



Learning to create customer experiences that count

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Europe's #1 HR Analyst

Founded 1996

In-depth corporate research on
Next Gen HR, Talent and
Learning

Analyst & advisory services to
European & International HQ
multi-nationals and corporates

Independent vendor research
and EMEA market commentary



AGENDA

- ▶ A strategic opportunity for customer facing functions
- ▶ How to harness next gen learning tools and technologies
- ▶ Creating learning journeys that impacts performance
- ▶ Make friends with data and show the impact of learning

POLL#1:

What is the main focus on your learning effort?

- ▶ **Building Future Capability and Talent**
- ▶ **Operational Learning**
- ▶ **Enhancing and Developing Performance**
- ▶ **Personal Learning**

Why do companies need
their people to learn
faster than ever before?

THE MODERN WORKFORCE

← 50% →



BABY BOOMERS

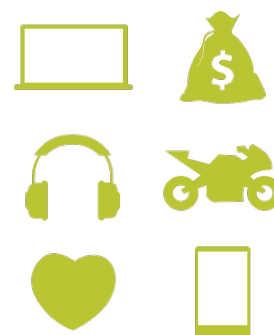
Post WWII baby boom, born roughly 1946 -1964.



GEN X

Born early mid 1960s to early 1980s.

← 50% →



GEN Y

Often called **Millennials**. Born 1980 to late 1990s.

On their way....



GEN Z

Born early 2000s and on.

We know work is changing...

*Learning, Talent & the Modern Workforce
Fosway Group 2017*



45%

more often working in
diverse teams



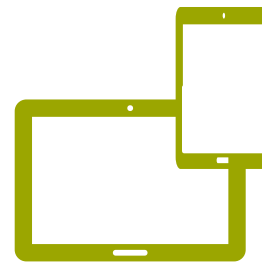
68%

more often working
with virtual
technology



55%

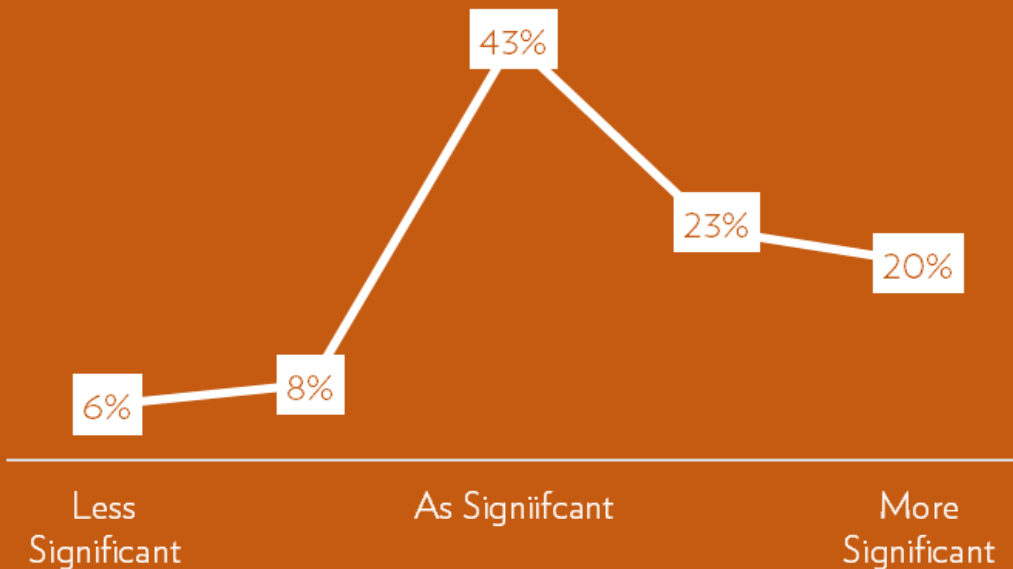
collaboration and
social media tools
are more often key
to working



44%

employees work
primarily using
mobile devices

How significant do you think Skills Gaps will be for your organisation in the future?



87%

see skills gaps becoming as, if not more, significant in the future

**THE WAR FOR TALENT
IS NOT GOING AWAY!**

What organisational priorities are top for your learning activities and programmes?



Specifically - what issues are you solving?



Burning Platforms

What is destroying you now? What will kill you if you don't resolve it - both fast & slow burning issues.



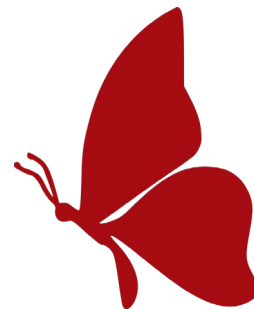
Grow & Shape

What needs to be nurtured or changed to grow and shape your operations to make them more effective.



Monsters

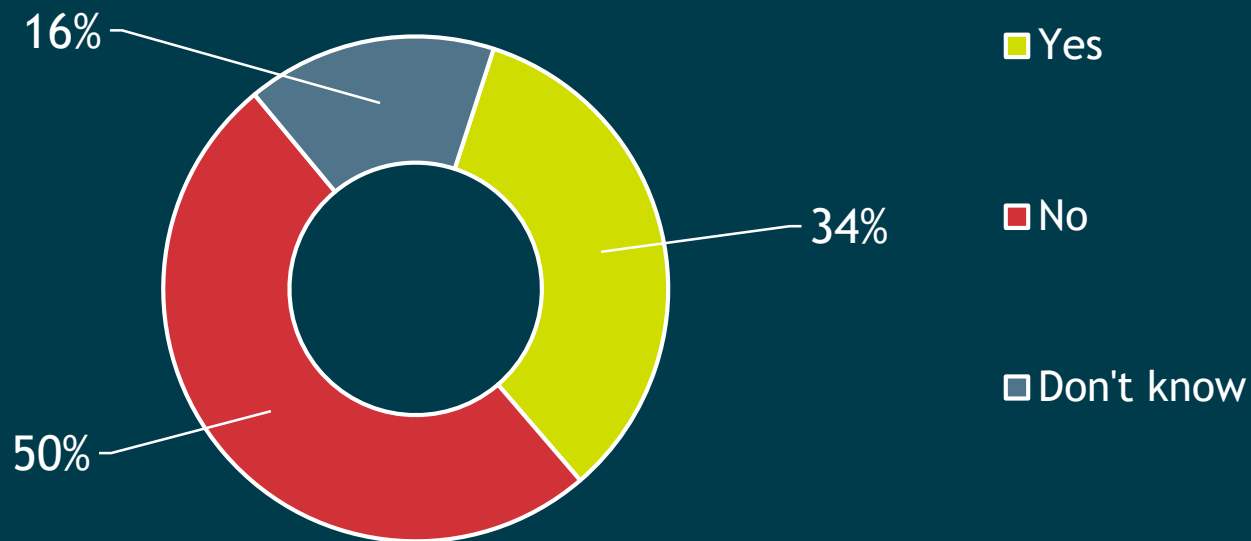
What's going to eat you if you don't do something about it.
What do you need to arm yourself with to defeat it?



Metamorphosis

What's completely different thing do you need to become if you want to survive and thrive in the future?

Do you think your current learning platforms are fit for the modern workforce?



*Digital Learning Realities
Fosway Group 2019*



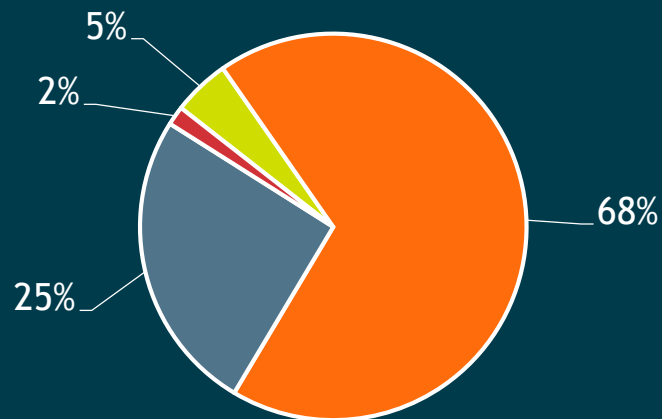
What to consider when creating a modern learning ecosystem?

How do you build a Digital Learning ecosystem which is fit for the modern workforce?

POLL #2: Where is your organisation in its journey with digital transformation of learning?

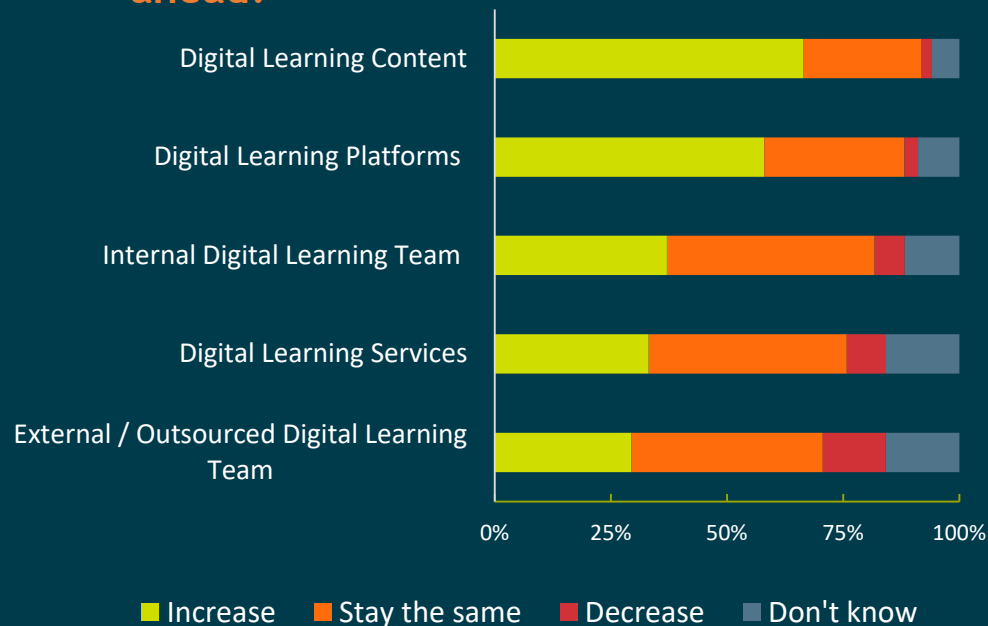
- ▶ Completed
- ▶ In Progress
- ▶ Planning
- ▶ Not Applicable

Where is your organisation in its journey with the Digital Transformation of Learning?



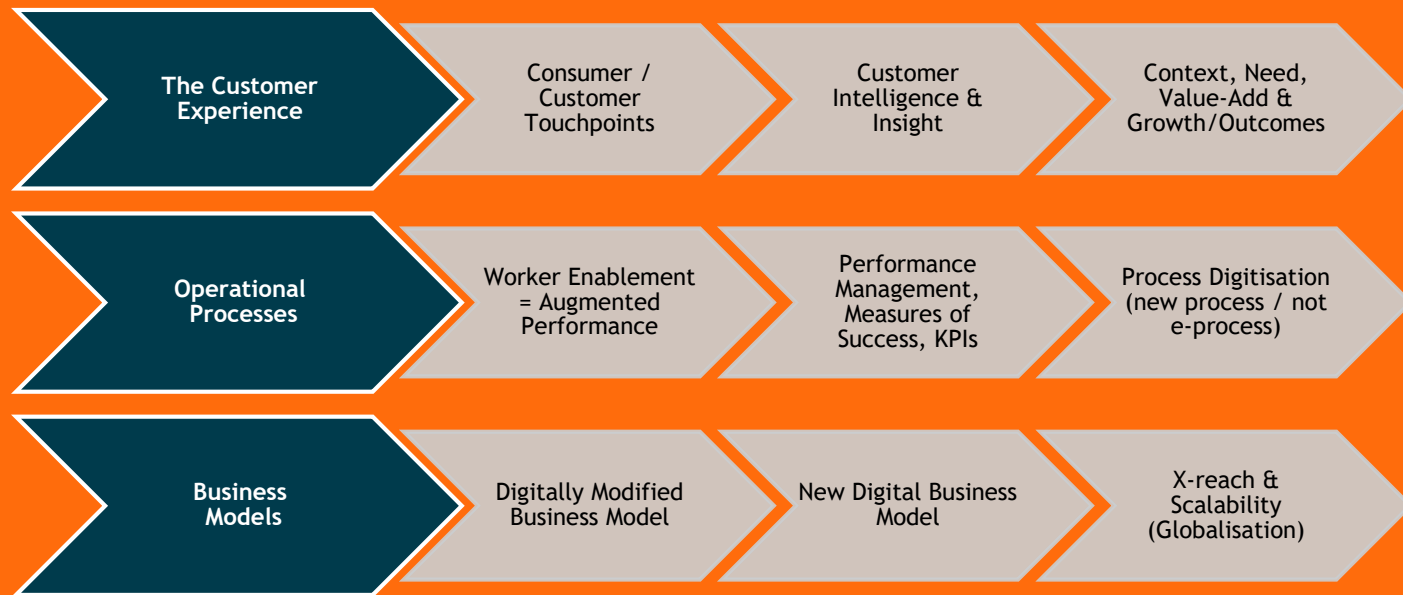
■ Completed
 ■ In progress
 ■ Planning
 ■ Not applicable

How do you expect your investment in digital learning to change over the year ahead?



■ Increase
 ■ Stay the same
 ■ Decrease
 ■ Don't know

A DIGITAL TRANSFORMATION of...



How can learning transform customer experiences?



1. A Way of Thinking!



2. How you change the Learning Experience, Working Processes & Operating Model

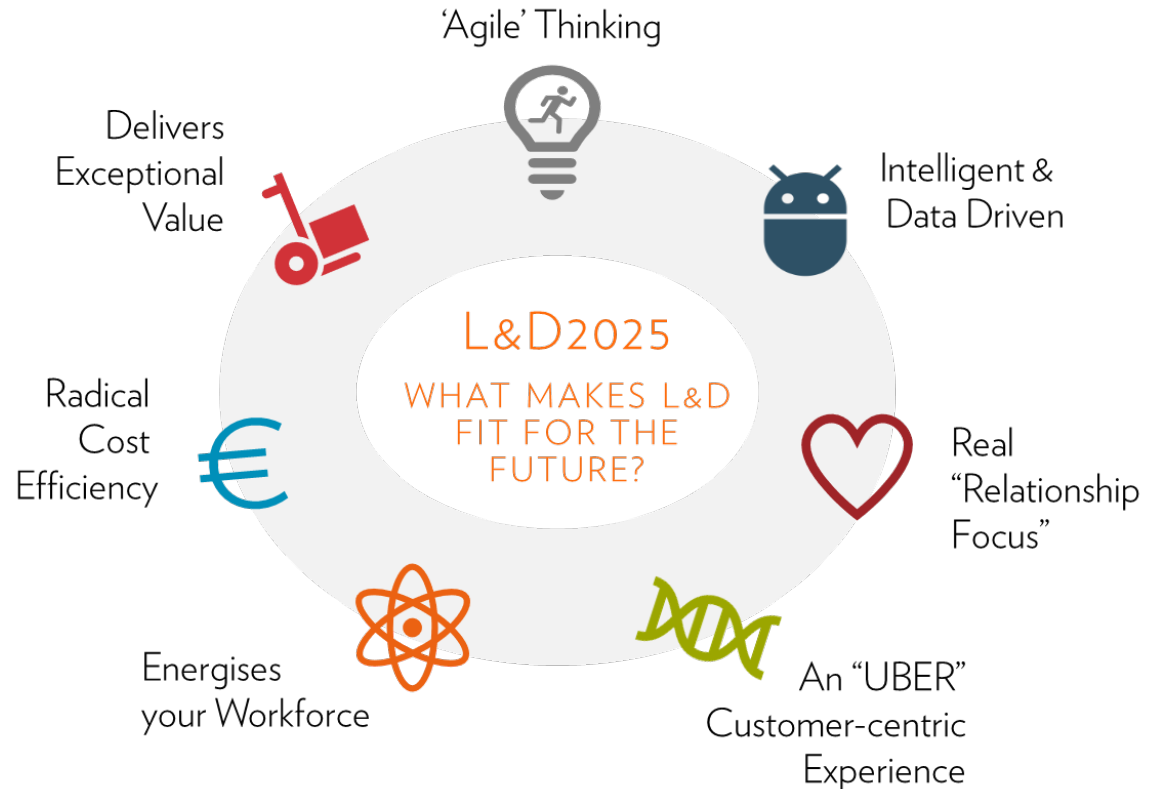


3. Maximise *Value Add*



A WAY OF THINKING!

Successful digital
transformations
are multiple
combinations of...



Diversify how you support learning

The biggest shift over the past 10 years has been to take learning closer to the workflow.

There is a consistent trend to moving learning to the workplace and looking to make it more social - collaborative.

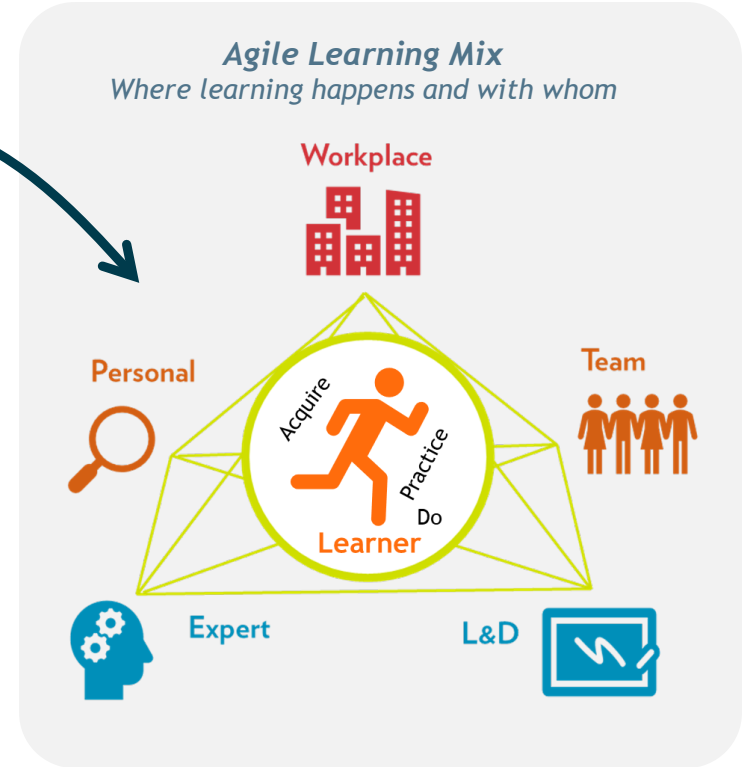




Moving learning from being ILT to an **AGILE Learning Mix**

... that puts learners at the centre and the destination is ultimately learning in and from the workplace ...

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The truth is that ...
“The big challenge for L&D is not about forgetting curves - it’s about supporting people in continuously improving and building their expertise and effectiveness”

Which accounts for the weakness in focusing on **performance outcomes**

POWER CONTINUOUS Learning Cycles

Measure = How well I doing ? Am I on / off target?

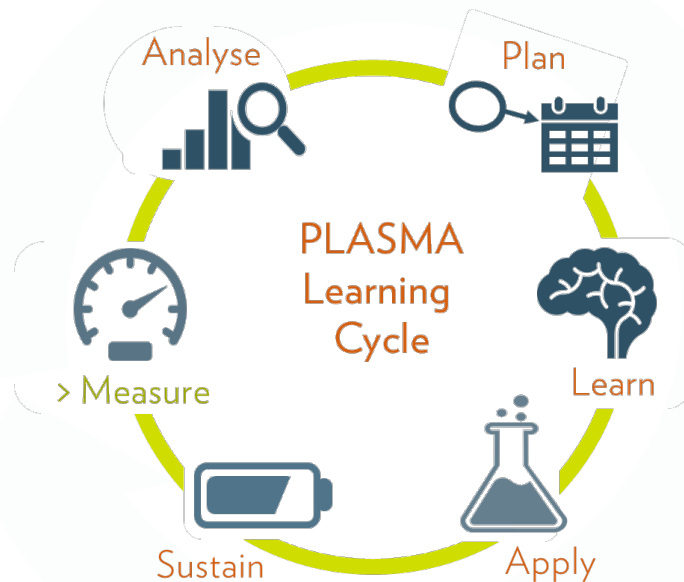
Analyse = Where should I be going next?

Plan = What needs to happen, when, to get me to where I need to be?

Learn = How can I learn the knowledge, develop that skill, build mastery & proficiency? (Acquire, Practise)

Apply = How am I using my learning to improve my performance? (Do)

Sustain = What am I doing to consistently achieve the best performance? (Be)



PROVIDE RICH LEARNING SOLUTIONS

*What is your **MANIFESTO** to support **FRONT LINE** Learners?*

Digital Learning - Top Growth Areas

*Digital Learning Realities
Fosway Group 2019*

Content

Blended learning (74%)

Video (74%)

User-generated (64%)

Microlearning (59%)

Performance Support (56%)

Learning Platforms

Analytics (75%)

Social/collaborative (70%)

Virtual Classrooms (68%)

Authoring systems (61%)

Learner engagement (53%)

LXP (44%)



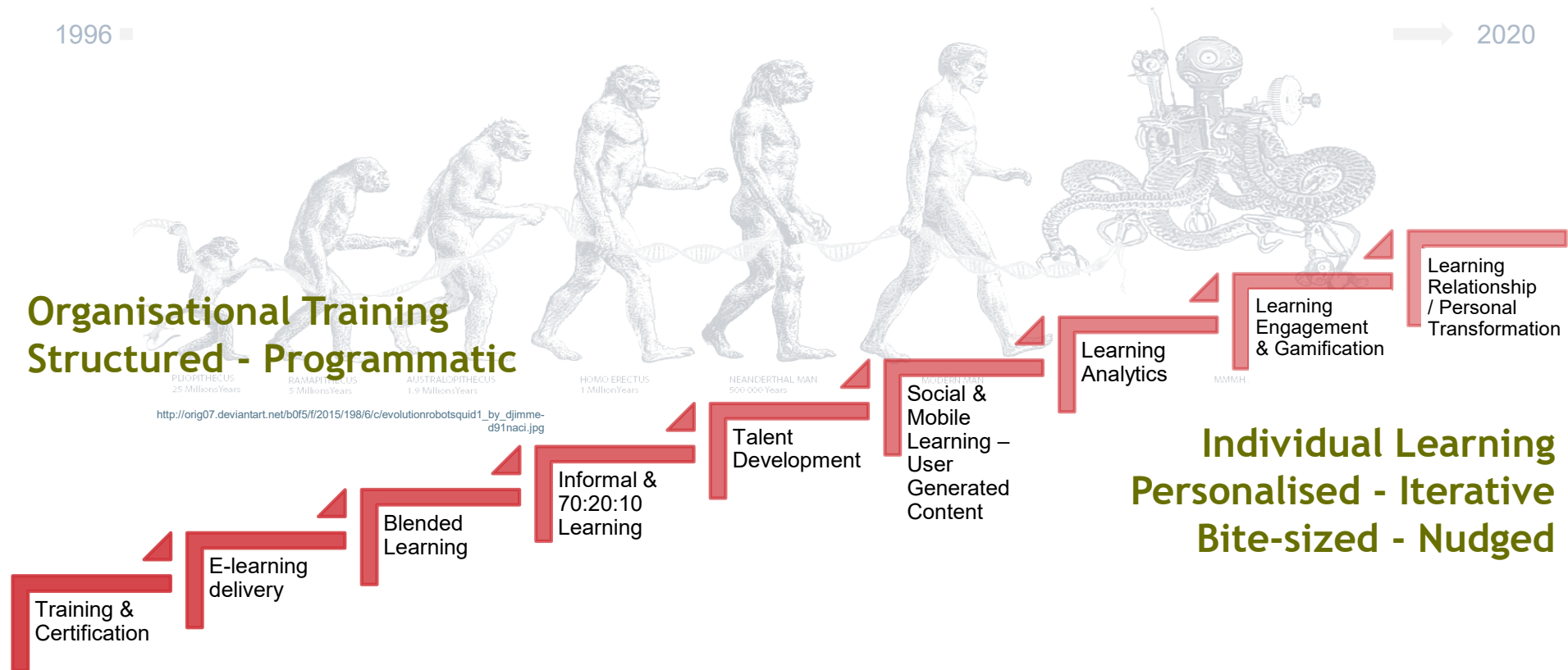
The Evolution of Learning Strategy & Solutions

1996 ■

→ 2020

**Organisational Training
Structured - Programmatic**

**Individual Learning
Personalised - Iterative
Bite-sized - Nudged**



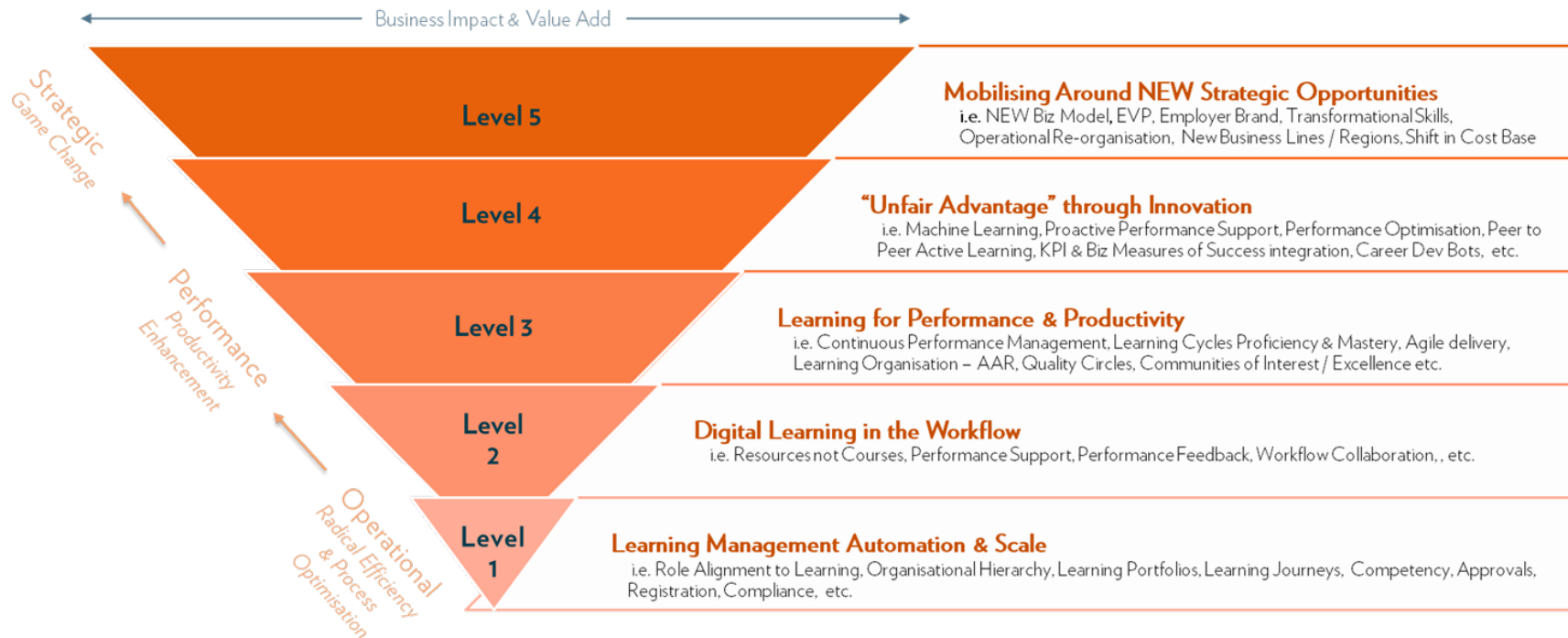


Practical ways to create learning journeys that help your people and their performance/speed to competency

How can we power faster, more flexible and more valuable learning for our people?



The Secret Sauce of L&D - Adding value and proving your value add

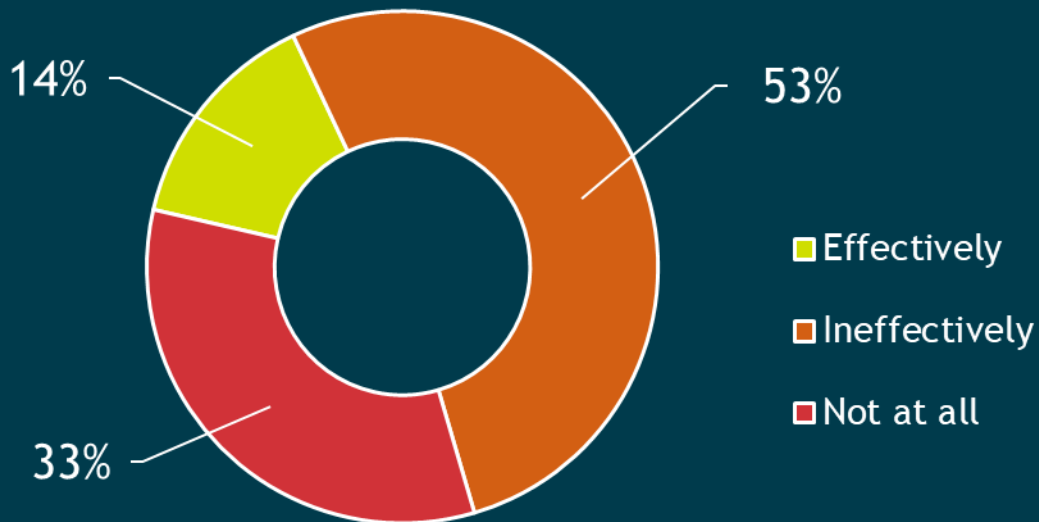




Even if you focus on
the right things how do
you show how much
value you've added?

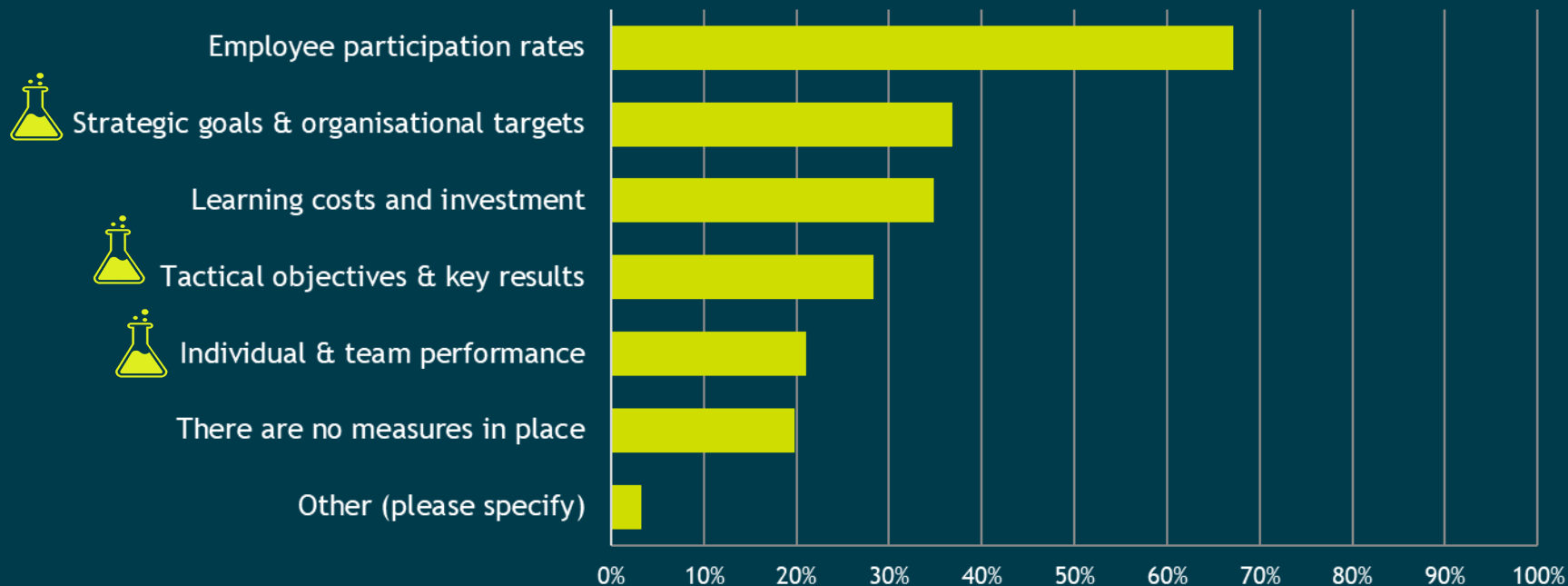
How effectively does your organisation measure the impact of digital learning today?

*Digital Learning Realities
Fosway Group 2019*



What measures do you use to provide the impact and value of digital learning in your organisation?

Digital Learning Realities
Fosway Group 2019





Showing impact against the Bottom Line **MATTERS** but for most it is hard to do!



What organisational priorities are top for your learning activities and programmes?



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