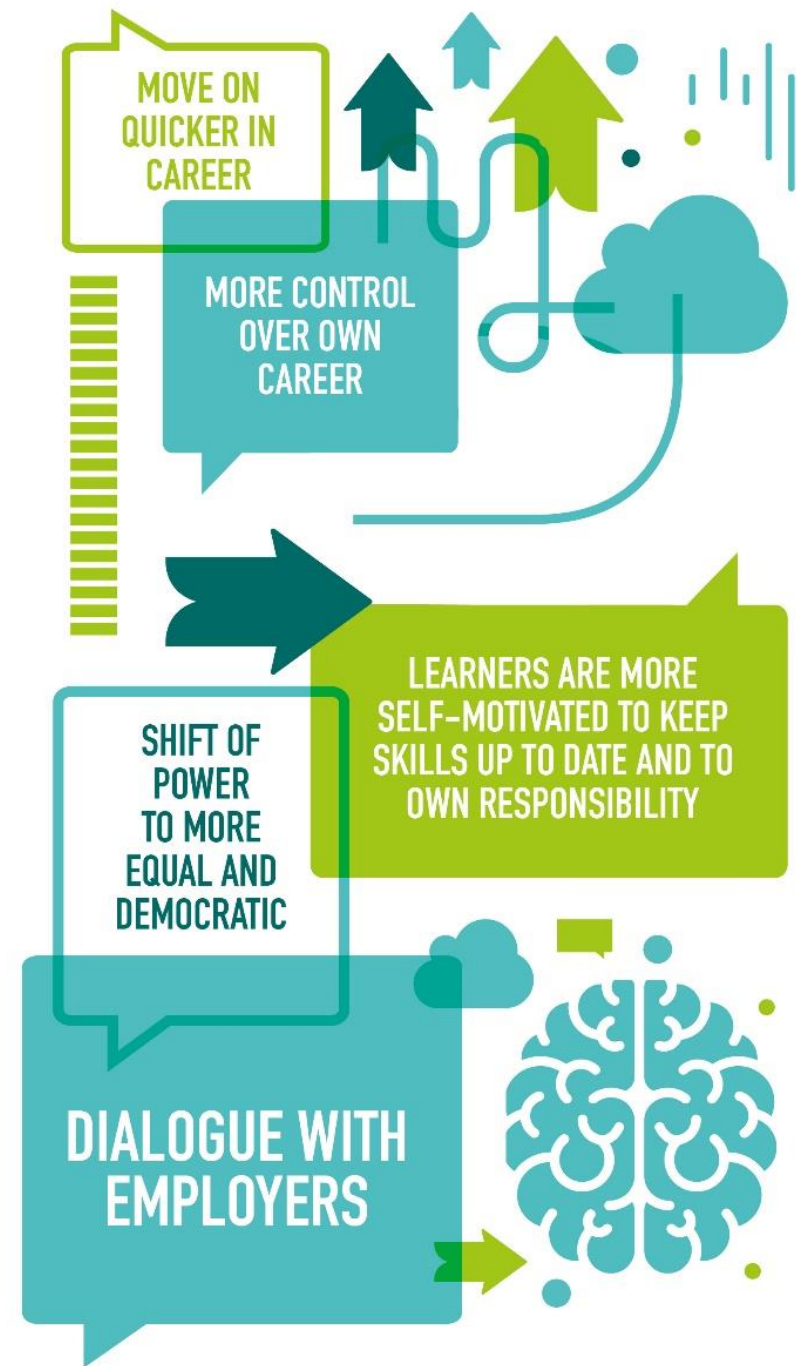
OUT

- Overly long courses
- Boring learning
- Single channel delivery
- Barriers to learning and sharing
- Top-down training
- Inflexible LMS
- IT barriers
- Being protective of knowledge
- Measuring training take up

IN

- Making content easy to find, accessible and relevant
- Support for social learning
- Supporting multiple devices and channels
- Design thinking and UX
- Intelligent blends and curation
- Personalised experiences
- BYOD
- Big and small data
- Measuring learning impact
- Tangible assessment and rewards





G
"COULD I GOOGLE IT QUICKER?"

ANYTIME, ANYWHERE

TECHNOLOGY MUST NOT FAIL!

How have *learners'* EXPECTATIONS CHANGED over the last 10 years?

INSTANT GRATIFICATION LED BY INFLUENCE OF INTERNET
Connectivity and compatibility of systems

EASE OF USE SPEED ACCESS



+++
FLEXIBLE Multiple options
EXPECT PERSONALISED LEARNING

LEARNING NEEDS TO BE HIGHLY RELEVANT TO INDIVIDUAL'S ROLE

DEPENDS ON THEIR AGE (OR DOES IT?)

MULTI-GENERATIONAL WORKFORCE

STILL EXPECT SOME FACE-TO-FACE ENGAGEMENT

TRADITIONAL E-LEARNING IS NOT ENOUGH

EXPECT HIGH QUALITY PRODUCTION VALUES

EDUTAINMENT BITE-SIZED

IMPACT OF MARKETING AND ENTERTAINMENT

WHAT'S OUR TEAM LIKE?

Team

LEARNERS

Use multiple devices



Google what they need to know



Learn from YouTube videos



Less patient, used to instant gratification



Can find long courses boring



Take charge of their learning



Want a personalised experience



Like to share what they know



Multi generation



Multi location

WHAT'S OUR TEAM LIKE?

Team

L&D SPECIALISTS

Aligned to business needs



Listen to learners



Support learners



Work closely with line managers



Embrace new technology



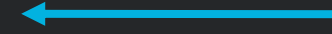
Encourage social learning



Prefer resources to courses



Develop for diversity





CONTINUED NEED FOR SPEED, SCALE AND REACH

Developing online e-learning takes too long and costs too much - we need to speed up



WHAT'S DRIVING CHANGE IN THE WORKPLACE?



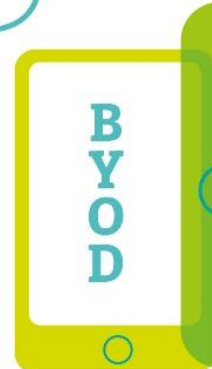
How can we reach people without an internet connection?

MAKING LEARNING ACCESSIBLE TO EVERYONE

More flexible working patterns and time away from office



RESPONSIVE WEB DESIGN FLOWING INTO ONLINE LEARNING



THE MOVE TO MOBILE



BUDGET CUTS

INCREASED SCRUTINY need to prove ROI

COST



**WE USED TO WORK IN
PLACES LIKE THIS...**

Camp



...NOW IT'S MORE LIKE THIS

Camp

Multi national

Decentralised

Transitional

Multi generational

Skills shortages

High turnover

BYOD

Connected online

A FORMULA FOR FINDING YOUR TRUE NORTH

Tools



Team



Camp

- Keep an eye on what's out there and filter
- Think about what's useful to your business & learners
- What's within your capability? Try it out!
- Understand what your learners are like
- Involve, encourage and support them to contribute
- Work with the business
- Be the L&D person you want to be 😊
- Be aware of how your workplace has changed
- Design learning that helps meet business objectives
- Measure impact to prove what works



SLOW SPEED OF INTERNAL PROCESSES VS UNREALISTIC DEMANDS INTERNALLY ON L&D

MEETING BUSINESS DEMANDS ON L&D

LACK OF RESOURCES

FOCUS ON COST VS DEMANDS FOR HIGHER QUALITY

HOW TO EVALUATE BEYOND KIRKPATRICK LEVEL 2?

COMPLEX TO MEASURE AS SO MANY FACTORS IN PLAY

Need for a best practice model

SHOWING ROI



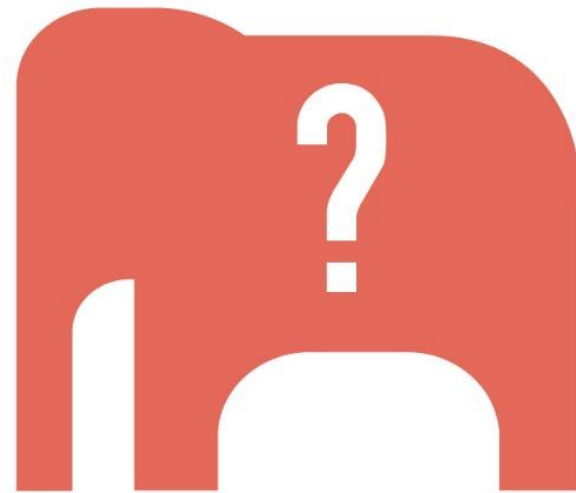
WANT SEAMLESS ACCESS TO ALL LEARNING SUPPORT FEATURES

Want one that meets the needs of learners as well as admin

MAKING BEST USE OF THE LMS

Crucial to employee engagement

WHAT IS THE elephant IN THE ROOM?



NEEDS TO BE DRIVEN BY LEADERSHIP AND EMBEDDED IN CULTURE

EMBEDDING LEARNING

NEED FOR ONLINE TRAINING FEEDBACK LOOPS

Training alone is not enough

Fear of social media and loss of control



Our hardware is still catching up with our software



L&D SKILLSETS NEED TO KEEP PACE

KEEPING UP WITH TECHNOLOGY

TECHNOLOGY IS CHANGING HOW WE PROVIDE LEARNING, BUT ARE HUMANS CHANGING HOW THEY LEARN IN THE SAME WAY?

OUR INFRASTRUCTURE DOESN'T SUPPORT A BLEND OF DIGITAL ASSETS

NO LEARNING CENTRES?

NO WI-FI?

HOW DO YOU CATER FOR LEARNERS WHO DON'T HAVE A HANDHELD DEVICE?

IS IT TECHNOLOGY FOR TECHNOLOGY'S SAKE?

Is it training for training's sake?

GAMIFICATION IS NOT ALWAYS FIT FOR PURPOSE

MAKING IT MEANINGFUL

We don't always need bells & whistles



Develop and commission

DEVELOP BETTER QUALITY PRODUCTS, STAYING AHEAD

INNOVATE

FASTER AND CHEAPER

Learning activities and services

Curation

MAKING USE OF USER GENERATED CONTENT AND EXTERNAL CONTENT

MOBILE LEARNING

VIRTUAL CLASSROOMS

TAILORED LEARNING PATHWAYS

GAMIFICATION

COLLABORATING WITH LEARNERS

BLENDS

LEADERSHIP PIPELINE



TURN THE PRISONER INTO THE EXPLORER — MAKE LEARNING A SOLUTION NOT A PUNISHMENT!

PUSH A GENUINE LEARNING CULTURE AS FAR AS WE CAN

WHAT ARE YOUR TOP PRIORITIES FOR THE FUTURE?



ROI

DEMONSTRATE PERFORMANCE VALUE

PLAN AHEAD TO IDENTIFY MEASURABLE OUTCOMES



HAVE L&D TEAM FULLY ALIGNED WITH BUSINESS NEEDS AND MORE EMBEDDED ACROSS THE ORGANISATION

Within the L&D DEPARTMENT

Upskill

MAKE BETTER USE OF LMS DATA TO DETERMINE WHERE WE FOCUS EFFORT

HAVE STRONG PROCESSES, SYSTEMS AND GOVERNANCE AROUND LEARNING AND KNOWLEDGE SHARING



TO BECOME MORE IN LINE WITH CURRENT MARKETING AND WEB DESIGN

TO BE MORE AGILE AND RESPONSIVE TO BUSINESS NEEDS


COMPATIBILITY OF MULTIPLE DEVICES WITH IN-HOUSE SYSTEMS





NORTH
90° N
POLE



 [@LearnKotch](#) [#HeadInTheGame](#)

 [@Kineopacific](#) [#LearningInsights](#)