

HYPE OR **HAPPENING**

Finding potential in learning technology trends





JD Dillon

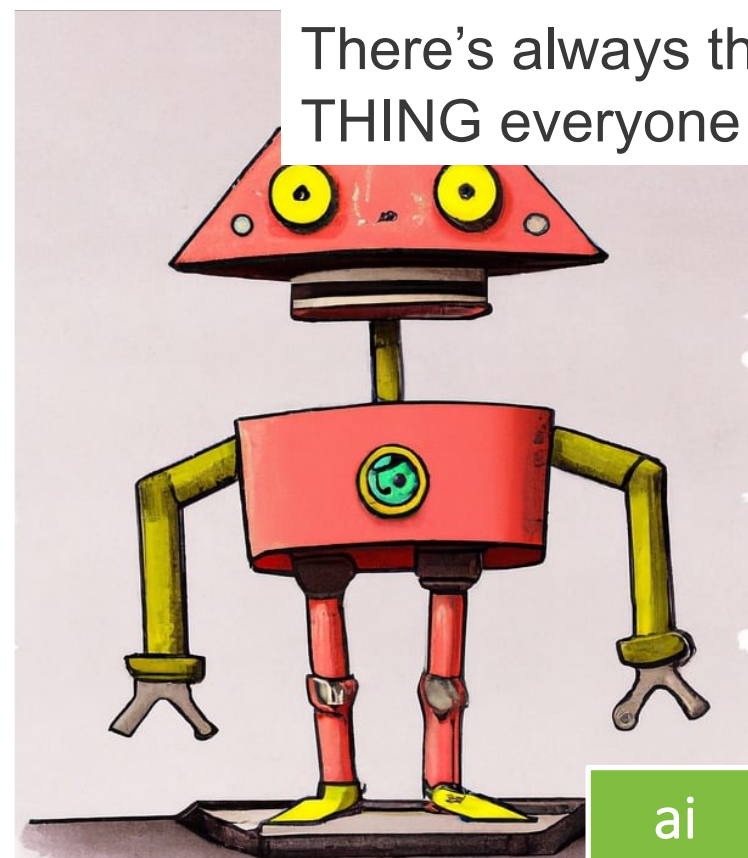
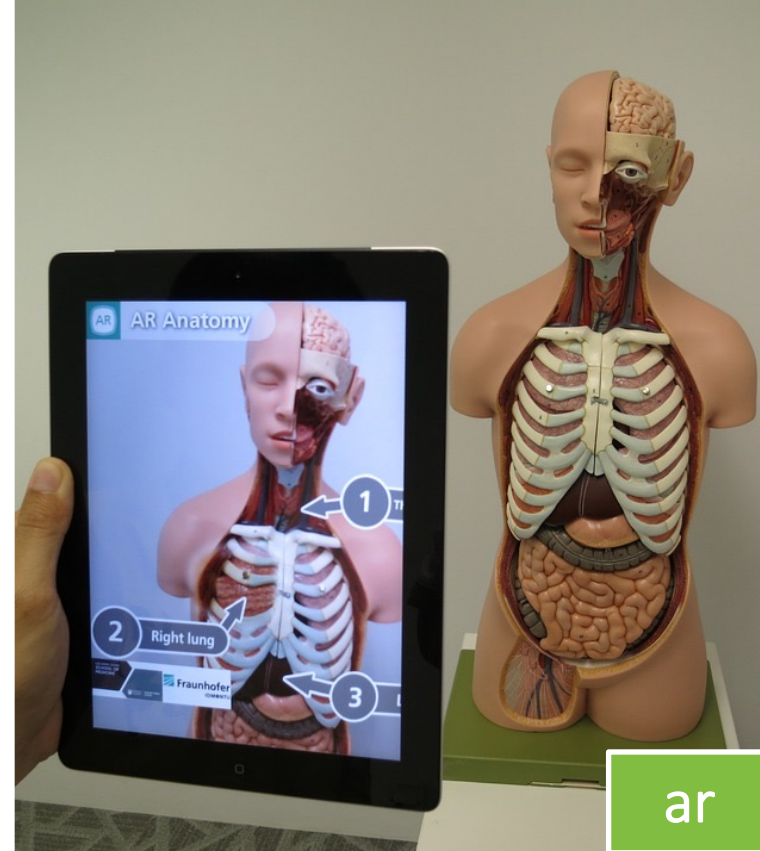
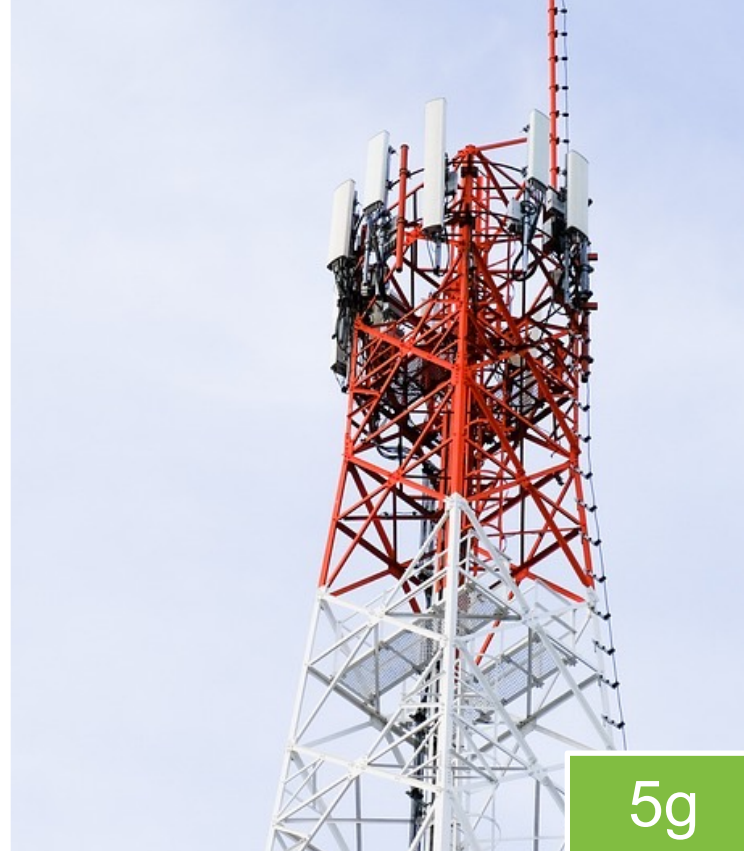
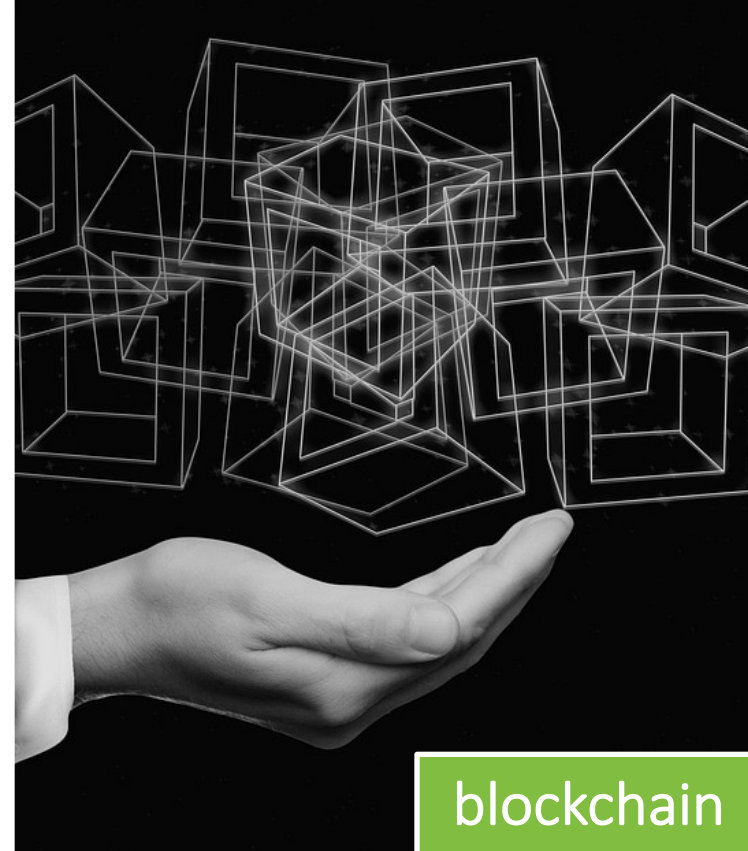
Chief Learning Architect
Digital Workplace Strategist

Axonify™

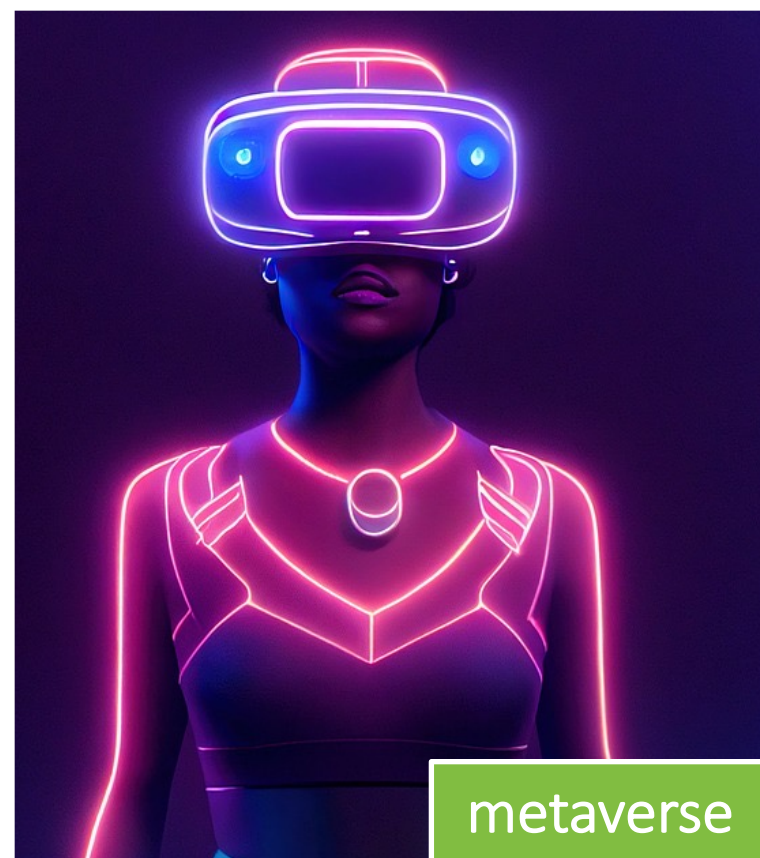
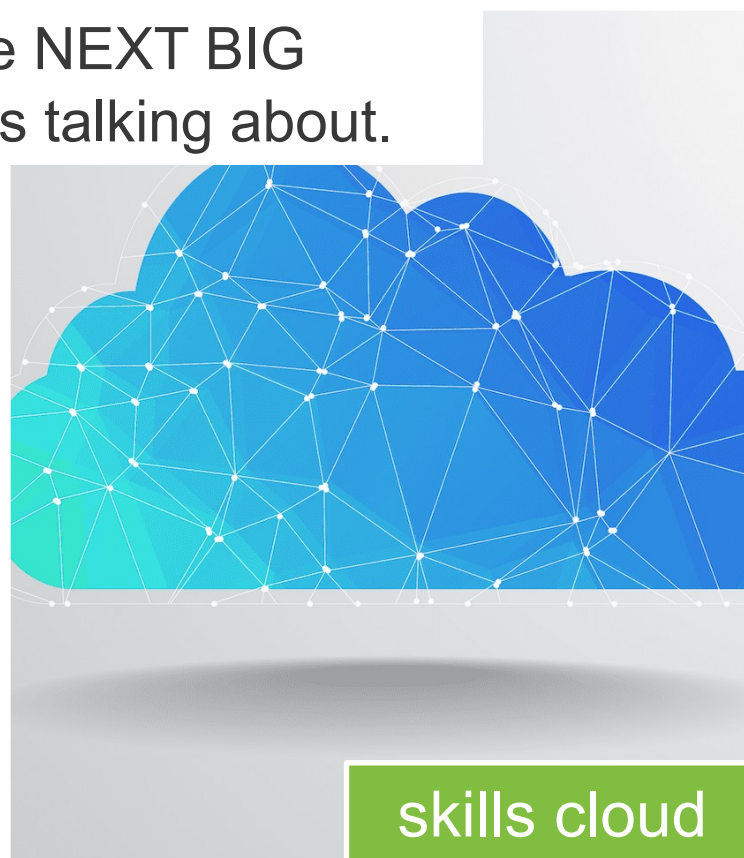


The learning technology space
can be ... overwhelming.



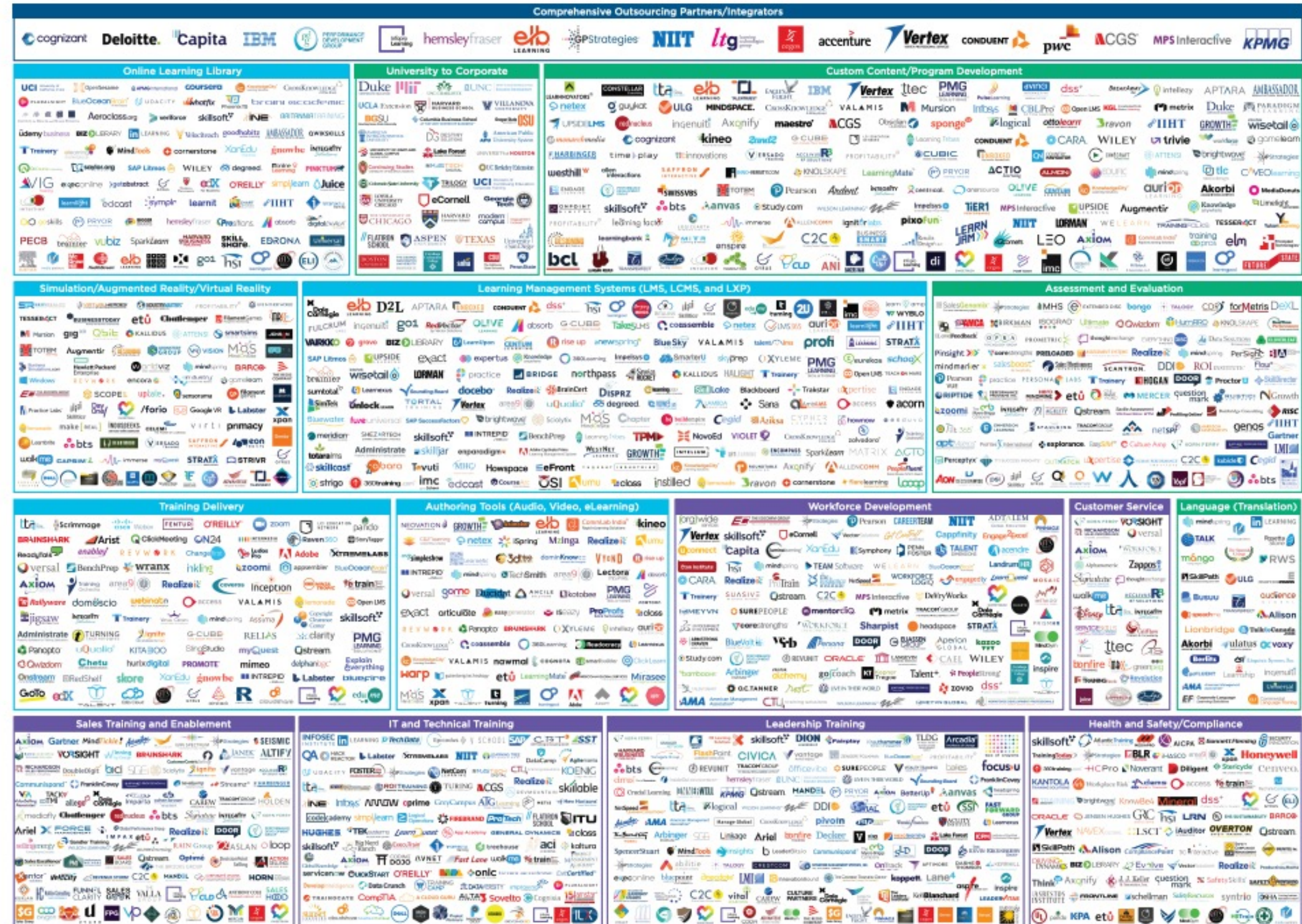


There's always the NEXT BIG
THING everyone is talking about.



And there are
LOTS of vendors
trying to sell you
THE solution to
your problems.

Corporate Training Landscape 2022



The Training Industry is a leading provider of Corporate Training, Virtual Reality, and eLearning solutions.

How can we make sense of a noisy, crowded marketplace so we can **make smarter technology decisions** to help our organizations achieve their goals?



1

explore the potential of learning technology

the 4 truths of learning technology

2

discuss the biggest learning trends

the learngEEK innovation cycle



the 4 truths of _____

LEARNING TECHNOLOGY



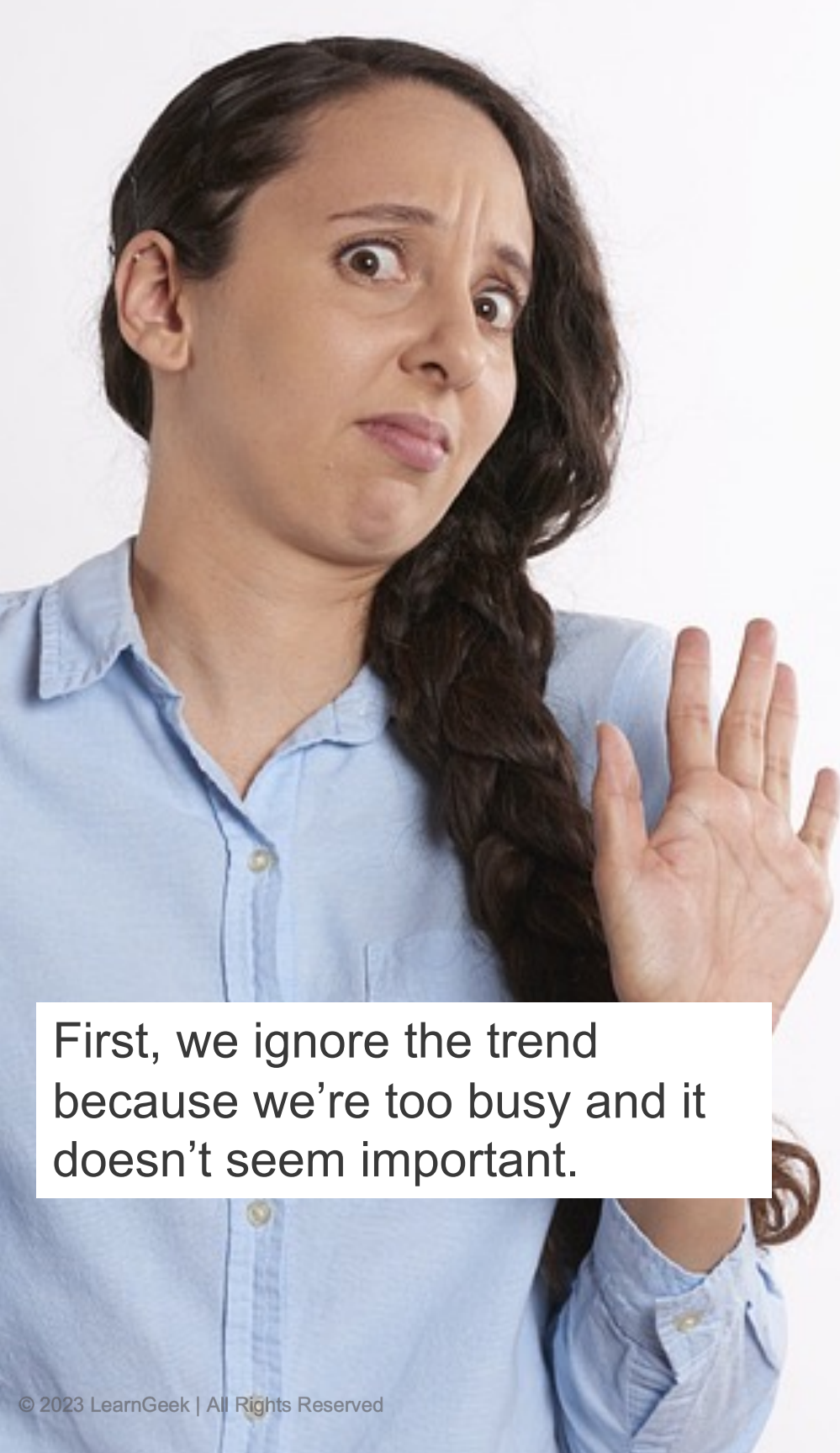
f/ Robin Higgins



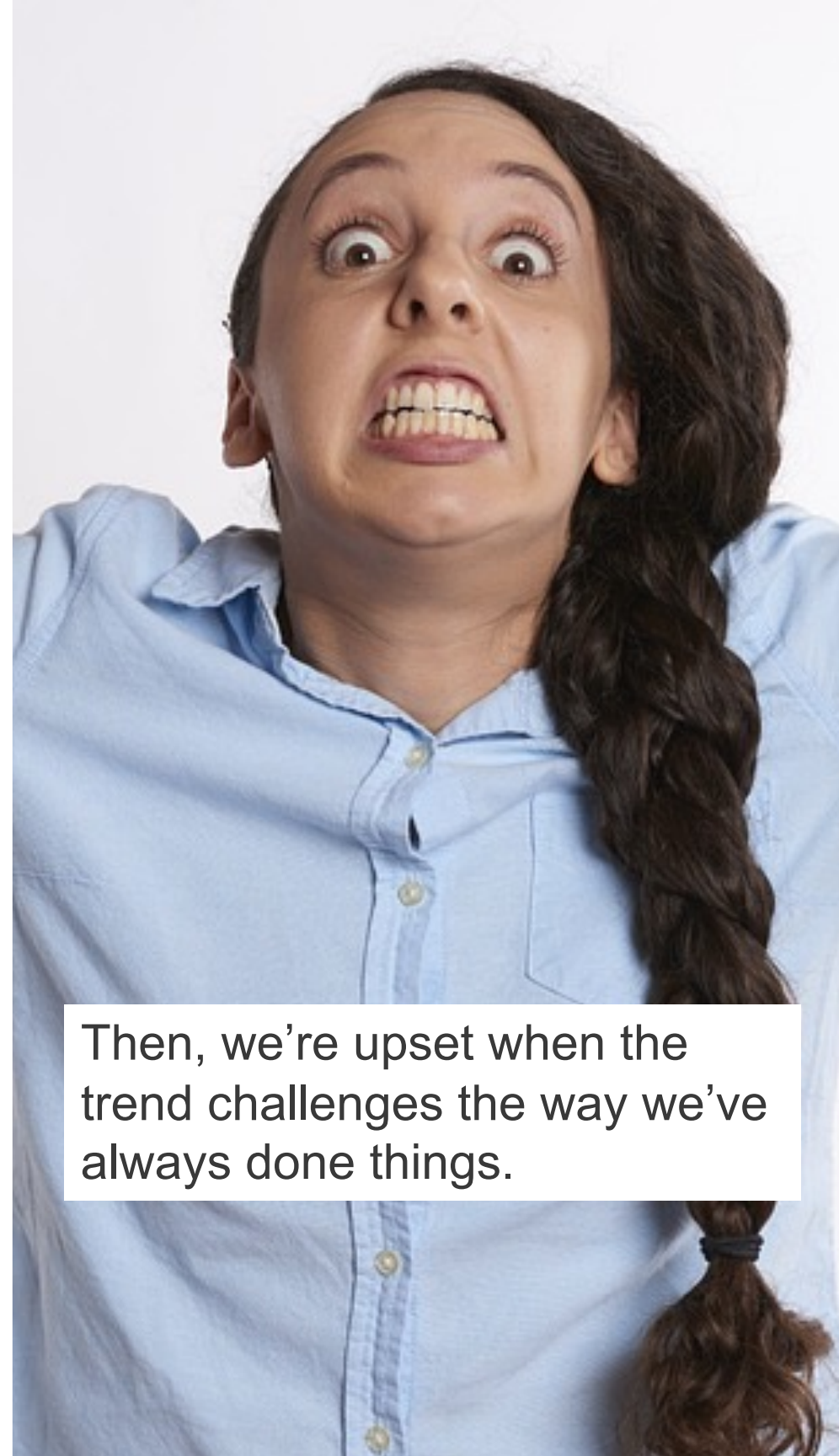
TRUTH 1

L&D lags the trends.

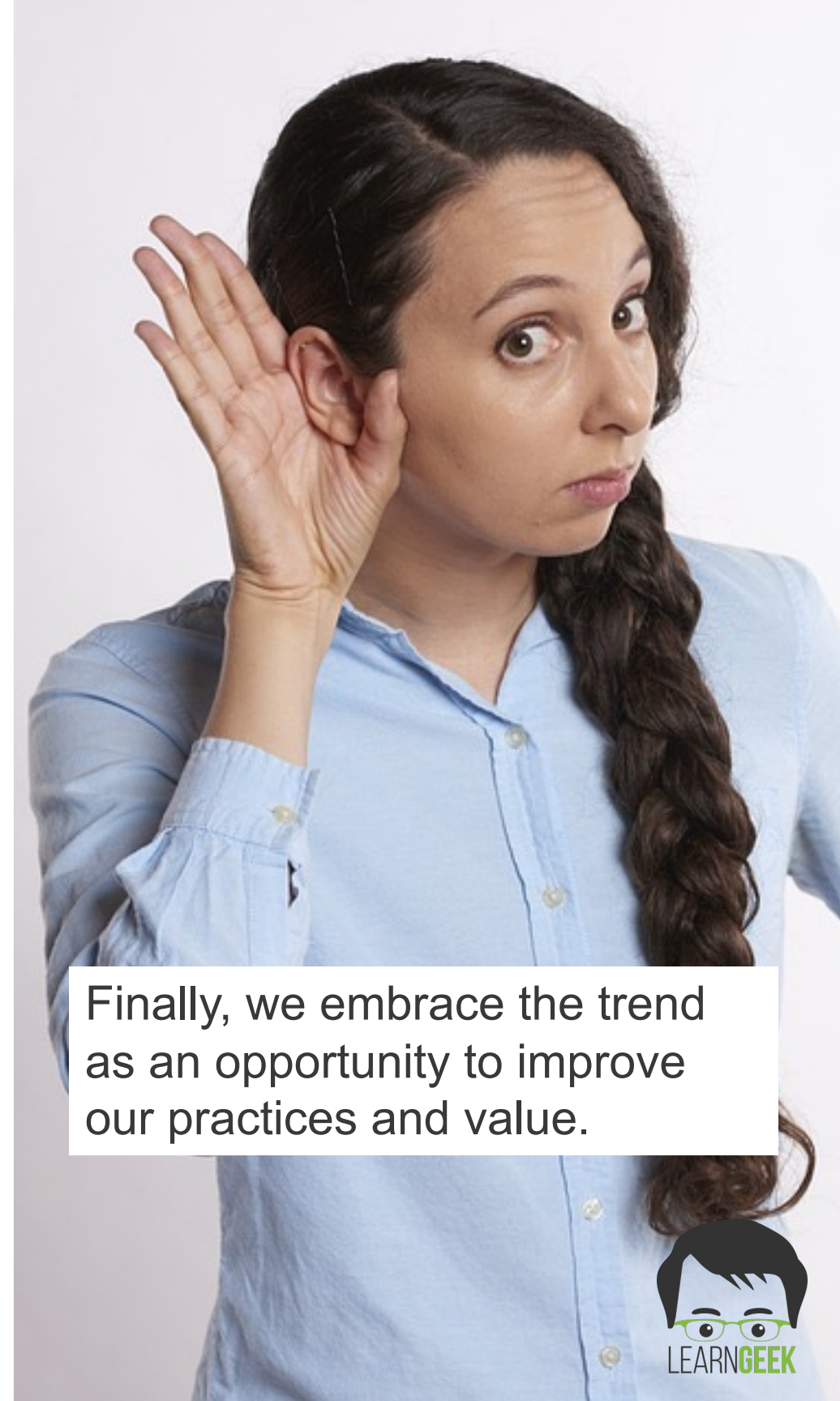




First, we ignore the trend because we're too busy and it doesn't seem important.



Then, we're upset when the trend challenges the way we've always done things.



Finally, we embrace the trend as an opportunity to improve our practices and value.

TRUTH 2

technology is an enabler,
not a solution.

Why do we use technology in
workplace learning in the first place?





SPEED

Build and deliver solutions faster



Most learning tech strategies are based on 3 principles.



SCALE

Reach more people with less cost



CONSISTENCY

Deliver the same message every time



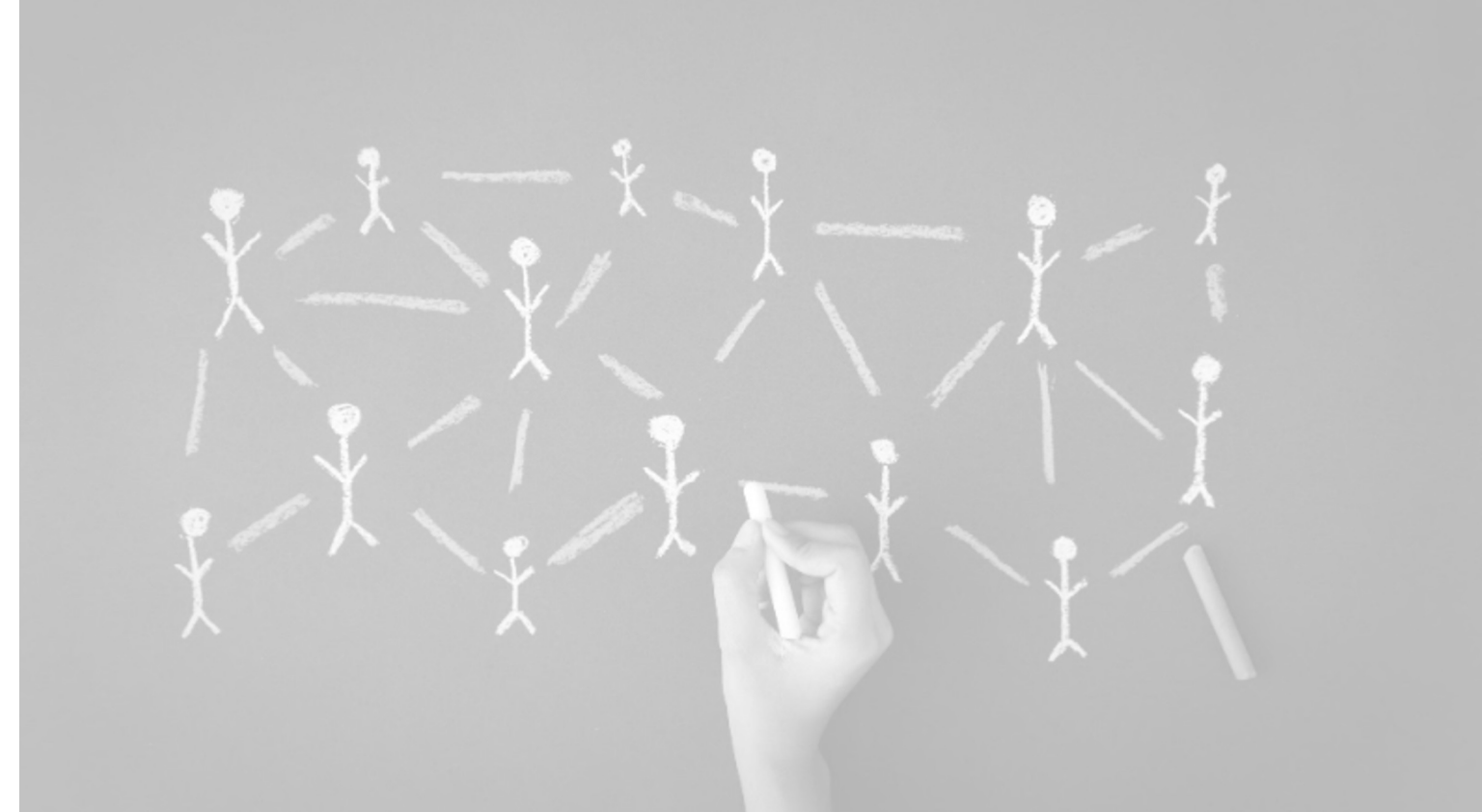
**Only 20% of employees
consistently walk
through the digital door.**





CONTEXT

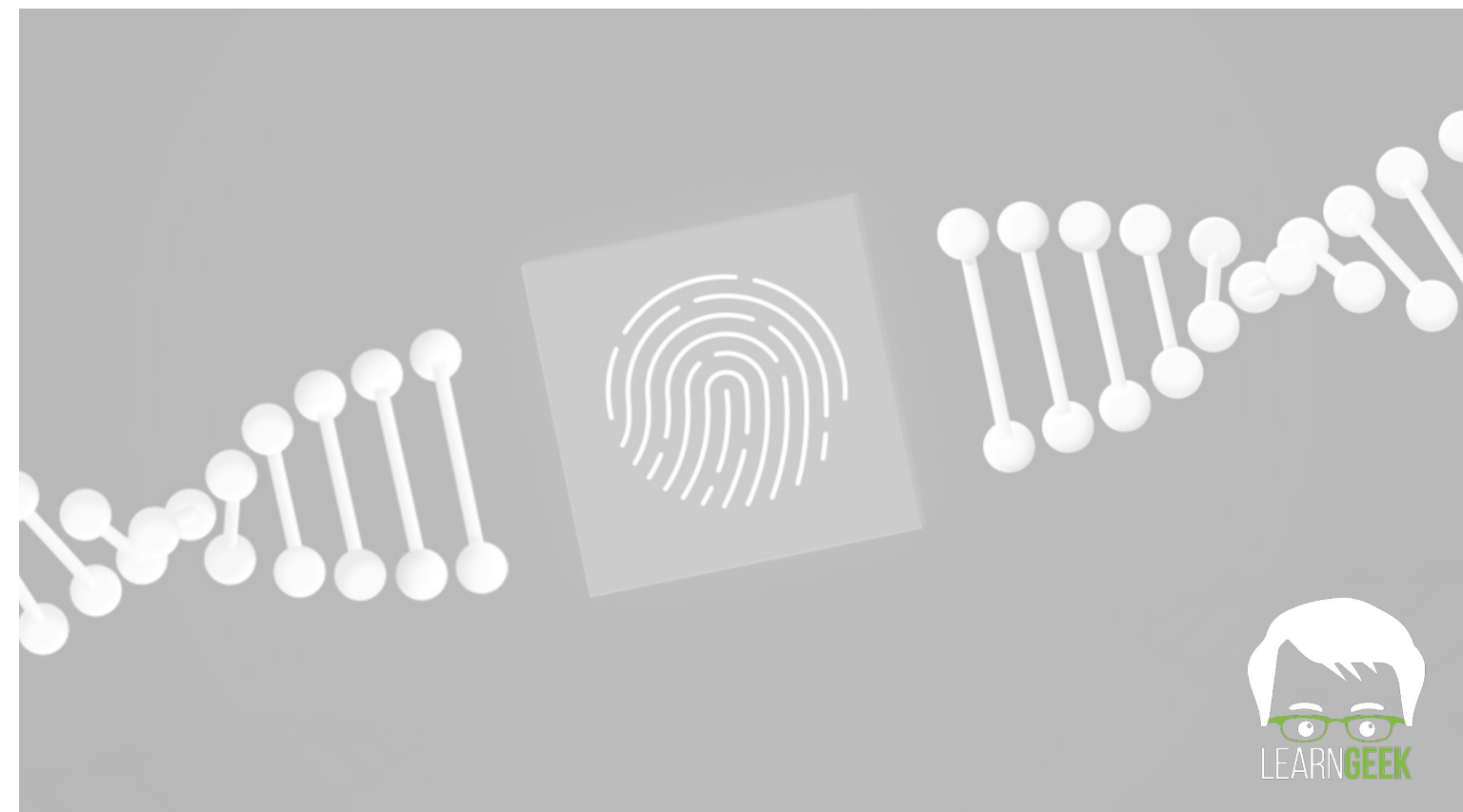
Fit learning and support into the everyday workflow



Equality



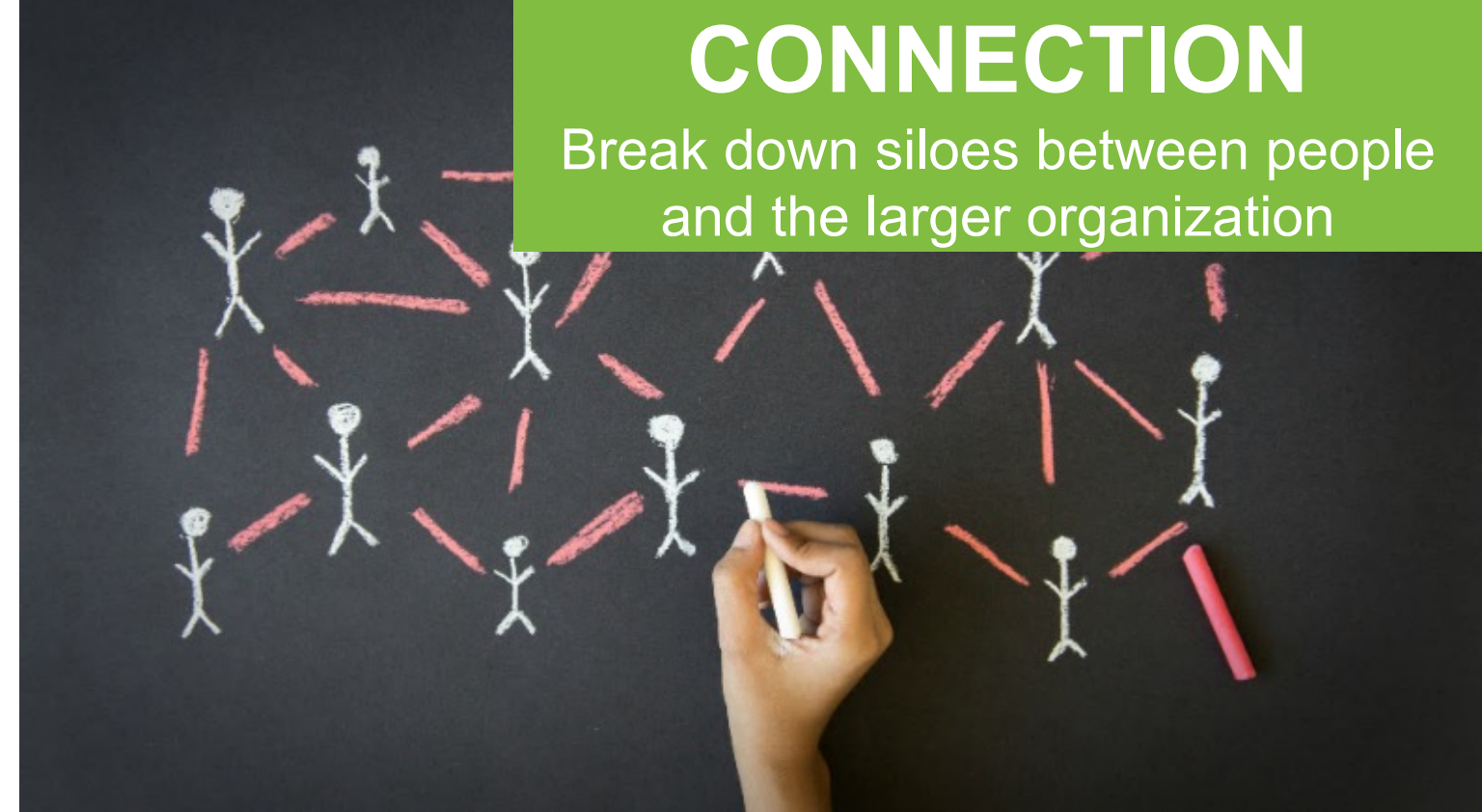
Equity





CONNECTION

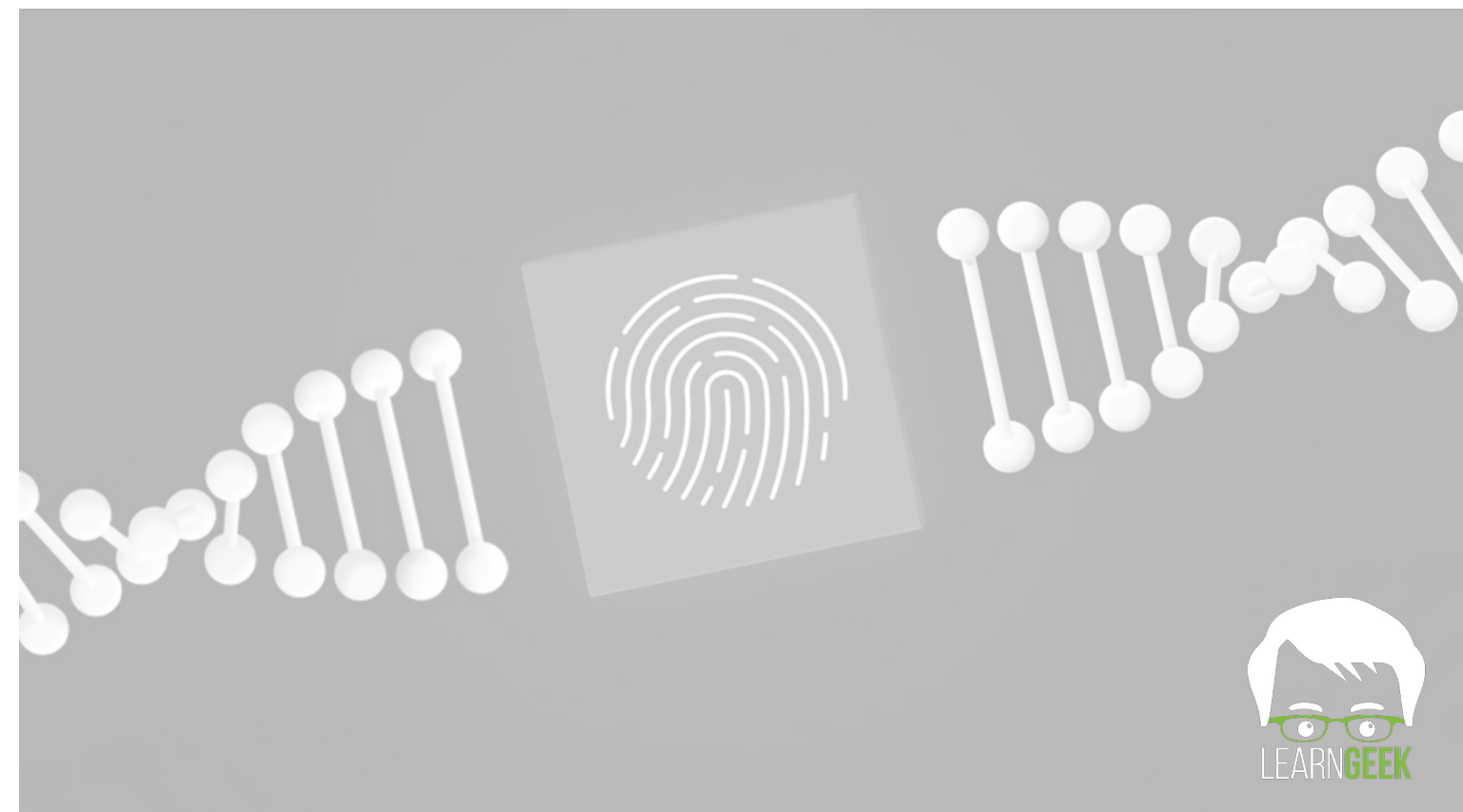
Break down siloes between people and the larger organization

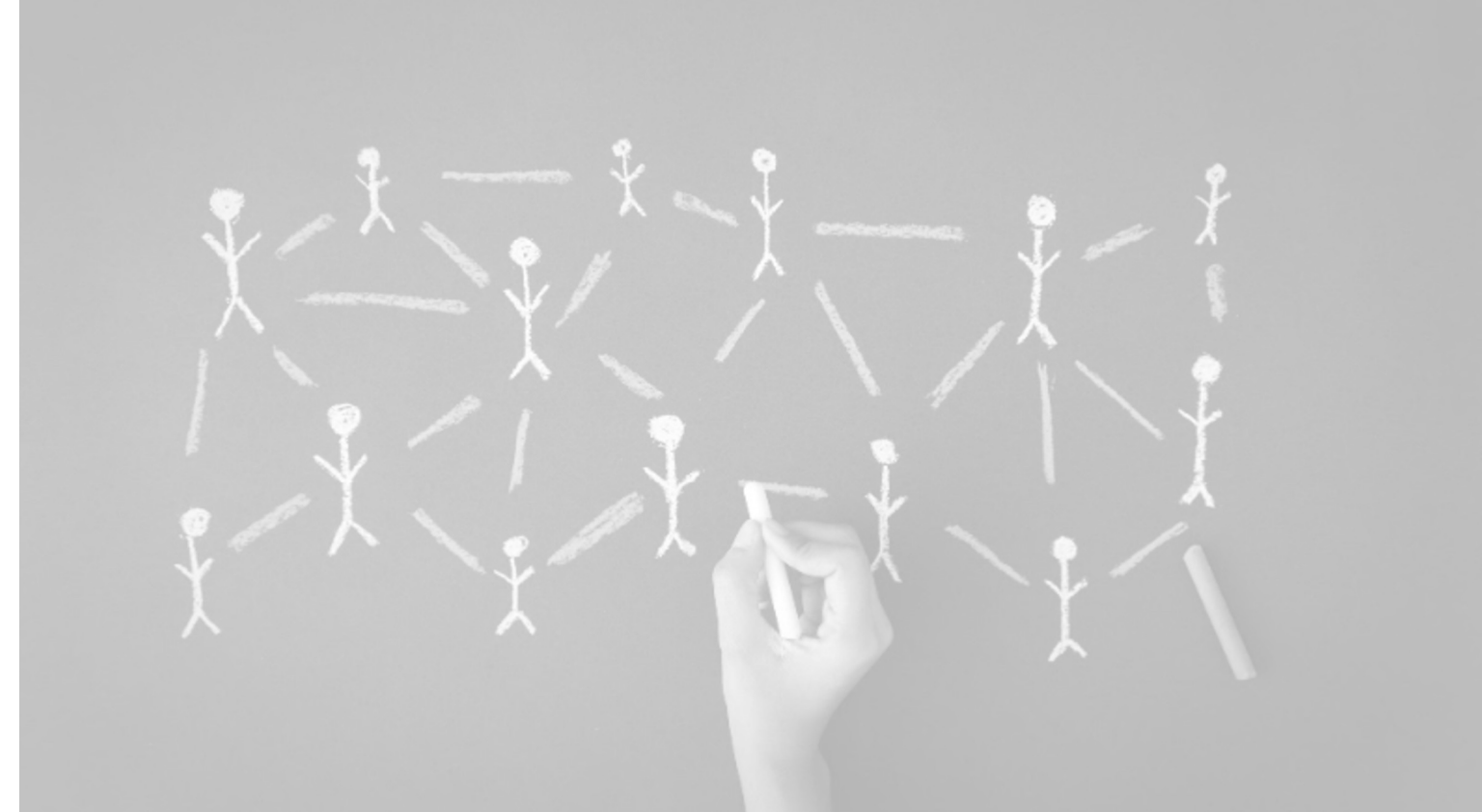


Equality



Equity





Equality



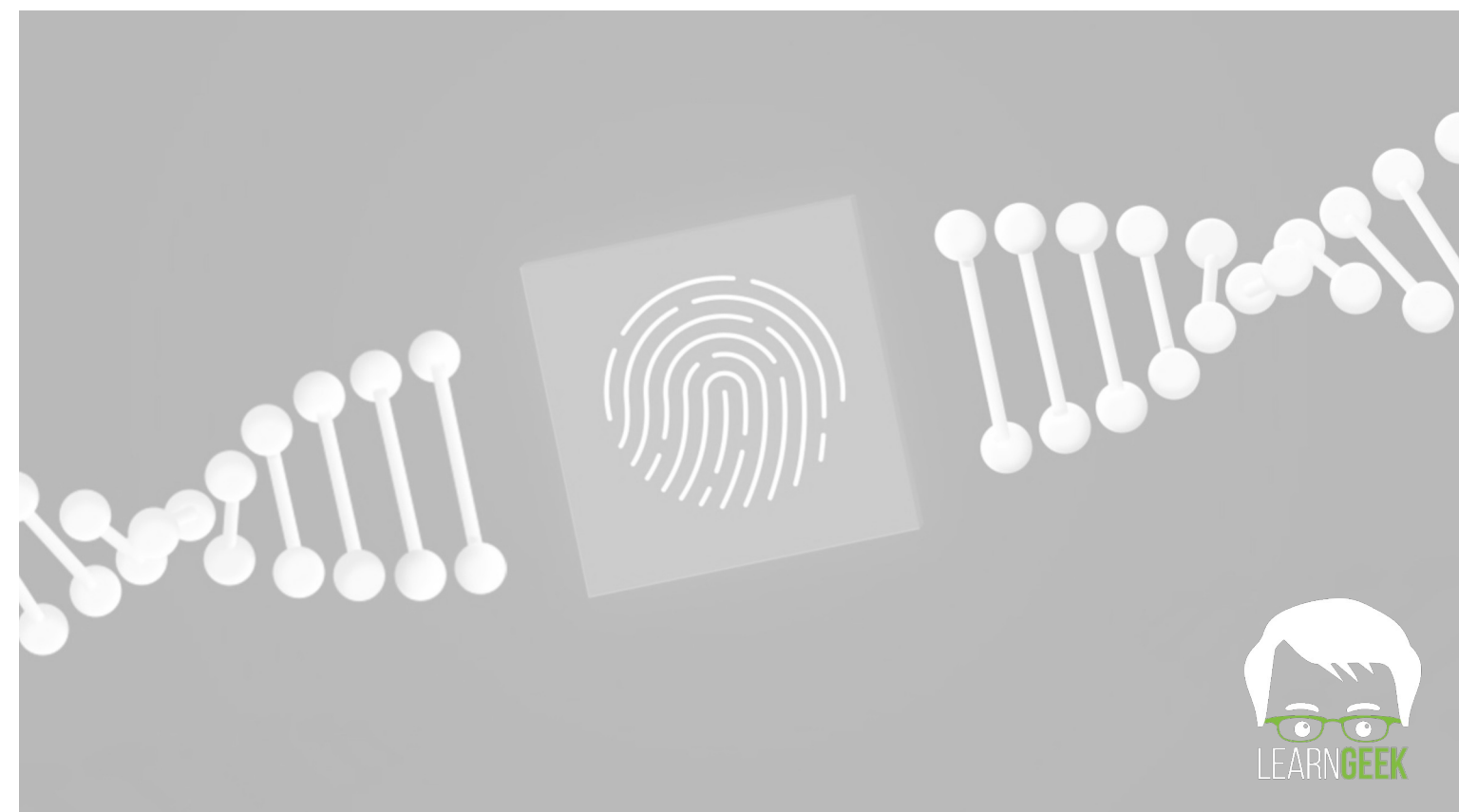
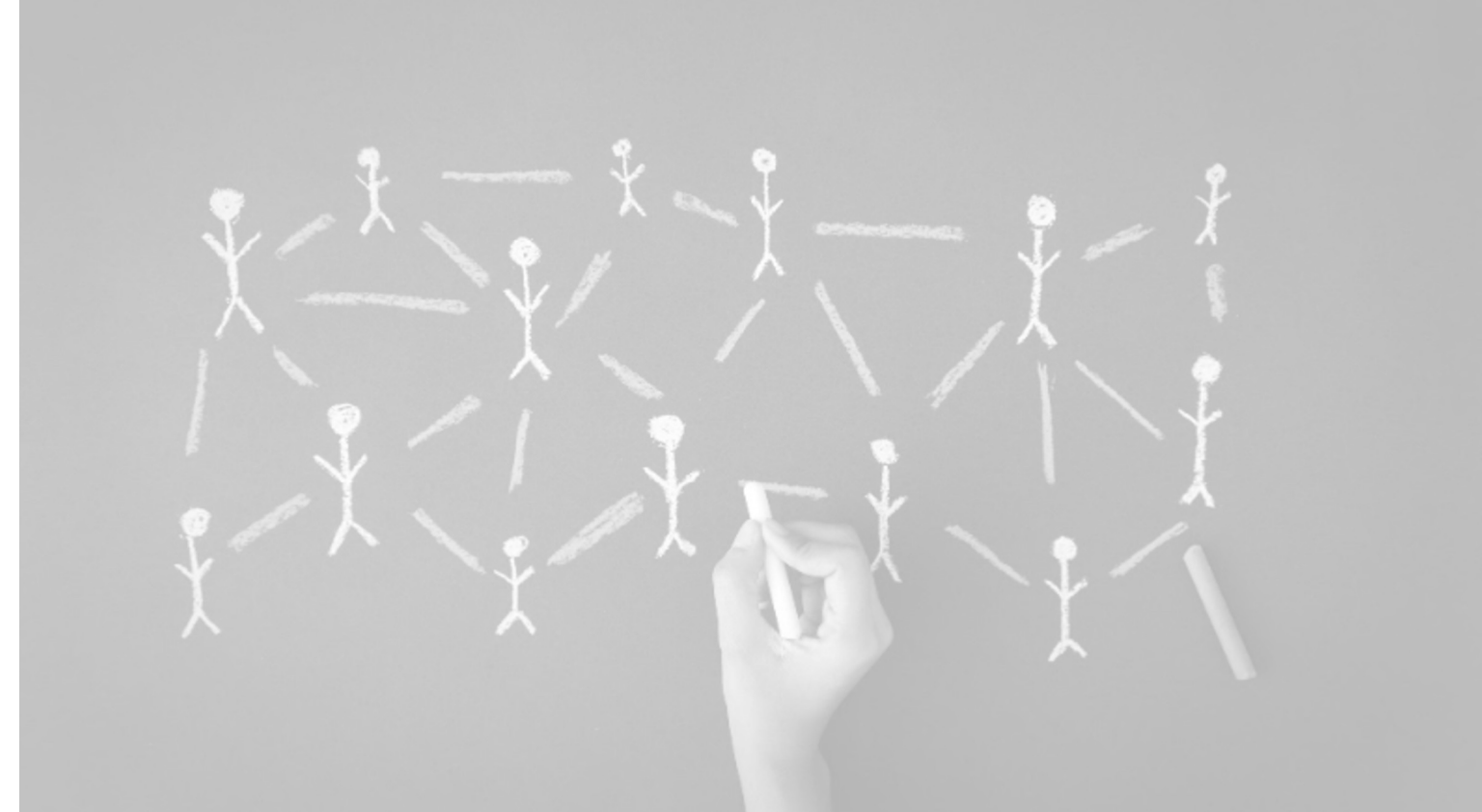
Equity



PERSONALIZATION

Provide the right support to the right person at the right time – at scale







CONTEXT

SPEED



CONSISTENCY



Equality



EQUITY

Equity



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SCALE

CONNECTION



PERSONALIZATION

7 reasons to apply technology in workplace learning



TRUTH 3

there is no one (digital)
ring to rule them all.



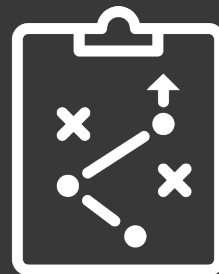


**Knowledge and skill requirements are based on what you do.
How you learn is influenced by **how you work.****



Persona

Technology is just one part of fostering a right-fit workplace learning experience.



Priorities



Experience

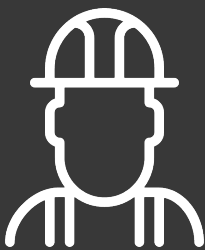


Technology



Content

Experience Layer



Operations Persona



Workflow



BYOD



Comms



Support



Reinforce



Required



Skills



Internal



Partner

ACCESS

ACTIVITY

CONTENT



Corporate Persona



Laptop



BYOD



Skills



Support



Required



Open



Partner

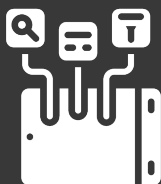


Internal

Digital Layer



LMS



LXP



Micro



Virtual



Author

Capability Layer

Knowledge Sharing

Performance Support

Digital Training

Adaptive

Reinforcement

Compliance

Content Management

Microlearning

Gamification

Reporting

Data Layer



Operational Data



Learning Data

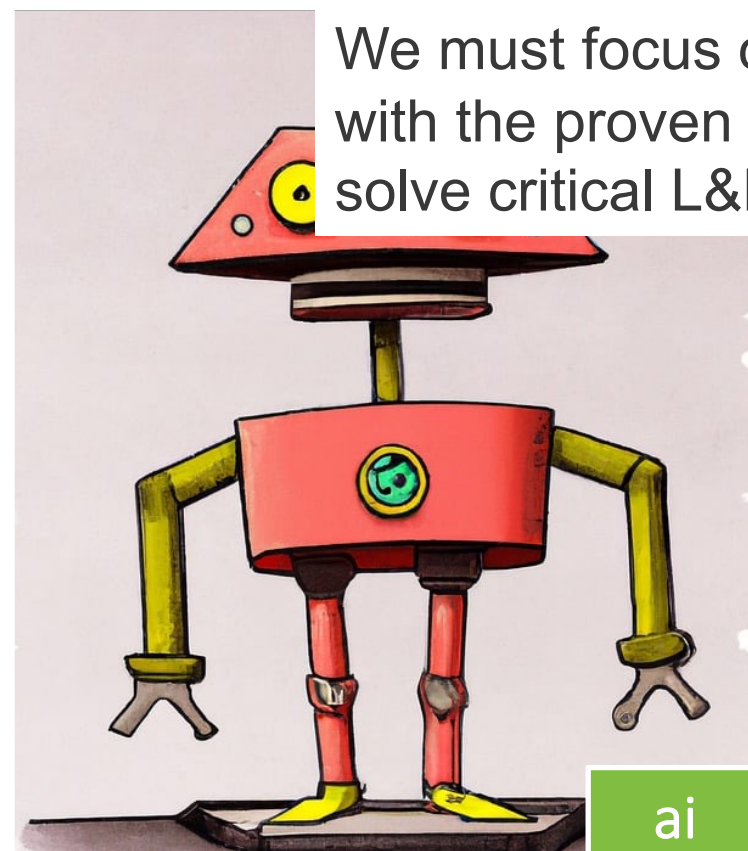
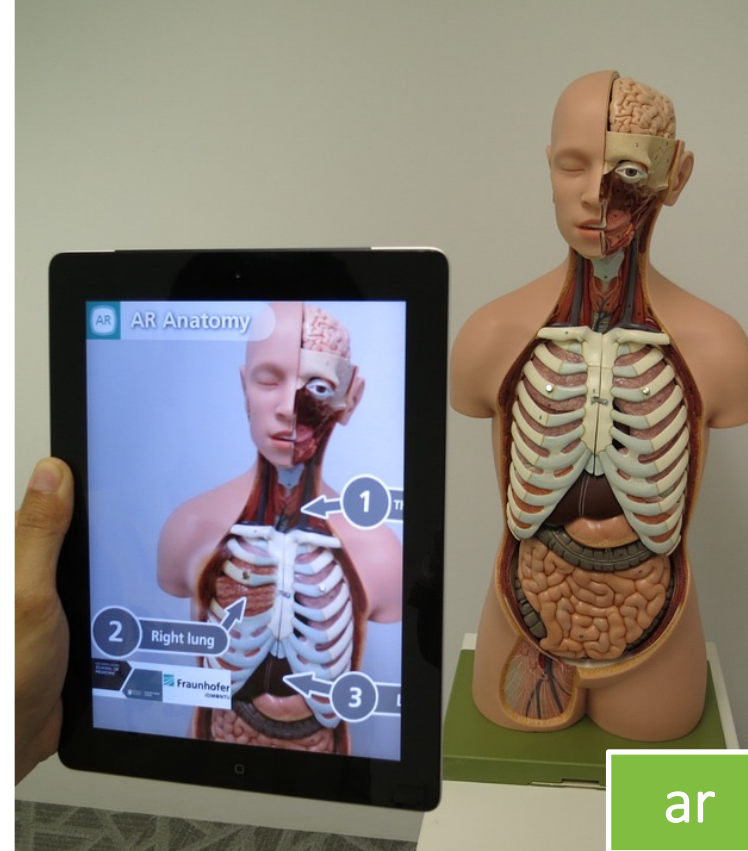
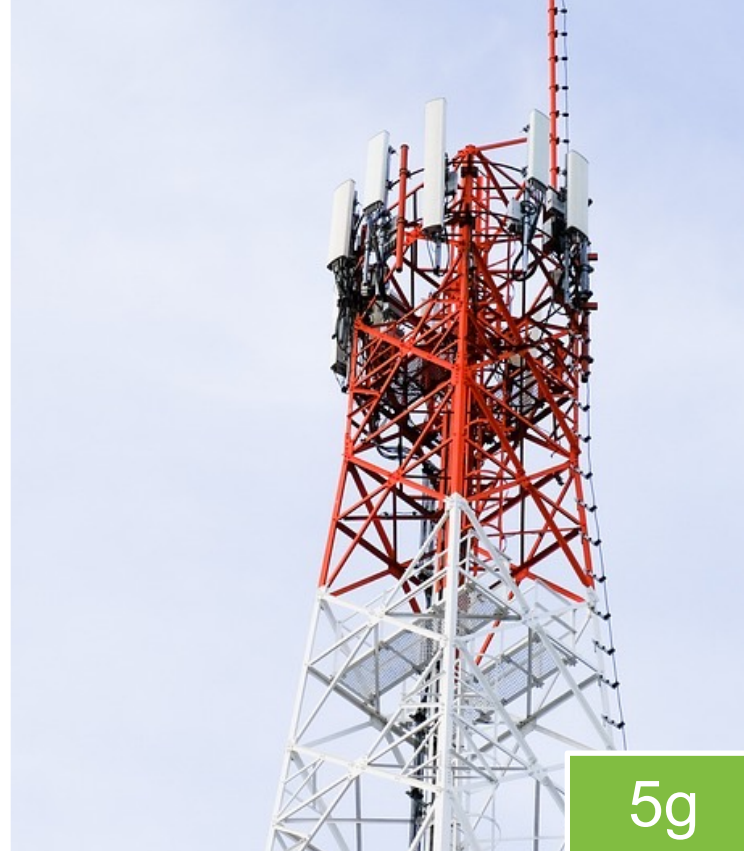
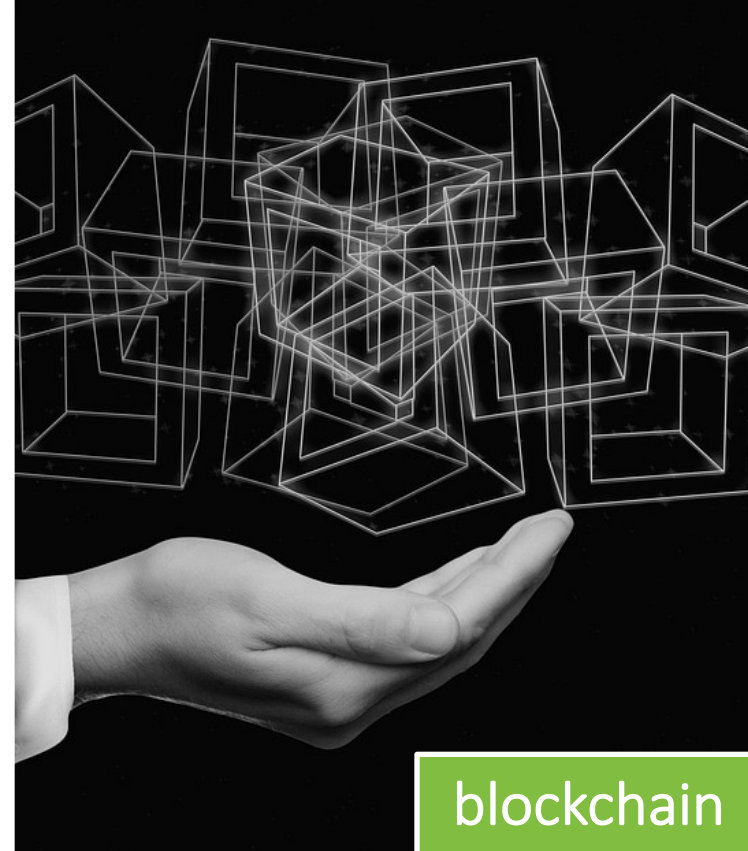


People Data

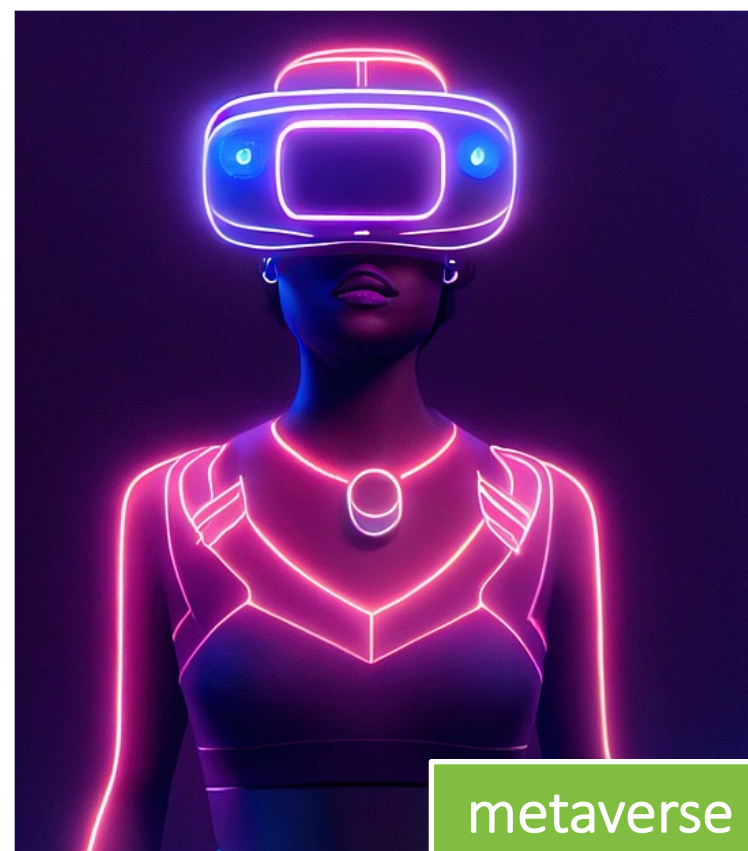
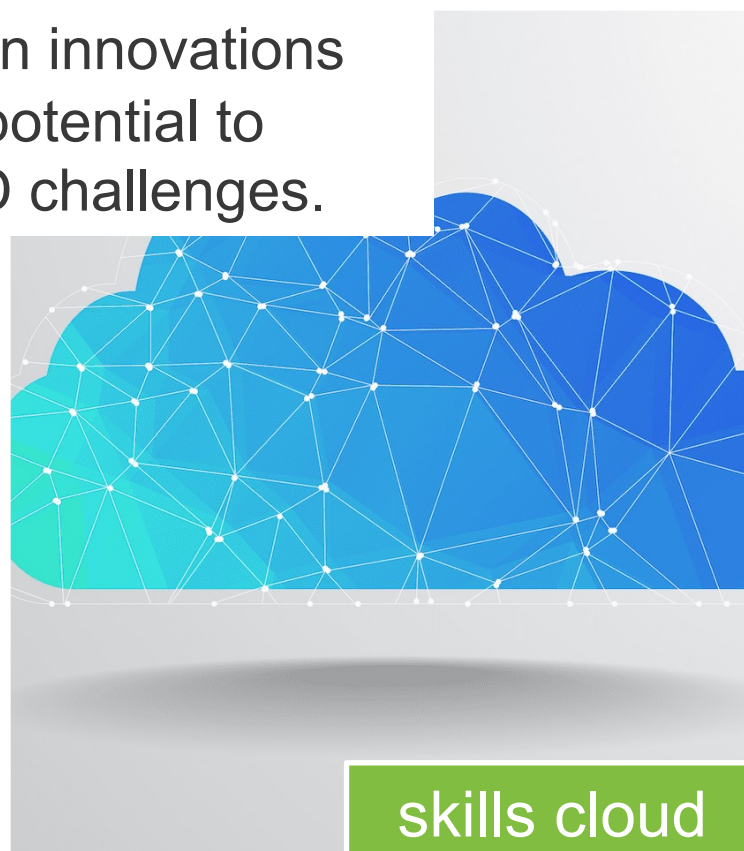
TRUTH 4

you can't go deep
on every trend.





We must focus on innovations with the proven potential to solve critical L&D challenges.



The trend is irrelevant to your strategy and priorities.



ignore

Check in regularly to gauge maturity due to perceived future value.



monitor

Prepare for unavoidable negative impact.



mitigate

Apply within your practices based on proven value.



adopt

Leverage to transform your strategy.



leverage



1) maturity

Is the technology proven?

2) understanding

Do you have the appropriate level of expertise?

3) problem

Are you trying to solve a meaningful problem?

4) potential

Can this tool make a positive impact?

5) readiness

Is your organization prepared for the change?

6) resources

Do you have the capability to implement?

7) regulation

Is there a rule that dictates what you can do?

8) inevitability

Will the decision be made for you?





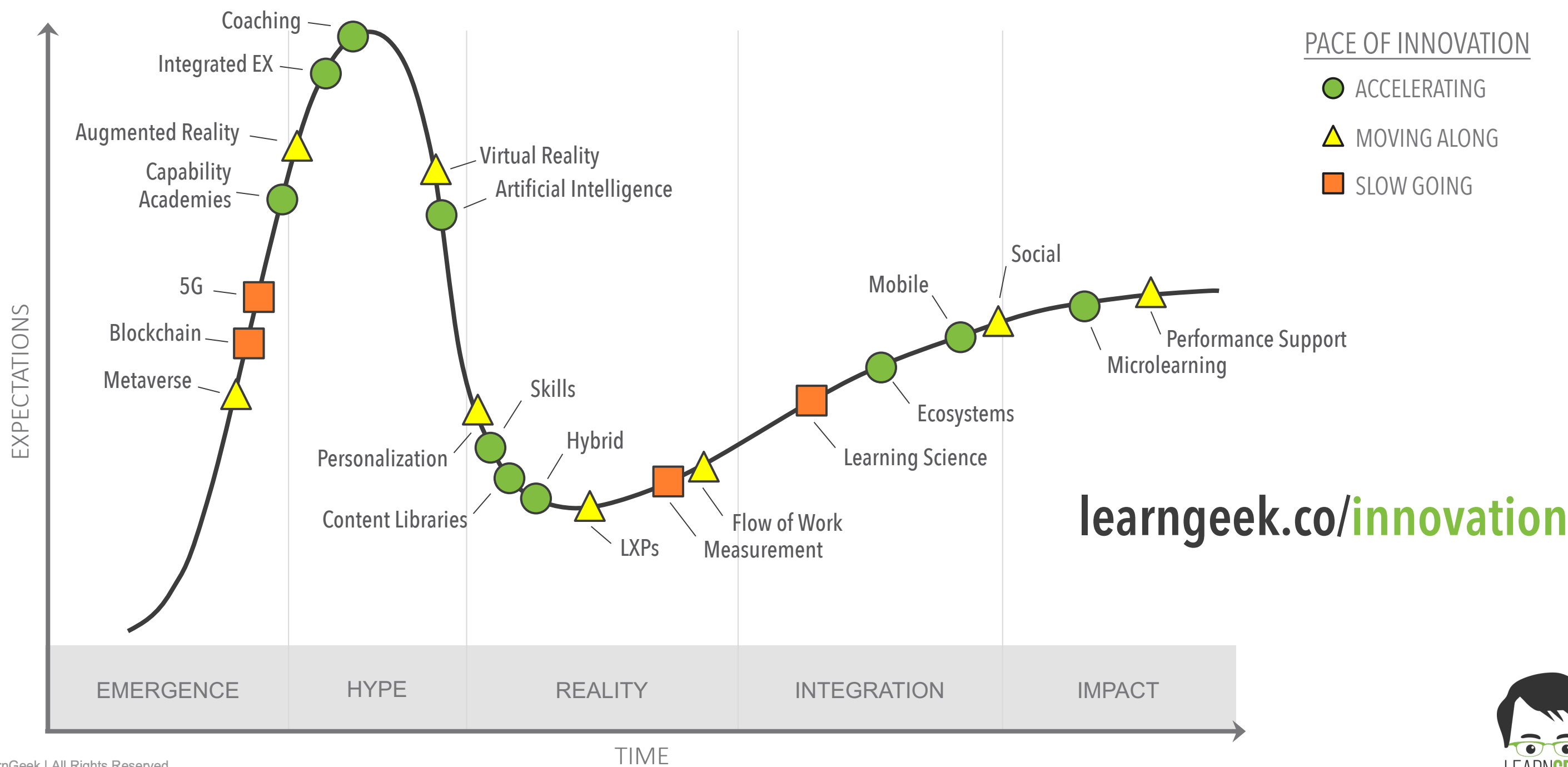
INNOVATION

CYCLE



LEARN**GEEK** INNOVATION CYCLE

Workplace Learning Practices | January 2023



Focus on solving problems.

Learning technology must be implemented for a clear reason (or 7).

Get past the noise.

Dig into technology trends that demonstrate positive business impact.

Take an ecosystem view.

It doesn't have to be "learning technology" to help people do their jobs better.

Build a roadmap.

Plan ahead so you can focus time and resources on continued innovation.

Prepare for the inevitable.

Innovation will not stop because L&D can't catch up.





Thanks Robin Higgins!





The Art and Science of Designing a Learning Technology Ecosystem

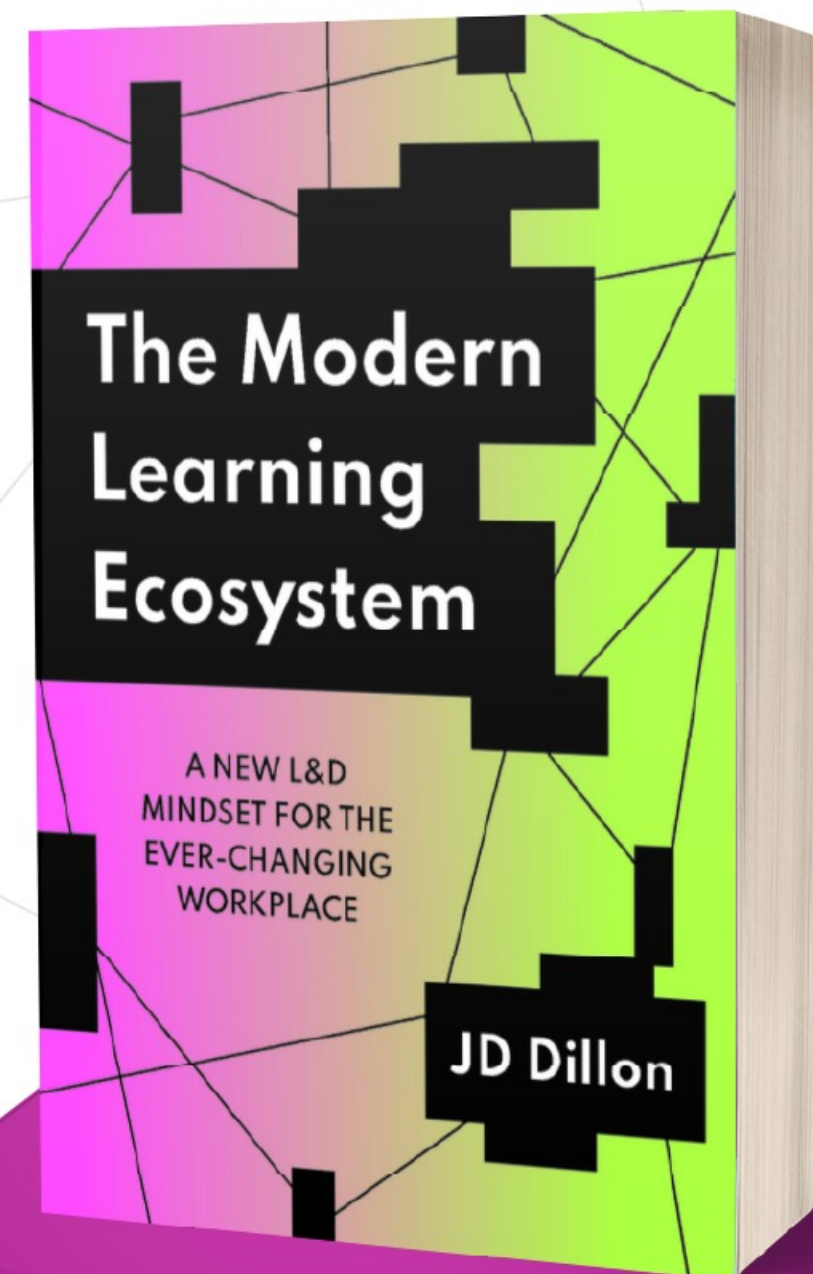
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Be well.