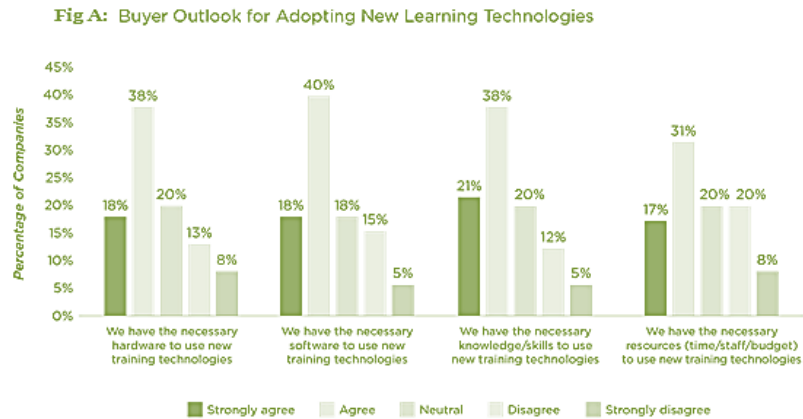


Reimagining Learning and Development beyond Covid-19

Over the past few weeks, COVID-19 has transformed our lives in ways many never had thought possible. The global outbreak has forced business organizations across sectors to establish a “new normal” across function and the workplace learning has been equally impacted. It would be interesting to know how organizations will approach to adopting newer learning methods. One of the studies reflects on their inclinations towards adopting new learning technologies (Fig A).

This is not
the time to
stop
learning—
it’s time to
prioritize it.



Any learning for that matter should be designed and developed as a process and a journey, not just a one-off episode. For effective learning and impact, the post-learning process is just as important as the learning opportunity. The new learning offerings should not be designed to replace formal learning processes, but they should be capable of providing complementary learning that is decentralized and distributed, kept up-to-date, and shall proliferate very quickly based on needs of the organization. Many organizations have been making the move towards virtual and online learning experiences over the years and it is not new, just that it now requires more focused and well developed approach on priority.

How do we embrace the changing environment!

To create a comprehensive learning system and to infuse them to this new environment, a cross-functional response team with members from all relevant stakeholder groups like HR business partners, learning-delivery personnel, IT and platform technologists, and vendors is to be built. A good learning sessions begins with a good participant experience. The session may use technology to keep participants engaged, energized and to simulate the in-person experience as much as possible.

The uptake in virtual delivery also provides learning leaders with an opportunity to enhance the digital experience of employee learners and stay connected.

Learning and development 2020

In today's scenario Learning and development (LEARNING and DEVELOPMENT) professionals continue to gain new responsibilities beyond their traditional role. They are getting involved in required to take more strategic and proactive decisions in planning and developing training programs that is closely aligned with the business objectives and shall ultimately aim at improving organizational performance.

Employees today need more personal and professional training assistance. They tend to stay associated with organization that is capable of building a strong Learning culture and prepare them for current and future roles. Organizations on the other hand are required to reskill and up-skill their employees in line with the changing Business environment. The key trends reflect the broadening role of LEARNING and DEVELOPMENT to deliver effective learning solutions at the speed of change.

Training for Gig economy

There are set of employees who value their flexibility and freedom over the traditional 9-5 Job. This typical set of employees are to be included in the Land D programs as they might not have direct access to Organization's LEARNING and DEVELOPMENT Portal which is available in case of regular full time employees. This set of employees are not direct liabilities to the Organization but their individual performance are critical , therefore making it unavoidable to exclude them from the LEARNING and DEVELOPMENT Programs.

Growing focus on Soft Skill Training

Business practices are getting evolved through automation and artificial intelligence (AI), the future work scenario would make many of the existing job obsolete. There will constant demand for creativity; agile thinking, communication and collaboration skill in the employment market. Gaps in soft skills are not uncommon among roles and across functions. Effective soft skill training shall be the key in days to come.

The Organization might have to deploy series of Training and development sessions as a follow up programs and employees must learn these skills over an extended period of time. Learning and practicing them is going to be the key for an effective outcome.

Data Literacy

There are plenty of data available in the business environment owing to the reporting and analytic techniques. Therefore it is now important that data be studied well and learnt to use it accurately and ethically. Organizations should work towards enhancing their employee's data literacy to outperform their competitors.

Defining LEARNING and DEVELOPMENT role in building leadership culture

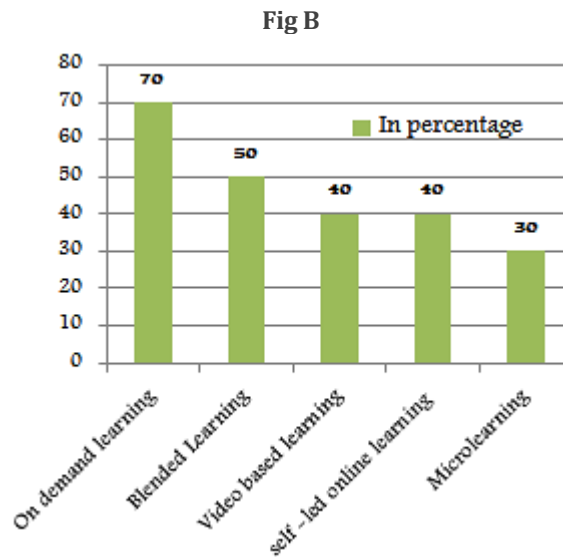
Strong Leadership culture within the organization can maximize employees' potential and encourage creativity and innovation. This may also attract new talents and improve the length of association with the organization.

High Capital investment in learning Experience platforms

Organizations are transitioning to on-demand learning to support employees at the time of need. There are various delivery platforms available to enable learning experience. Organizations are required to invest more in their LEARNING and DEVELOPMENT function for long term sustainable results.

Research shows the trends in usage of Learning methodology as (Fig B) :

New learning technology will continue to dominate and drive the key trends in the coming years



Take mileage from customer learning platform

With technological advancements the learning process has become more interactive. Customers today are more self-reliant in learning how to use a new application with assistance in the form of Chatbots, FAQs, short videos and others. Therefore such guiding tools may help employees in up-scaling themselves with more realistic situations and solutions.

All this also requires an effective monitoring and evaluation process and gradually build evident of business impact it creates.

Conclusion

The learning industry is being disrupted like never before. As an organization it is important to react to it considering it as an opportunity and redefine ideal forms of workplace learning. Using designs and delivery systems to create social, effective and immersive learning solutions will lead to resilient learning solutions.

Reference