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The Future of Learning is Now

Our Presenters Today



Rick Swaleh
Account Executive, Docebo



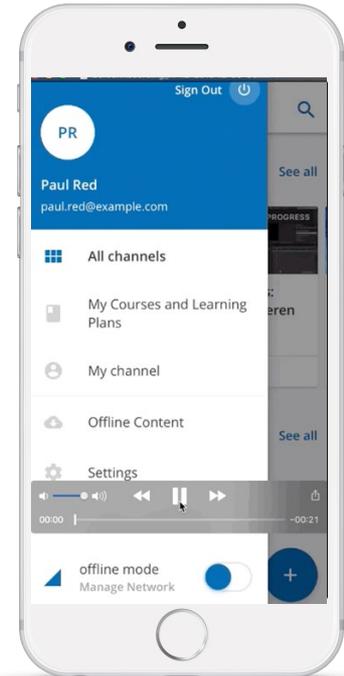
Beryl Oldham
Managing Director, Complete Learning
Solutions

Stay Ahead of The Competition With a Top-Notch Learning & Development Strategy

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4 Trends in Learning And Development

- Social and collaborative tools
- Mobile Learning
- Business intelligence
- Satisfying the needs of multiple learner audiences



How Are Businesses Approaching Innovation?



- My name is Beryl Oldham and I am the Managing Director of Complete Learning Solutions.
- As our name suggests, we provide a complete range of solutions that cover every aspect of organisational learning and development.
- We are proud to partner with Docebo in the APAC Region and we offer sales, service, and administrative and technical support.
- If you would like a copy of these slides after the presentation, please download from <https://www.completelearning.co.nz/resources>

The future of learning is now...

Workplaces are undergoing radical changes in 2020, creating a new normal for both organisations and individuals.

We are in the midst of a massive, fast-paced shift and there will be an enduring impact on work and workplaces. To quote Dianna Vienne <https://www.fastcompany.com/90496811/5-changes-to-expect-in-the-workplace-after-covid-19>, *“Even the word “workplace” suddenly seems obsolete, as the physical location in which we now work has merged with the places in which we eat, sleep, learn, exercise, and play.”*

The implications for L&D teams are immense: their work will need to change to support new business needs as well as individuals who have now enjoyed more flexibility and autonomy in their working practices.

- Jane Hart <https://www.modernworkplacelearning.com/cild/>

The future of learning is now...

Remote working will not go away and neither will remote learning.

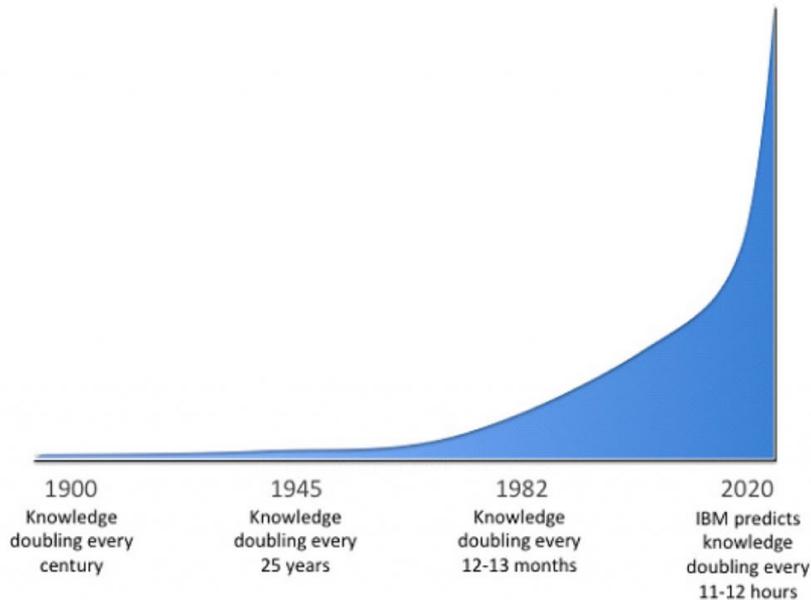
We have a growing skills gap as people struggle to keep up with the pace of change.

Organizations must deliver personalized learning opportunities to address current and future needs.

Corporate learning must be linked to overall business strategy where outcomes equal business results.

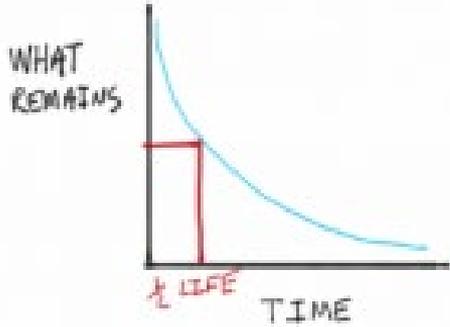
Good learning analysis and design have never been more important.

The growing skills gap...



In his 1982 book, *Critical Path*, futurist and inventor R. Buckminster Fuller estimated that up until 1900 human knowledge doubled approximately every century. By 1945 it was doubling every 25 years, and by 1982 it was doubling every 12-13 months. IBM now estimates that in 2020 human knowledge will be doubling every 12 hours.

The growing skills gap...



But although information itself is growing exponentially, the half-life of knowledge (or facts) is decreasing. Wikipedia defines this as, *"The half-life of knowledge or half-life of facts is the amount of time that has to elapse before half of the knowledge or facts in a particular area is superseded or shown to be untrue."*

Conclusion:

"The faster the pace of knowledge change, the more valuable the skill of learning becomes."

- Shane Parrish, author of *Half Life: The Decay of Knowledge and What to Do About It*

We need to make learning flexible and easy...

So what is the work of L&D in the Modern Workplace?

Jane Hart <https://www.modernworkplacelearning.com/> talks about the 4 D's of learning and how L&D can promote and support them through Directed Learning (*L&D doing things for people to learn from*) and Supported Learning (*L&D helping people to do things themselves to learn*), while encouraging Self Learning (*Individuals doing things themselves to learn*).

1. DIDACTICS (Formal Learning) – Being taught
2. DISCOVERY (Informal Learning) – Finding things out for oneself
3. DOING (Experiential Learning) – Learning from the work
4. DISCOURSE (Social Learning) – Interacting with others

Work of L&D in the Modern Workplace

	<i>Self-Learning</i>	<i>Supported Learning</i>	<i>Directed Learning</i>
	INDIVIDUALS doing things themselves to learn	L&D helping people to do things themselves to learn	L&D doing things for people to learn from
		help INDIVIDUALS/ GROUPS help MANAGERS	CURATE & COORDINATE CREATE
DOING (Experiential Learning)	do the day job establish good working relationship with manager work with a mentor	to reflect (ie to learn from reflecting on doing) to identify stretch assignments/ special projects to manage up to be more of a coach than a boss by supporting informal mentoring	create or curate work-based activities for use on the job create/curate games & simulations use immersive learning technologies:VR, AR & MR
	interact with colleagues	to collaborate, share and learn with others as an integral part of daily work	
DISCOURSE (Social Learning)	attend conference/ networking events build and interact with professional network	to support internal Communities of Practice to develop modern learning skills/ PKM (seek/sense/share)	coordinate internal events: company networking lunch & learns book clubs live chats build learning communities
		to foster learnability to provide time for self-learning to lead the way	
DISCOVERY (Informal Learning)	use Web resources (articles, blogs, PDFs, videos, podcasts) curate, subscribe to new content	to build a daily learning habit	design resources for on demand use/ performance support: e.g videos, podcasts, Text, How-to guide curate new daily content create micro-training (resources/activities)
		to set up individual Development Plans (setting on goals/committing time/etc) to support OTJ training	curate external events (training sessions, conferences, networking) provide an external course library design and deliver f2f/virtual training design and deliver online courses (synch/asynch)
DIDACTICS (Formal Learning)	access and use online courses/ virtual training independently		

So let's deliver personalized learning...

...that can be delivered remotely.

This is where your learning platform comes in, which is more than a traditional LMS. A good learning platform will be the “go to” place where people can find and share information about everything they need to perform well in their current roles and develop for their future roles.

Your learning platform can be designed to host content and allow collaboration in ways that address the initiatives listed in Jane Hart's Modern Workplace matrix.

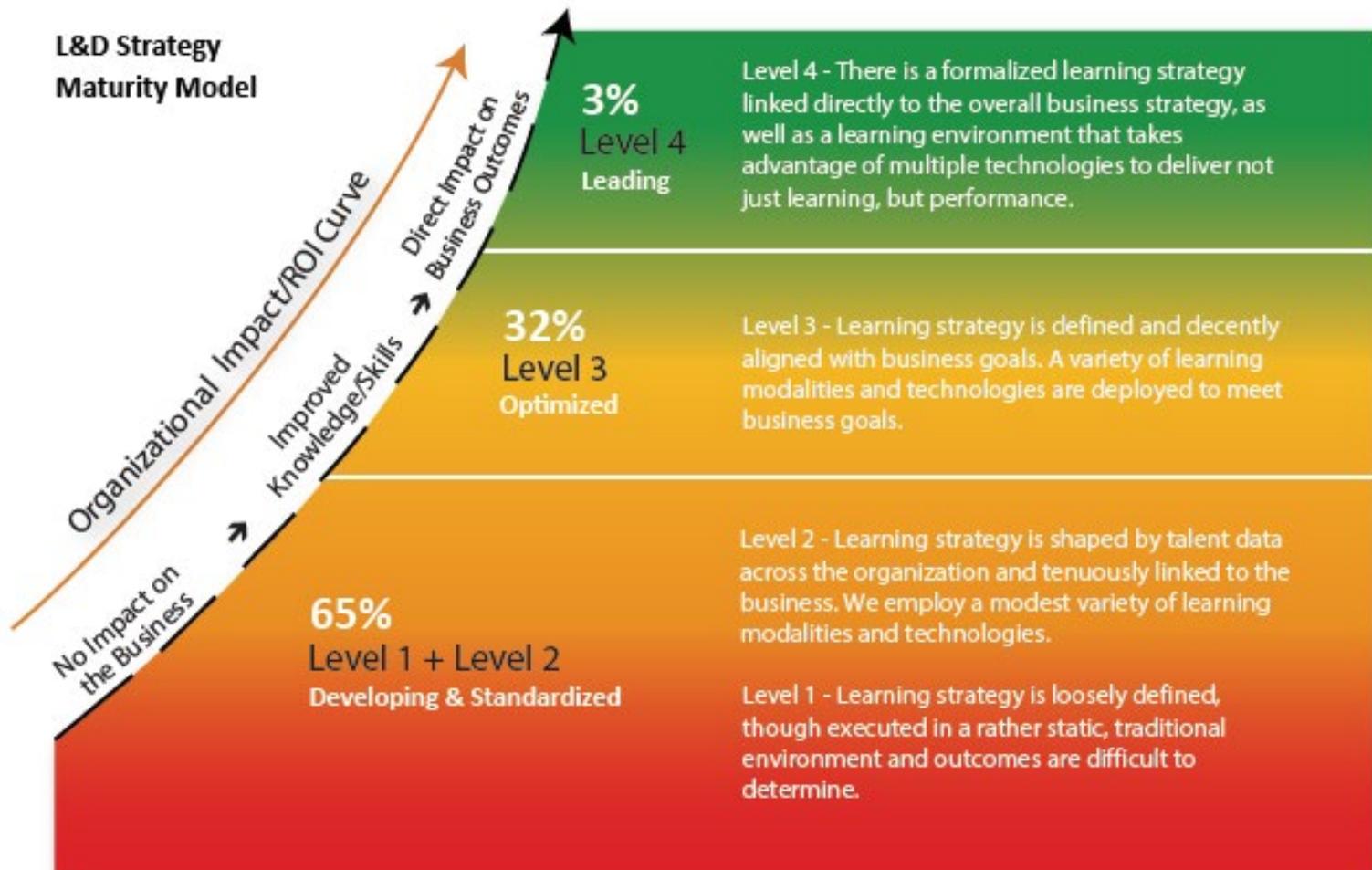
LMS

- Designed for managing training
- Designed for LMS admins
- Formal learning only

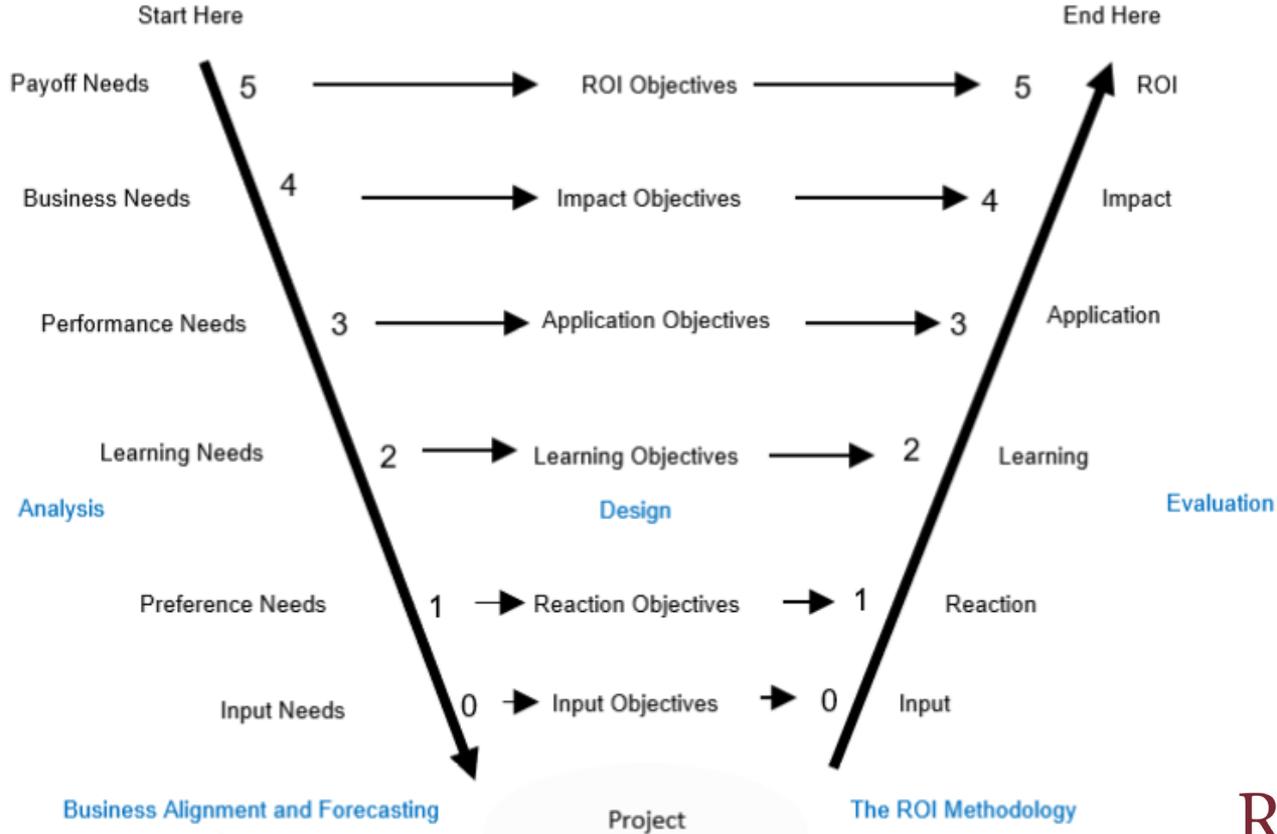
Learning Platform

- Designed for learning experiences
- Designed for learners
- Formal and social learning

L&D Strategy Maturity Model



Business Alignment



ROI INSTITUTE®

Levels of Evaluation	Measurement Focus	Typical Measures
5. ROI	Comparison of monetary benefits from programme to programme costs	Benefit-Cost Ratio (BCR), ROI%, Payback Period
4. Impact and Consequences	The consequences of the use of the content and materials expressed as business impact measures	Productivity, Revenue, Quality, Time, Efficiency, Customer Satisfaction, Employee Engagement
3. Application & Implementation	Use of content and materials in the work environment, including progress with actual items and implementation	Extent of use, Task completion, Frequency of use, Actions completed, Success with use, Barriers to use, Enablers to use
2. Learning & Confidence	Learning to use the content and materials, including the confidence to use what was learned	Skills, Knowledge, Capacity, Competencies, Confidence, Contacts
1. Reaction & Perceived Value	Reaction to the project or programme, including the perceived value	Relevance, Importance, Usefulness, Appropriateness, Intent to use, Motivation to take action
0. Inputs and Indicators	The input into the project in terms of scope, volume, efficiencies, costs	Participants, Hours, Costs, Timing

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ORGANIZATIONAL RESULTS

Dana Gaines Robinson | James C. Robinson
Jack J. Phillips | Patricia Pulliam Phillips
Dick Handshaw

I am sharing this book with you because it is my “bible” when it comes to analysing performance issues and because it will help you stay strategic with your L&D design.



Welcome

docebo

My Profile



Jerry Miles
arturo.mckenzie@mycompany.com

Level:
Super Admin

Occupation:
UX-Designer

Date of Birth:
25 December, 89

Country:
Canada

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Activity Stream

 **Stacy Miller** has been enrolled in course **Consumer Psychology In The Industrial And Manufacturing Equipment Marketplace**

23 min ago

 **Consumer Psychology In The Industrial And Manufacturing Equipment Marketplace**

English

 **Frank Miller** asked:
How can I retain the talent in the organization during a recession and without a dedicated budget?

Related to: [Perform Module 1 - Roles and Skills](#)

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Yesterday at 20:45 76 view

 **Paul Lidgerstone** The way to retain talent is the same in times of recession and in

Learning Platform
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 Retain top talent

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Thank you

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