



LEARNING AND DEVELOPMENT WORKSHOP



Obaro Aziza

Training Objectives

At the end of this session, participants should

- ❑ Understand common L&D terminologies
- ❑ Understand the history of the L&D function and e-learning
- ❑ Gain knowledge of the objectives of the L&D function
- ❑ Learn some common learning models and learning interventions
- ❑ Understand how to evaluate the impact of training programs



Training Modules

During this session, we will examine the following topics

- 1 Terminologies, definitions and history
- 2 Objectives of the L&D Function
- 3 Model and Types of Learning Interventions
- 4 L&D value chain/cycle
- 5 Trends in L&D



MODULE 1

TERMINOLOGIES, DEFINITIONS AND HISTORY

Let's examine the following terms ..

Learning	Training	Development	Learning Intervention
Training needs analysis	Training Budget	Training Calendar	Instructional Design
Synchronous & Asynchronous Learning	Blended Learning	Community of Practice (CoP)	Competency-Based Learning
Knowledge Management (KM)	Subject Matter Expert (SME)	Learning Management System (LMS)	Learning Content Management System (LCMS)

Ice-Breaker

Can you match the terms with their definitions?

1	Learning	<ul style="list-style-type: none">• Synchronous learning refers to all types of learning in which learner(s) and instructor(s) are in the same place, at the same time.• Asynchronous learning doesn't happen at the same time for the instructor and the learners	B
2	Training needs analysis	The process by which an enterprise gathers, organizes, shares and analyzes its knowledge	A
3	Synchronous & Asynchronous Learning	The process of acquiring knowledge or skill through experience, studying or being trained	C
4	Knowledge Management (KM)	A structured approach to determining learning/developmental gaps	D

Here we go!

1	Learning	The process of acquiring knowledge or skill through experience, studying or being trained	C
2	Training needs analysis	A structured approach to determining learning/developmental gaps	D
3	Synchronous & Asynchronous Learning	<ul style="list-style-type: none">• Synchronous learning refers to all types of learning in which learner(s) and instructor(s) are in the same place, at the same time.• Asynchronous learning doesn't happen at the same time for the instructor and the learners	B
4	Knowledge Management (KM)	The process by which an enterprise gathers, organizes, shares and analyzes its knowledge	A

Now you know!

Training	<ul style="list-style-type: none">• The activity of imparting and knowledge and skills• An activity that leads to the acquisition of knowledge and skills
Training Budget	The amount of money an organization allocates for employee learning and development for a particular period of time
Blended Learning	A combination of two or more learning approaches
Subject Matter Expert (SME)	An individual who is very competent in a particular field

Now you know!

Development	The increase in competence (Knowledge & Skill) as a result of learning and experience
Training Calendar	A schedule of proposed training programmes slated for employees to attend
Community of Practice (CoP)	A group of people with common interests, goals, passion, similar profession etc.
Learning Management System (LMS)	A software application or web-based technology used to plan, implement and assess a specific learning process

Now you know!

Learning Intervention

Programme designed to address a specific learning need

Instructional Design

Creation of learning experiences and materials to ensure the acquisition and application of knowledge and skills

Competency-Based
Training

Any training that is focused on specific competencies or skills

Learning Content
Management System
(LCMS)

A multi-purpose platform that allows administrators to create, host, schedule, manage and track online training activities for their employees

A HISTORY OF *L&D*

1890s-1900s

National Cash Register Company forms first personnel department



1940s-1950s

AT&T's Bell labs invents the transistor, laser, and several programming languages



1990s-2000s

Learning management systems deliver learning digitally

1910s-1920s

Ford Motor Company forms a Sociological Department

+ 1970s-1980s

Every Motorola employee attends Motorola University

The Future

L&D is tied to business objectives while putting employees first

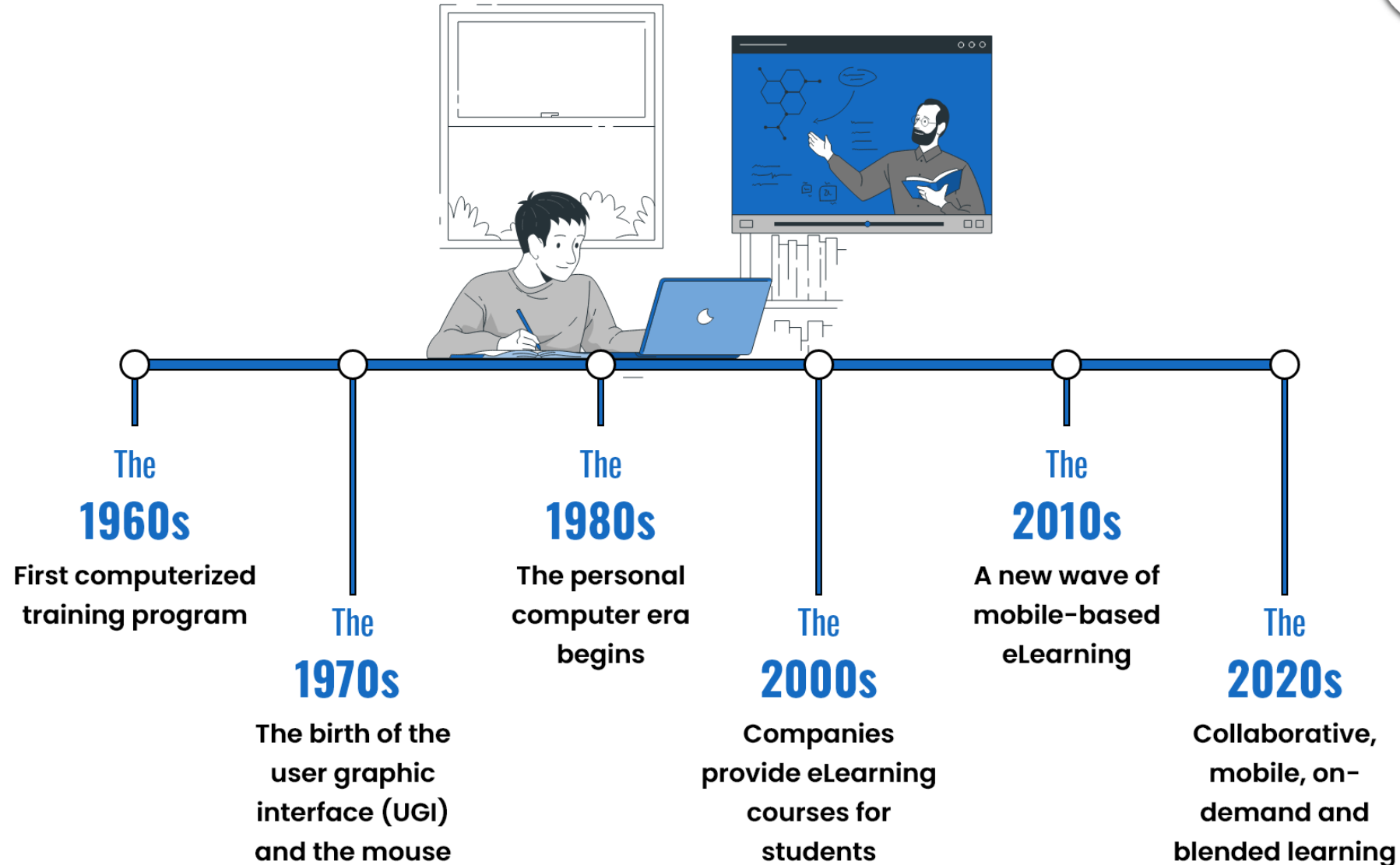


degreeed. +



Harvard Business Publishing
Corporate Learning

A Brief History of eLearning



MODULE 2

OBJECTIVES OF THE L&D FUNCTION

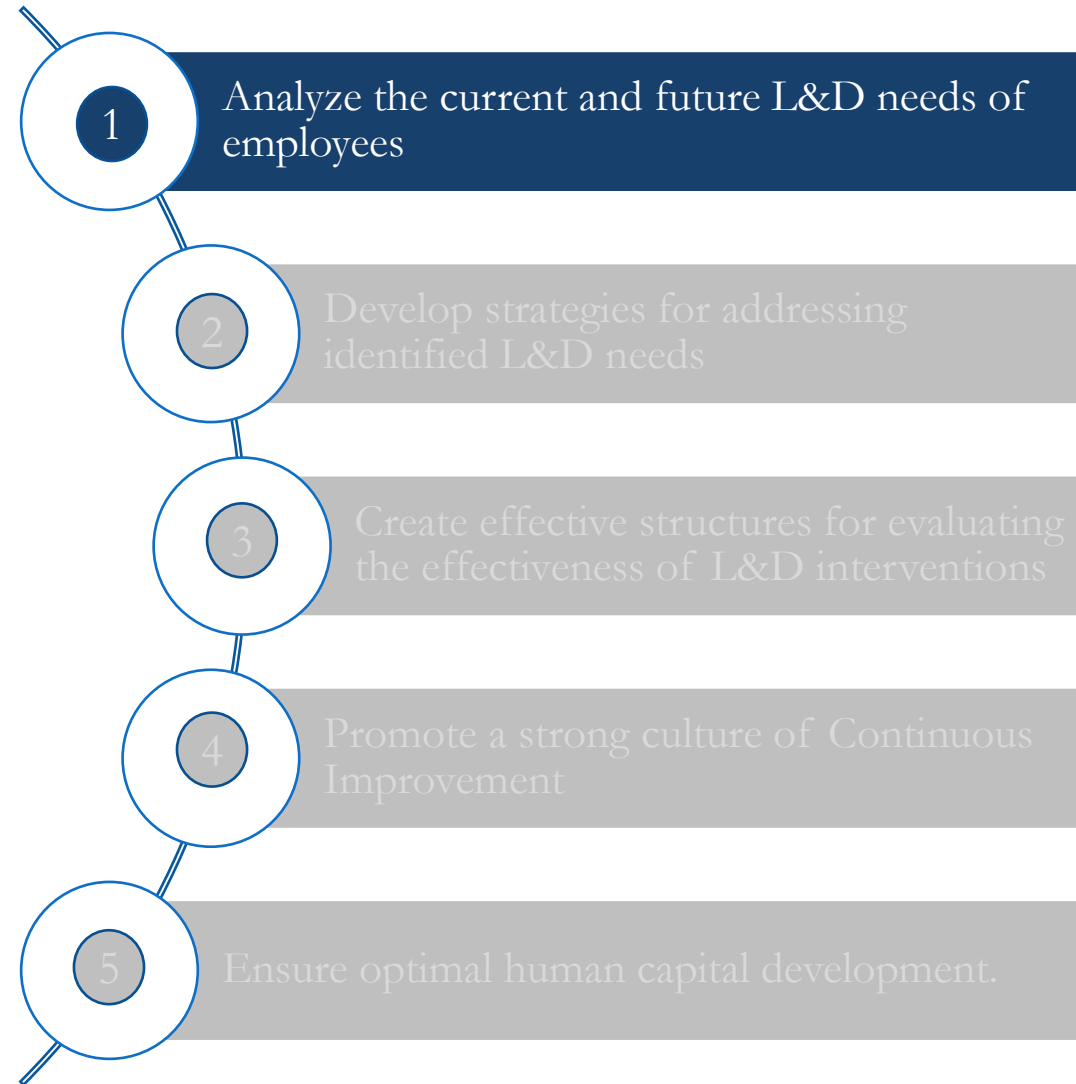
The Objectives of the L&D Function



- 1 Analyze the current and future L&D needs of employees
- 2 Develop strategies for addressing identified L&D needs
- 3 Create effective structures for evaluating the effectiveness of L&D interventions
- 4 Promote a strong culture of Continuous Improvement
- 5 Ensure optimal human capital development.

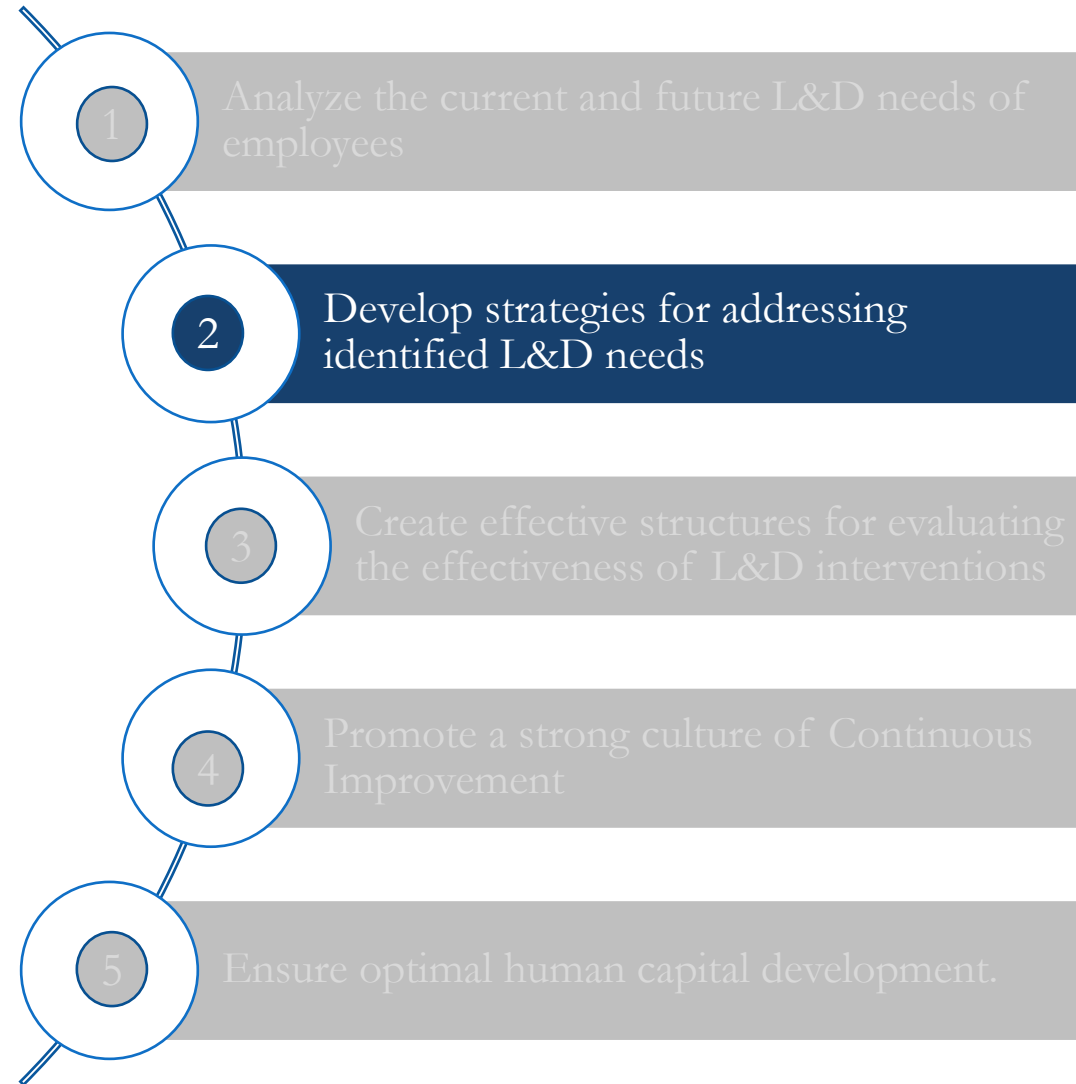


- Organizational Analysis (strategies, goals, and objectives)
- Person Analysis
- Work analysis / Task Analysis
- Performance Analysis
- Trend Analysis
- Competitor Analysis



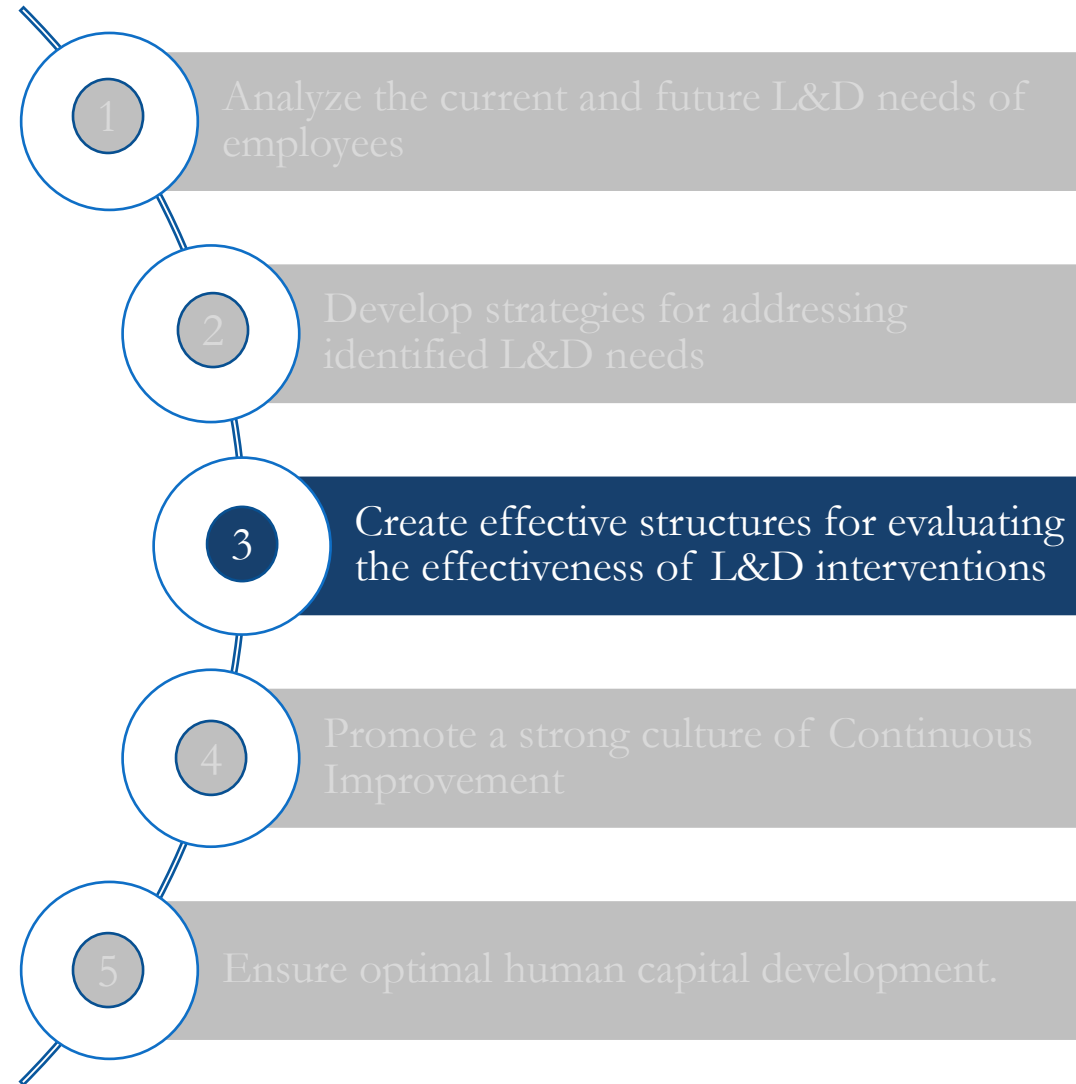


- Determine the appropriate learning intervention to address gaps
- Collaborate with vendors and SMEs (internal and external)
- Ensure learning intervention is fit-for-purpose



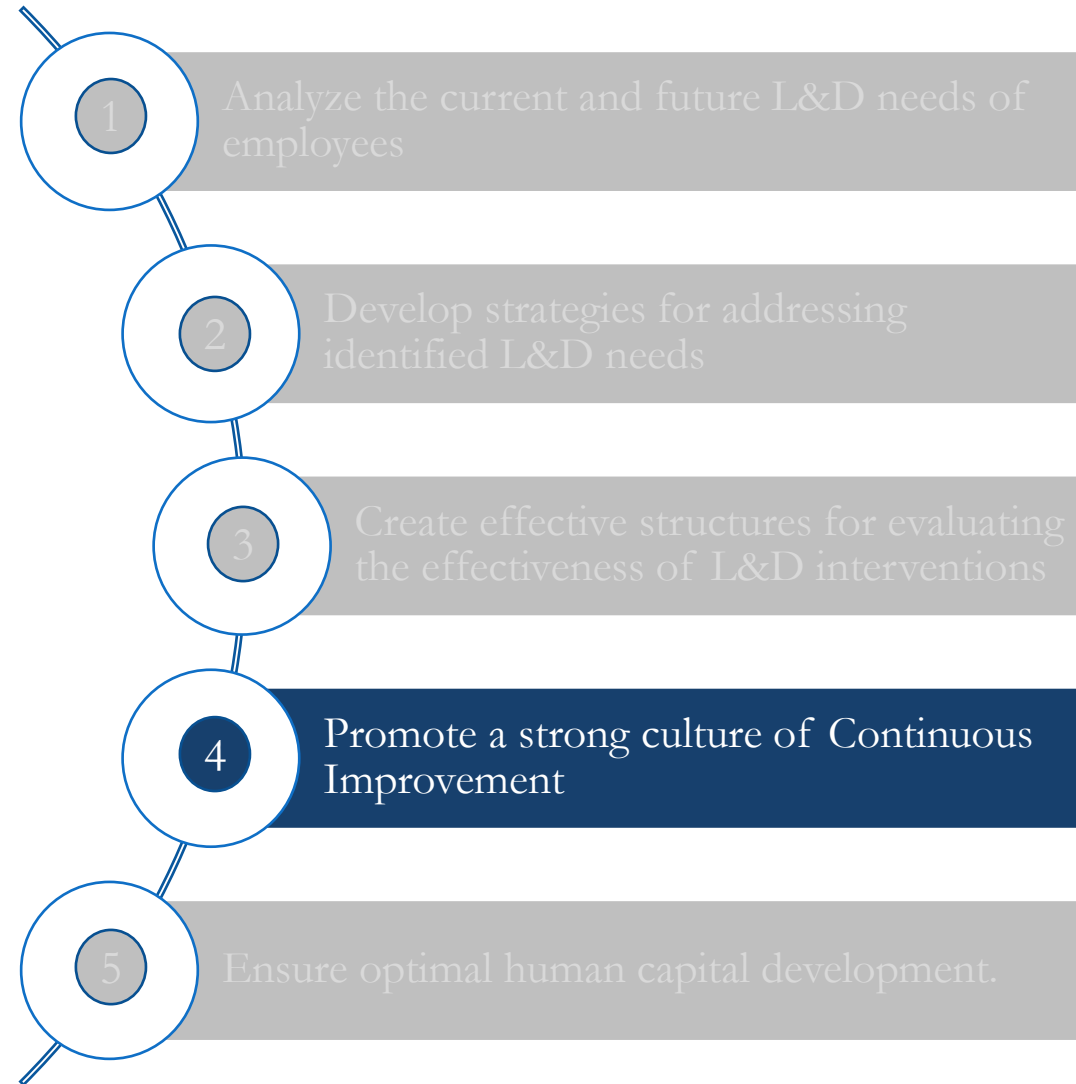


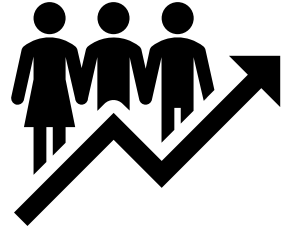
- ❑ Ensure SMART objectives are set before designing and deploying learning interventions
- ❑ Ensure the program is designed in alignment with the set objectives
- ❑ Tie program objectives to specific and measurable outcomes



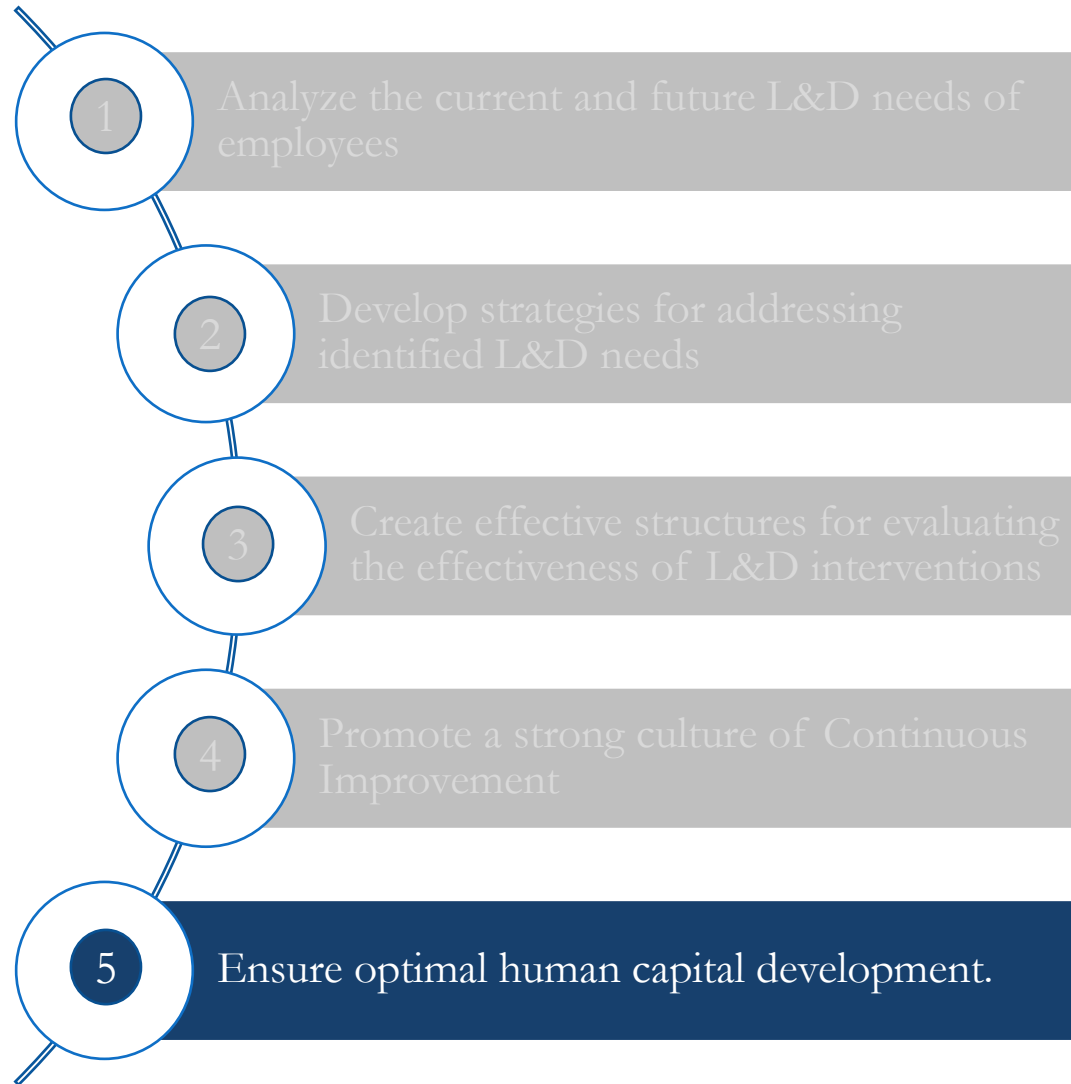


- Educate employees on the need for continuous improvement
- Collaborate with management to reward and recognize employees who showcase this value
- HR must demonstrate this value





- ❑ Ensure employees across levels are getting the best the organization has to offer in terms of growth and developmental opportunities
- ❑ Optimize available resources for learning and development (training budget, internal SMEs, learning portals etc.)



MODULE 3

MODELS AND TYPES OF LEARNING INTERVENTIONS

We will examine the following Models

Instructional Design Model

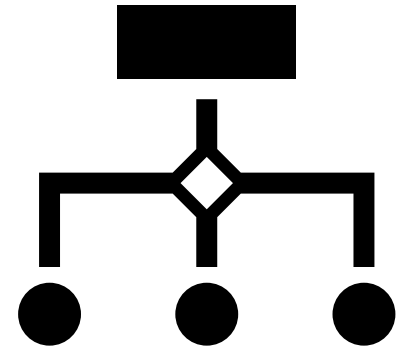
- The ADDIE Model

Training Evaluation Model

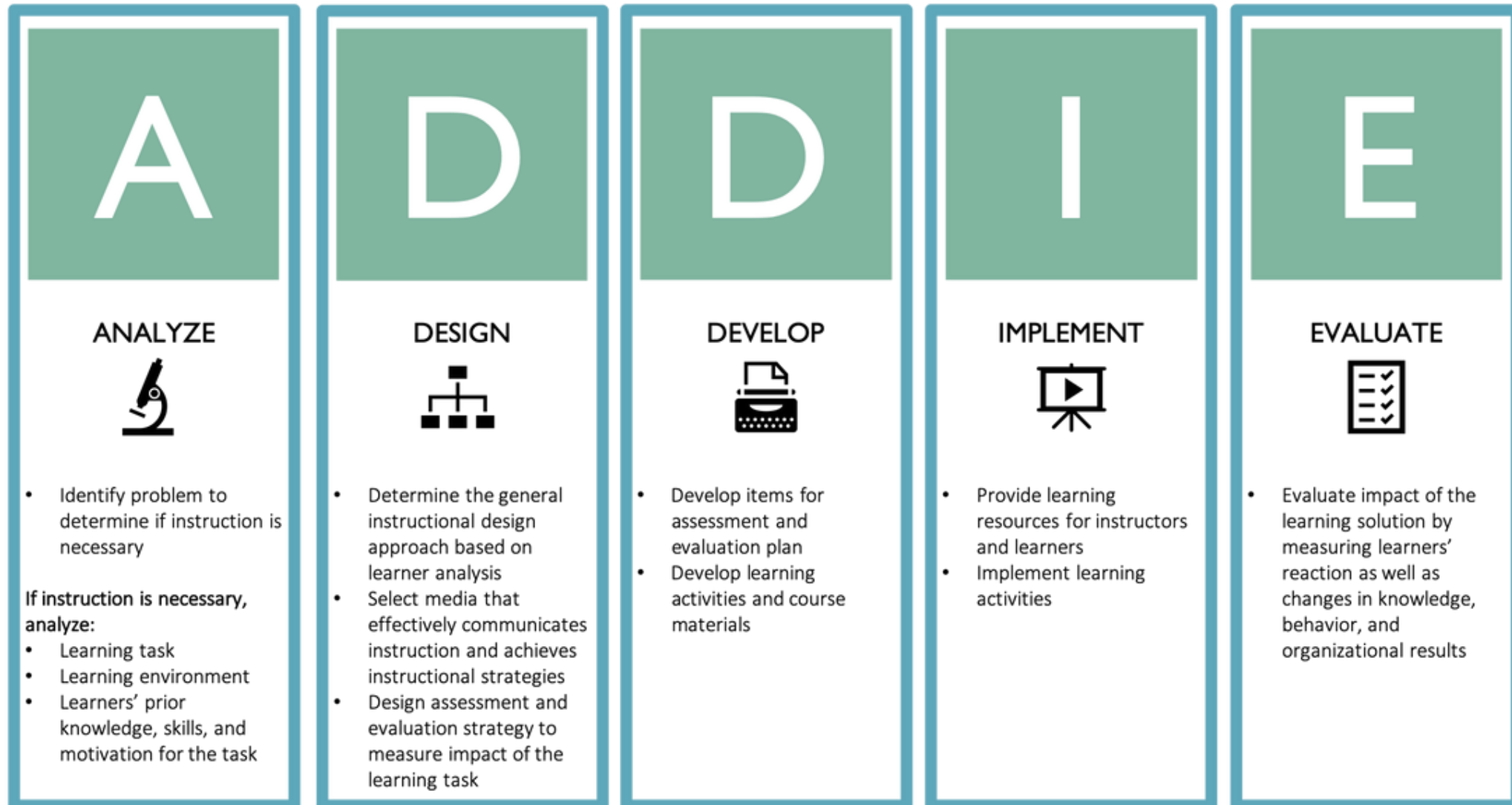
- Kirkpatrick's Model
- Combined Model

Learning and Development Model

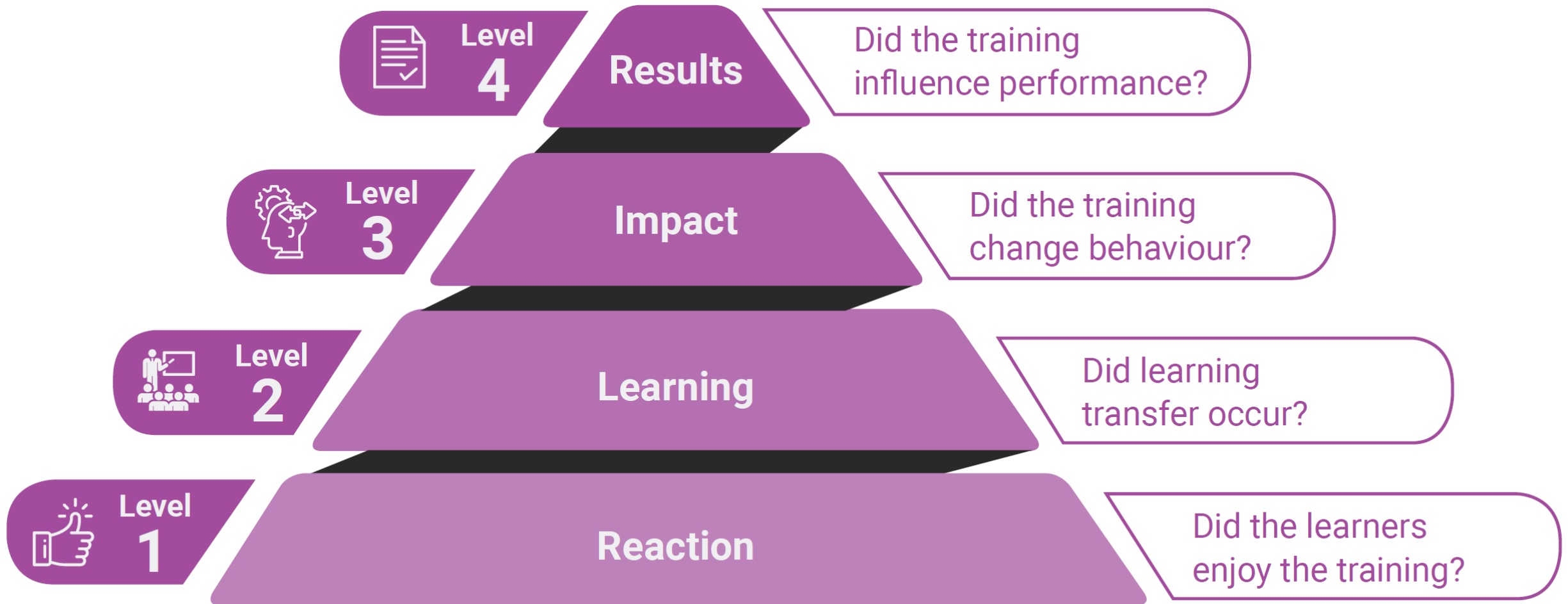
- 70-20-10 Model



The ADDIE Model



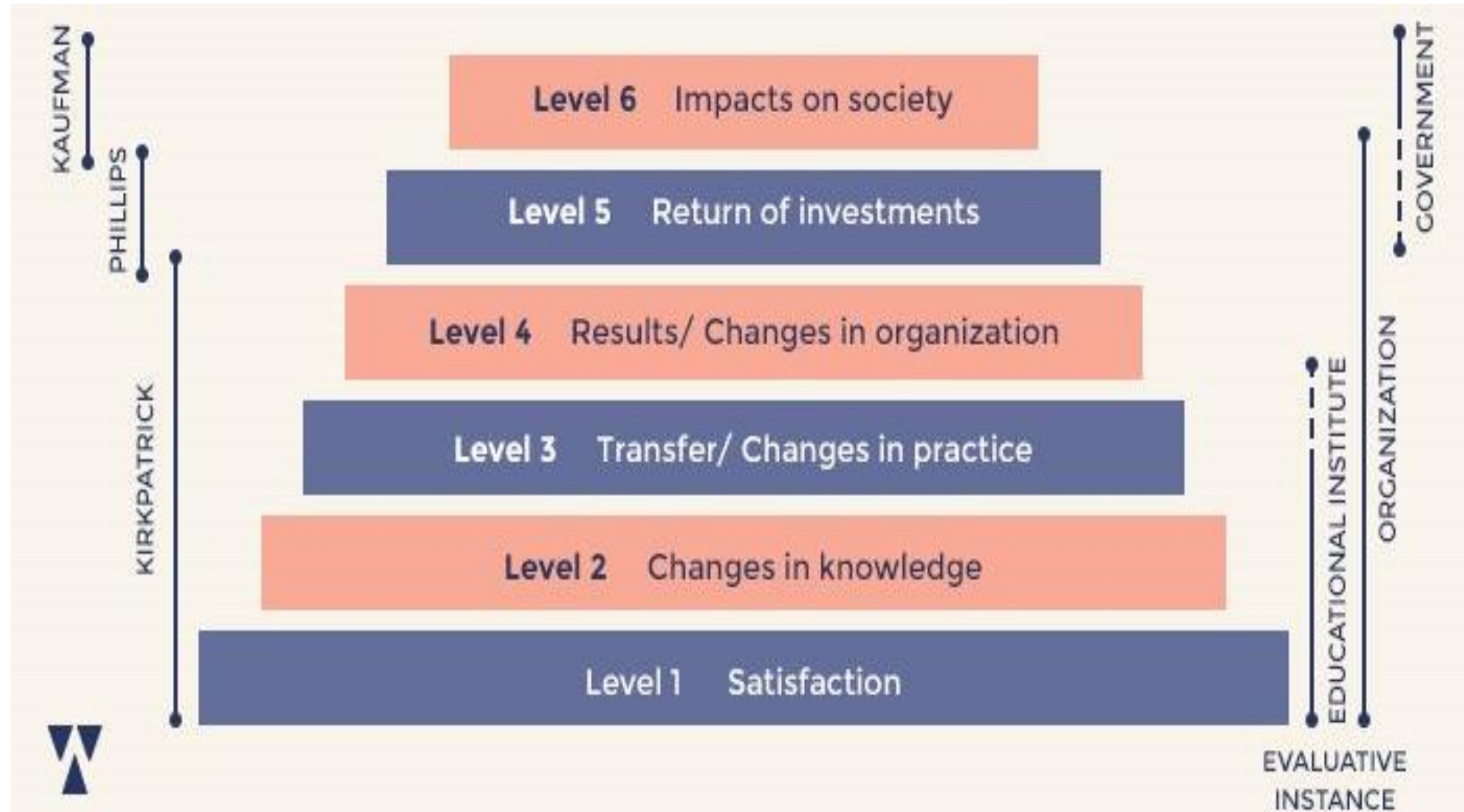
Kirkpatrick's Training Evaluation Model



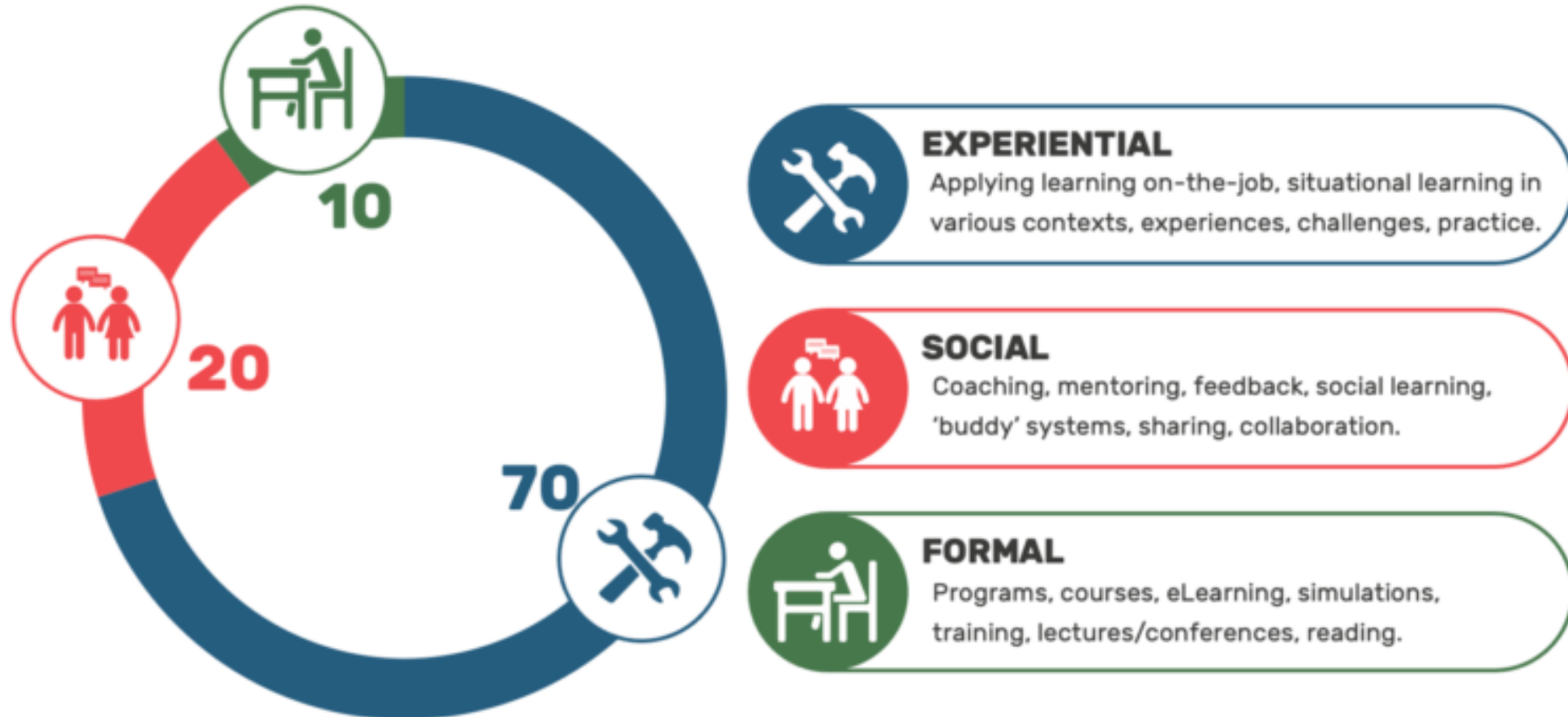
The Combined Model for Evaluating Training

A combination of 3 models

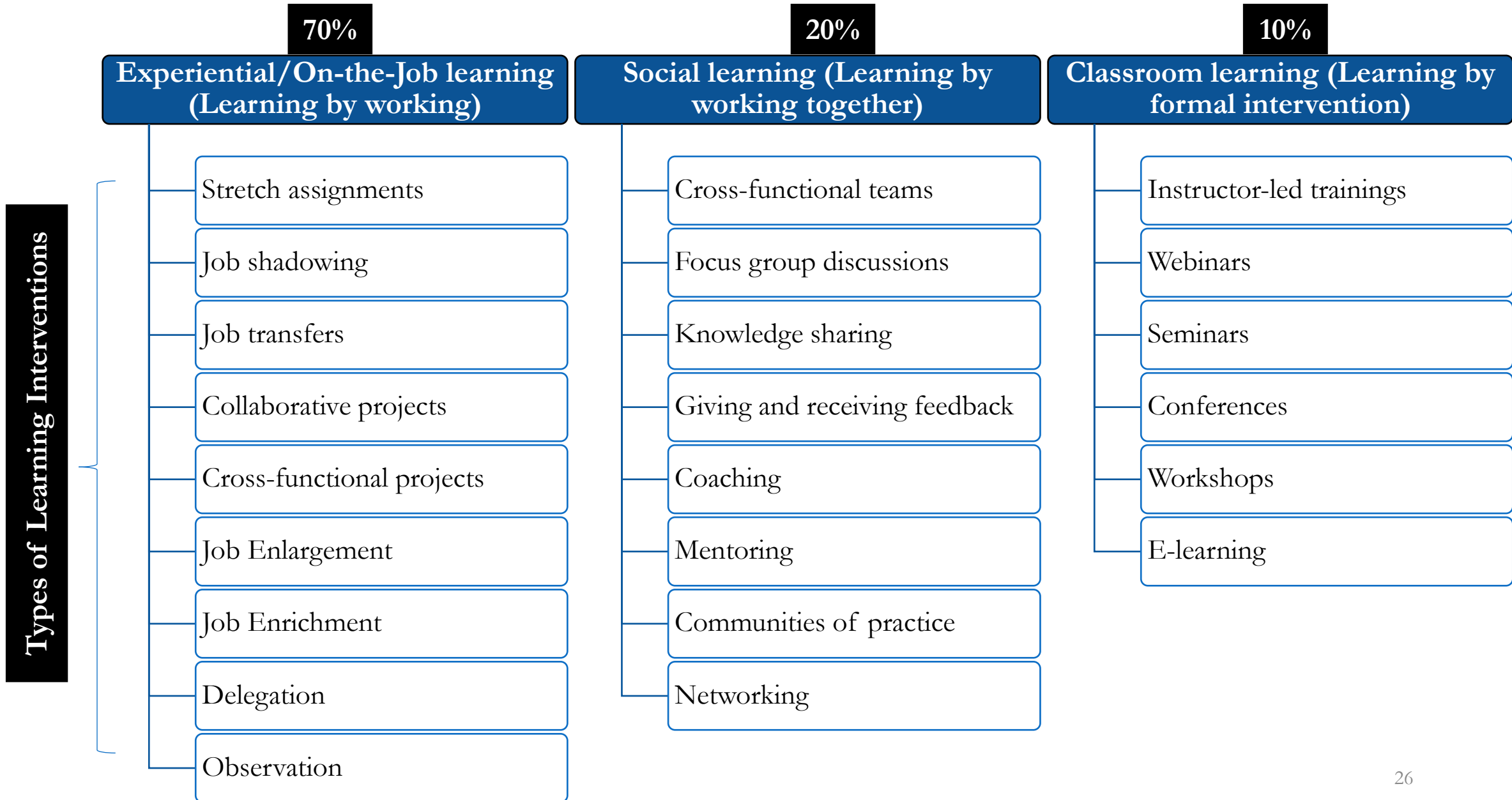
- Kirkpatrick's Four-level Training Evaluation Model
- The Phillips ROI Model
- Kaufman's Five Levels of Evaluation



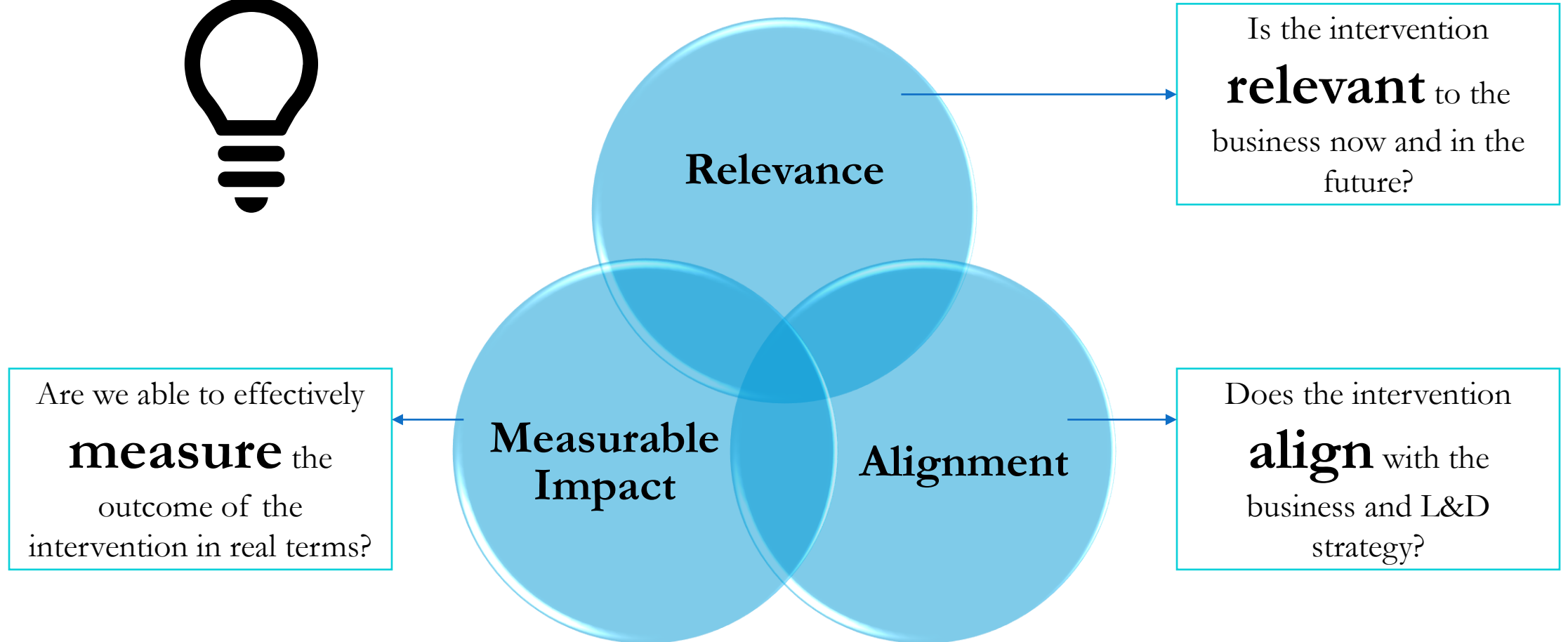
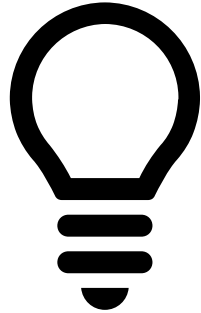
The 70-20-10 Model for Learning and Development



The 70-20-10 Model explained



General Guiding Principle for selecting Learning Interventions



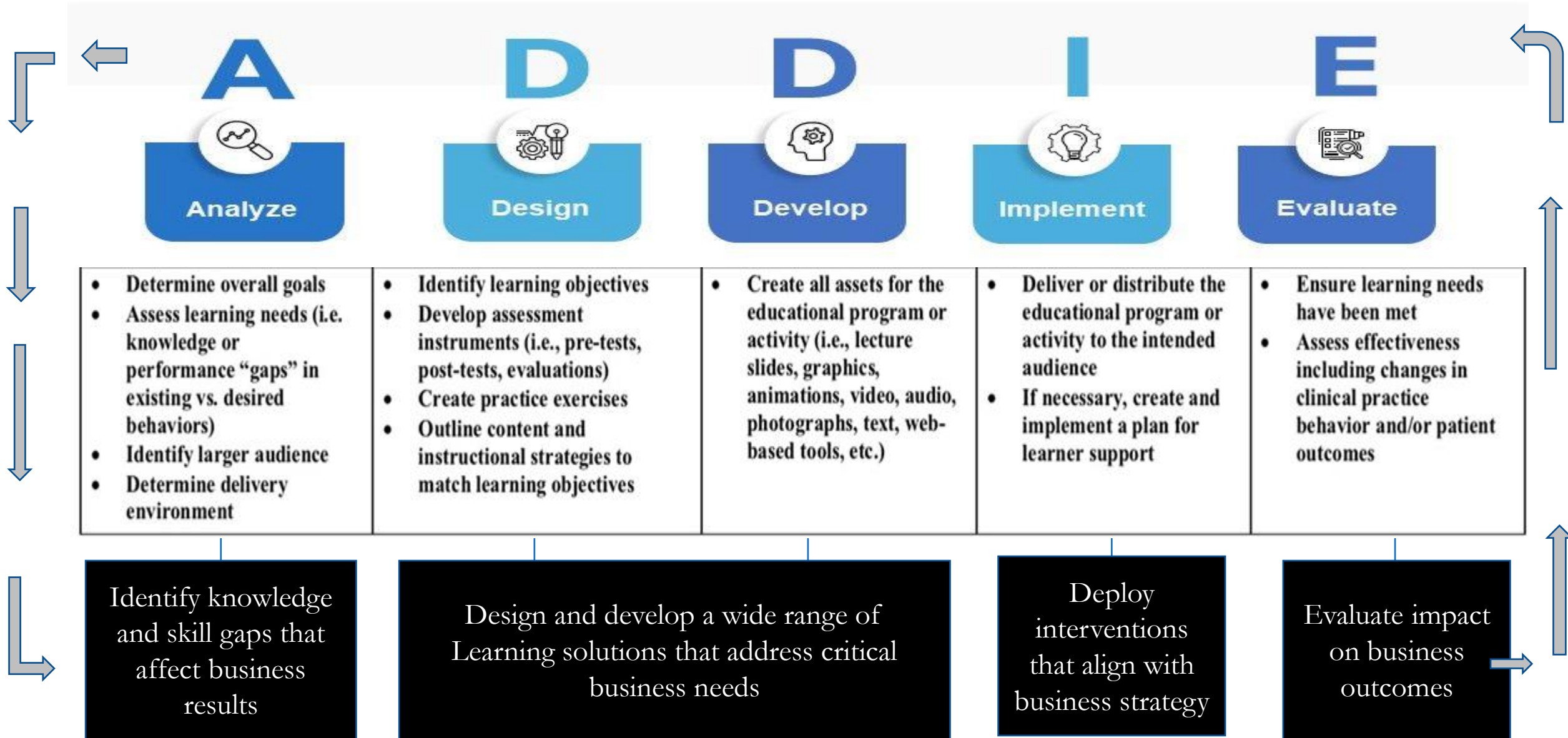
MODULE 4

L&D VALUE CHAIN/CYCLE

**HOW DOES L&D
ADD VALUE TO
THE BUSINESS**



The L&D Value Chain



MODULE 5

TRENDS IN L&D

Let's examine the following trends ...

Data-driven

Gamification

In the flow of work

Just-in-Time in Learning

AI- Powered

Mobile Learning

AR/VR

Micro-Learning



No more gut feelings!

Data-driven

Gamification

In the flow of work

Just-in-Time in Learning

AI- Powered

Mobile Learning

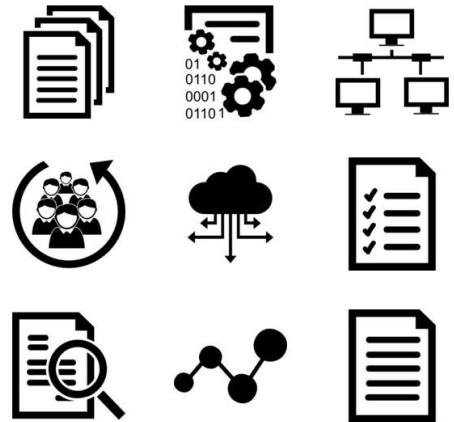
AR/VR

Micro-Learning

Organizations are designing and deploying learning interventions based collected and analyzed data.

You can obtain data from any of these sources to determine and design your learning intervention

- Organizational Analysis (strategies, goals, and objectives)
- Person Analysis
- Work analysis / Task Analysis
- Performance Analysis
- Trend Analysis
- Competitor Analysis



Learning can be fun!

Data-driven

Gamification

In the flow of work

Just-in-Time in Learning

AI- Powered

Mobile Learning

AR/VR

Micro-Learning

The application of typical elements of game playing (point scoring, competition, rules of play) to the design of development initiatives.

- Giving points for meeting objectives
- Creating playful barriers
- Creating competition
- Using levels, checkpoints, and other methods of 'progression'



GAMIFICATION



We can learn while we work!

Data-driven

Gamification

In the flow of work

Just-in-Time in Learning

AI- Powered

Mobile Learning

AR/VR

Micro-Learning

'Learning in the flow of work involves accessing, quickly and easily, an answer or a short piece of learning content while you're working.

- An analog example of this concept is a **how-to guide taped next to a copier** (or any machine) for reference
- A technology-enabled example might include a **QR code that a user could scan to access a video explanation** of how to troubleshoot common issues with the machine
- Another example is an **audio compilation of workflow processes** that is easily accessible by employees



We can have it real quick!

Data-driven

Gamification

In the flow of work

Just-in-Time in Learning

AI- Powered

Mobile Learning

AR/VR

Micro-Learning

Just-in-time learning is having **access** to knowledge **just when you need it**.

- Easy access to Subject Matter Experts
- Creating your organization's Google!
- Robust e-library
- A bank of scenarios



Let's get more intuitive!

Data-driven

Gamification

In the flow of work

Just-in-Time in Learning

AI- Powered

Mobile Learning

AR/VR

Micro-Learning

AI-powered learning platforms ensure personalized experiences for users.

- Targeted course suggestions
- Provide learners with real-time assistance
- Smart content generation
- Provide real-time feedback to platform admin
- Data collection and analysis



Our mobile devices are good learning tools!

Data-driven

Gamification

In the flow of work

Just-in-Time in Learning

AI- Powered

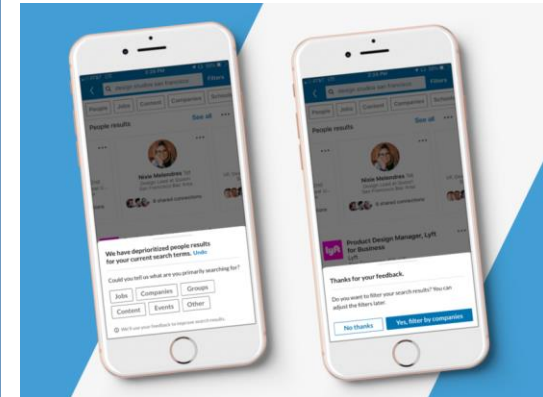
Mobile Learning

AR/VR

Micro-Learning

m-learning is education using mobile devices to obtain learning materials through mobile apps, social interactions and online educational hubs.

- Access to learning on the go
- Bit-size courses
- Access to learning anytime
- Self-paced learning



We can leverage technology more!

Data-driven

Gamification

In the flow of work

Just-in-Time in Learning

AI- Powered

Mobile Learning

VR/AR

Micro-Learning

Virtual Reality is a computer-simulated reality that can recreate our world or present an entirely new reality to the user.

Augmented Reality presents an additional layer of information, activity and entertainment over our world.



VR & AR



- Virtual reality allows the learner to test the limits of safe practice in the virtual environment to gain competence before putting themselves or others in real physical danger.
- For example, the learner can enter a simulation of an oil rig, a building on fire or a construction site.



- Augmented Reality presents an additional layer of information, activity and entertainment over our world
- For example, the learner can explore and look inside complex machinery. The object exists in reality and, when explored through the lens of an AR device (e.g. a smartphone), the AR software recognizes the object and presents additional information to the learner.

Let's keep it short but impactful!

Data-driven

Gamification

In the flow of work

Just-in-Time in Learning

AI- Powered

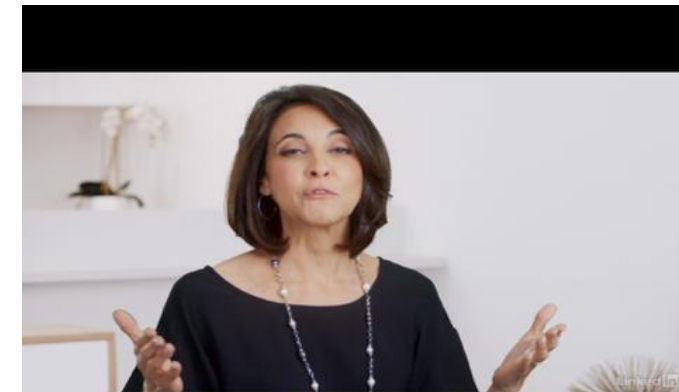
Mobile Learning

AR/VR

Micro-Learning

This involves delivering learning content in short time bursts.

- Content is easily digestible
- Content is concise and highly-targeted
- The model mimics the type of content you have on social media
- Modules are between 2 – 5 mins in length



Coaching Skills for Leaders and Managers



Download course



Overview

Contents

Q&A 99+

Introduction

✓ Welcome
Free video · 1m 47s

1. Coaching Fundamentals

● Coaching basics
Free video · 4m 21s

🔒 The business case for coaching
4m 2s

🔒 Common coaching challenges

Session Summary

During this session, we examined the following topics

Terminologies, definitions and history

Objectives of the L&D Function

Model and Types of Learning Interventions

L&D value chain/cycle

Trends in L&D



QUESTIONS



**Thank
You**

