How to Break the Innovation Bottleneck in Learning

March 27, 2018

Presented by Pam Boiros
Learning Advisor, Training Orchestra
p.boiros@training-orchestra.com
Agenda

• Innovation Dilemma and Pitfalls to Avoid
• Implications for Learning
• Tips for Innovation
• Quick Discussion: What is stopping your organization from innovating learning now?
• Innovation Workshop: The Learning Tech Stack Approach
The Innovation Dilemma
Common Innovation Pitfalls

- **Lack of Resources**
- **Misaligned Incentives**
- **Insufficient Insights**
- **Imbalanced Focus**
Managing Innovation

The Innovation Portfolio

- 70% Core
- 20% Adjacent
- 10% Transformational

Harvard Business Review/Google

Ambidextrous Organizations

Harvard Business Review
IMPLICATIONS FOR LEARNING
We know **our workers** are changing...

**BABY BOOMERS**
- Post WWII baby boom, born roughly 1946 - 1964.

**GEN X**
- Born early mid 1960s to early 1980s.

**GEN Y**
- Often called Millennials. Born 1980 to late 1990s.

**GEN Z**
- Born early 2000s and on.

Source: Fosway Group © 2018 Fosway Group, Ltd
We know workers’ *expectations* are changing...

- **69%** Personal & Professional Development
- **64%** Career Progression
- **63%** Utilize the latest technologies
- **62%** Expect Flexible working
- **58%** Progressive & dynamic organizational culture
- **56%** Brand Reputation

*Learning, Talent & the Modern Workforce Fosway Group 2017*
We know work is changing ...

- 45% More often working in diverse teams
- 68% More often working with virtual technology
- 55% Collaboration and social media tools are more often key to working
- 44% Employees work primarily using mobile devices

Learning, Talent & the Modern Workforce
Fosway Group 2017
67%

Because of changes in work, employees increasingly need to learn faster.
Beware The Shiny Object!
HOW TO DO IT
Creating the Space to Innovate

Train More with Less

Free-up Time
- Enhance productivity
- Reassign teams to value-added projects

Free-up Resources
- Reduce costs and free-up budget
- Generate new revenue streams

Lower Risk
- Strengthen your core activity
- Ease integration of breakthrough solutions

Improve focus
- Understand your business
- Focus on highest-impact initiatives
Discussion

What is stopping your organization from innovating learning now?

- **Time** to work on innovation
- **Budget** to try new ideas
- **Accountability** to succeed (or fail)
- **Skills** inhouse to innovate learning
- **Nothing**, we innovate all the time
EXERCISE:

THE LEARNING TECH STACK: AN OPPORTUNITY FOR INNOVATION
What **Learning Platforms** are people using?

**Established / Main Stream**

>60% have used

1. LMS
2. Authoring Systems
3. Portals
4. Analytics & Dashboards

**Niche / Emerging**

35-65% have used

1. Mobile
2. Virtual Classrooms
3. Social Learning

**Specialist / Exploring**

<35% have used

1. MOOCs

Fosway Group: Digital Learning Realities 2017 Research
DIGITAL LEARNING - KEY TRENDS

TOP 5 areas for demand for Learning Platforms

1. Learner engagement (74%)
2. Mobile learning (74%)
3. Social/Collaborative learning (71%)
4. Analytics & Dashboards (66%)
5. Virtual Classrooms (64%)

Top Learning Content most in demand

1. Video (77%)
2. Mobile (76%)
3. Blended Learning (73%)
4. User Generated Content (68%)

Fosway Group: Digital Learning Realities 2017 Research
<table>
<thead>
<tr>
<th>1 Learning Experience Platforms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Degreed, EdCast, PathGather</td>
</tr>
<tr>
<td>SAP Jam, Fuse, Percipio, Cornerstone etc.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2 Program Experience (Delivery) Platforms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intrepid, NovoEd</td>
</tr>
<tr>
<td>EdX, Everwise, OpenEdX, etc.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>3 Micro Learning Platforms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Axonify, Grovo, Qstream, Practice, Rehearsal, etc.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>4 Assessment, VR, Development Tools</th>
</tr>
</thead>
<tbody>
<tr>
<td>Video Authoring, Intelligent assessment, spaced learning, gaming, virtual reality, collaboration, simulations, ...</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>5 Content Libraries</th>
</tr>
</thead>
<tbody>
<tr>
<td>Udacity, Coursera, EdX, Udemy, Pluralsight, SkillSoft, CrossKnowledge, hundreds of others</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>6 LMS Platforms</th>
</tr>
</thead>
<tbody>
<tr>
<td>Traditional: Cornerstone, Saba, SuccessFactors, SumTotal</td>
</tr>
<tr>
<td>Modernized: Workday, Oracle Cloud Learning, Litmos, Intellum, Docebo, others</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>7 Learning Record Store</th>
</tr>
</thead>
<tbody>
<tr>
<td>GrassBlade, Learning Locker, Saltbox, Watershed etc.</td>
</tr>
</tbody>
</table>

Source: Bersin by Deloitte, Deloitte Consulting LLP © 2018 Deloitte Development LLC
The New Learning Technology Ecosystem

**Front office**
Focused on the learner

**Back office**
Focused on L&D professionals

**Learner Experience**
- SharePoint

**Learning Delivery**
- Smart Classroom
- Virtual Classroom
- Cornerstone
- docebo
- LMS
- Corporate MOOCs
- Social, mobile collaborative tools

**Training Resources**
- Resource Provider
- ILT Training Provider
- Training Marketplac
- Content library
- CMS, LCMS
- Authoring
- Adobe
- Informal content

**Training Operations**
- Training Resource Management System
- Assessment & Benchmarking
- Learning Record Store

**Formal Training**
- Company website/Intranet

**Informal Learning**
- Learning Experience Platform

Source: Training Orchestra
© 2018 Training Orchestra, LLC
Poll

What stage are you and your organization at regarding the learning tech stack approach?

A) Learning about this topic for the first time today
B) Actively researching to see if a learning tech stack approach is applicable for our organization
C) Planning on implementing a learning tech stack strategy within the next year
D) In the process of implementing a learning tech stack right now
E) Already implemented and using a learning tech stack
Exercise (15 minutes)

1. Split into groups of about 5
2. With your team discuss the Learning Tech Stack approach and how it applies to your organization.
3. Within the team, choose one of your organizations for the team to focus on.
4. Evaluate the approach, discuss the role of innovation
5. A few teams will share their findings with the group
OPTIMIZE TO INNOVATE
Reminder: Creating the Space to Innovate

Train More with Less

Free-up Time
- Enhance productivity
- Reassign teams to value-added projects

Free-up Resources
- Reduce costs and free-up budget
- Generate new revenue streams

Lower Risk
- Strengthen your core activity
- Ease integration of breakthrough solutions

Improve focus
- Understand your business
- Focus on highest-impact initiatives
We can help: Measuring the impact of optimization

Training Performance Report

calculator.training-orchestra.com
Key Take Aways

1. Optimizing your current operation frees time and resources for Innovation, lowers risk, and helps you focus

2. Innovate where your customers (or future customers) need it; beware of the shiny object

3. Balance your innovation approach. Multiple technologies can augment each other

4. Innovation doesn’t just happen, it’s made
Thank You!

Break the Innovation Bottleneck in Learning

Optimize!

p.boiros@training-orchestra.com
www.trainingorchestra.com