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Steering Your Learning Strategy Through Volatile Terrain

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Introductions

Working with you side-by-side, every day

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Session Objectives

1 What does the volatile terrain look like?

2 How strong are L&D foundations?

3 What responses can work best in volatile times?

4 What about the impact of AI in L&D functions?

5 How can we work most effectively with suppliers to innovate and refresh our approach?

What Are the Most Important Sources of Disruption for Learning Leaders?

External Factors

Energy Security

Digital & Agile Transformation

Sustainability

?

Pandemic Disruption & Recovery

Economics Inflation / Stagflation

Armed Conflict

Artificial Intelligence (AI)

Internal Factors

Skills Availability

Individual Identity and Fulfilment

Multi-Generational Workforce

Flexible Work and Hybrid Working

Digital Fatigue

Comms Overload

GP

From Old to New: Can Traditional Learning Approaches Respond Satisfactorily?

Traditional L&D approach

- "Design and Deliver" structure
- Program delivery focus
- Content availability and consumption
- Systems led experience

Solution needs

- Intelligence led
- Flexible
- Responsive
- Personal
- Data rich
- Integrated

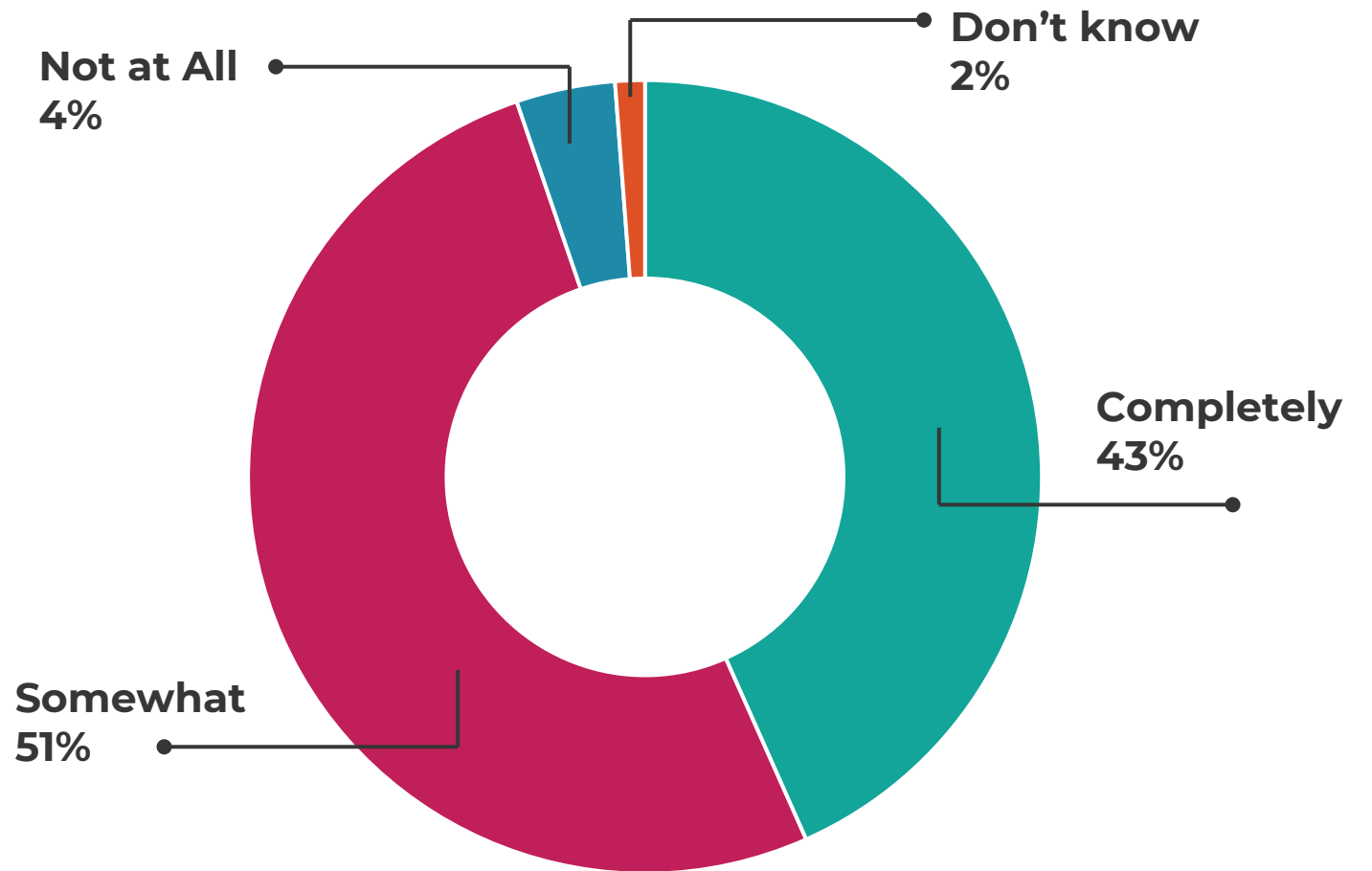## Top people initiatives to help future proof organizations

1. Skills / capability bridging and enablement
2. Empowering ALL talent and liberating ALL potential
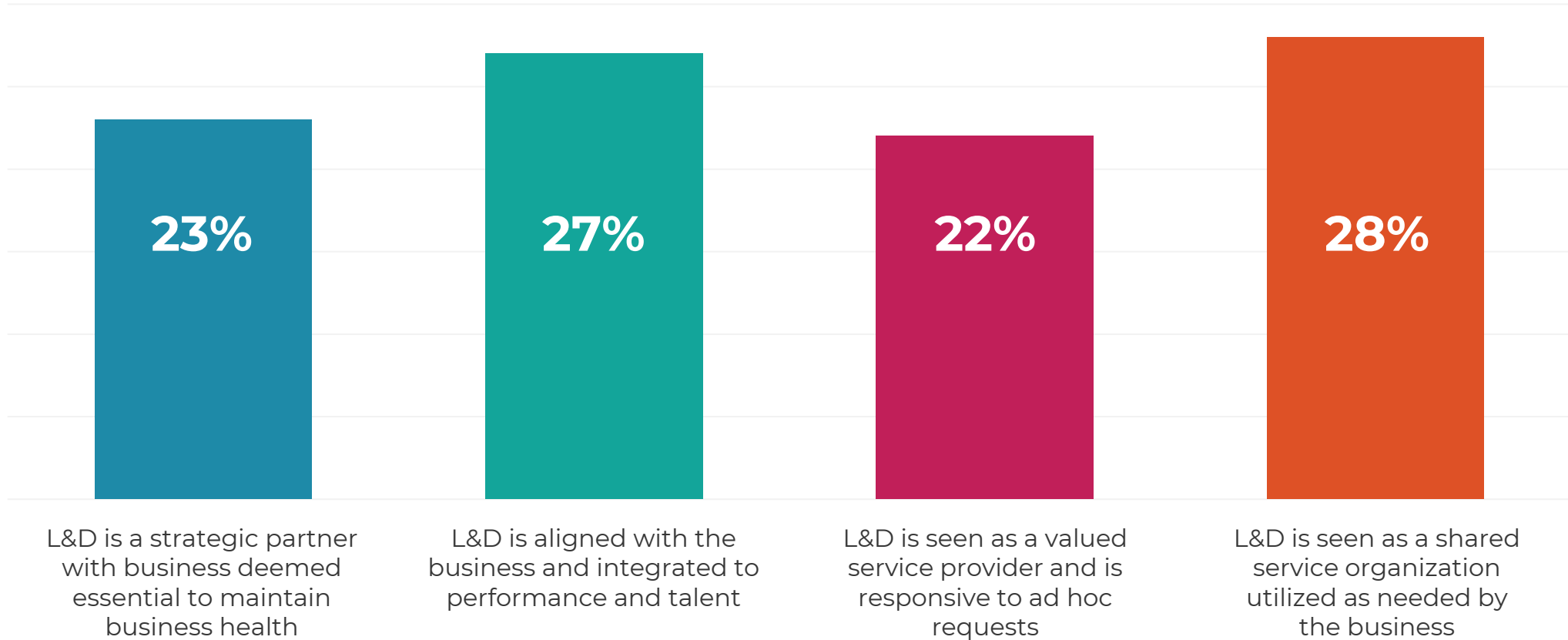3. Lifelong learning and resilience

Does your C-Suite see learning and people development as central to the success of your organization?

- **Completely**
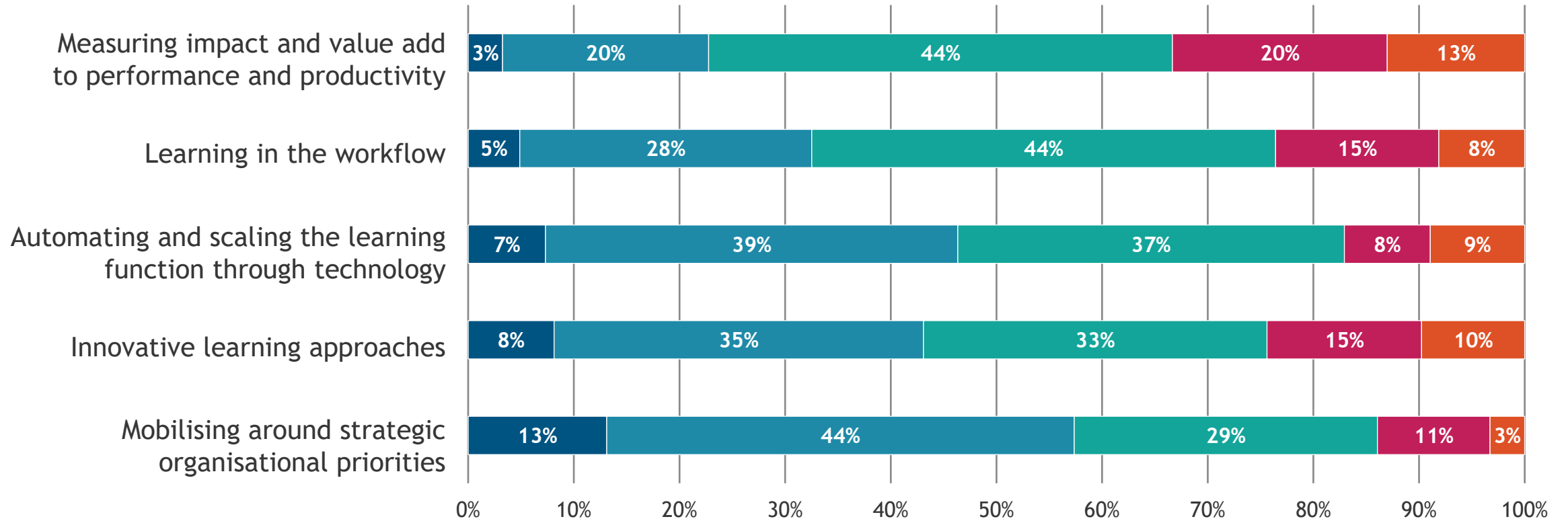
- **Somewhat**

- **Not at all**

Does Your C-suite See Learning and People Development as Central to the Success of Your Organization?

Don't know 2%

Not at All 4%

Completely 43%

Somewhat 51%

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How is the Learning Function Perceived Within Your Organization?

23% — L&D is a strategic partner with business deemed essential to maintain business health

27% — L&D is aligned with the business and integrated to performance and talent

22% — L&D is seen as a valued service provider and is responsive to ad hoc requests

28% — L&D is seen as a shared service organization utilized as needed by the business

MBIL Survey Report 2023

How Advanced Is Your L&D Function in Executing:

Measuring impact and value add to performance and productivity: 3% | 20% | 44% | 20% | 13%

Learning in the workflow: 5% | 28% | 44% | 15% | 8%

Automating and scaling the learning function through technology: 7% | 39% | 37% | 8% | 9%

Innovative learning approaches: 8% | 35% | 33% | 15% | 10%

Mobilising around strategic organisational priorities: 13% | 44% | 29% | 11% | 3%

Digital Learning Realities 2023

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How much do you think generative AI will change your organization in the next 3 years?
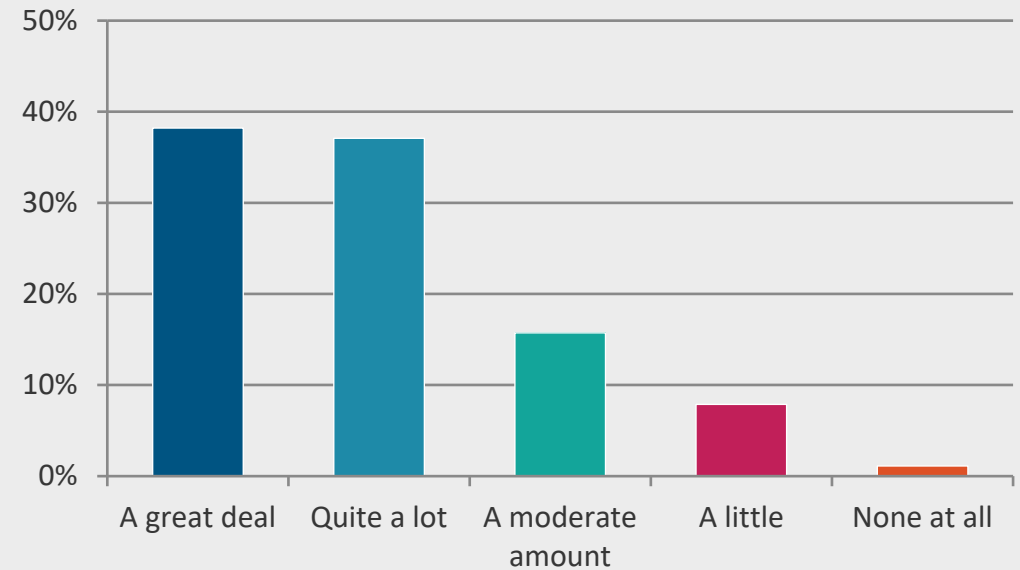
- **Little to none**

- **Some**

- **On the edge**

- **A profound amount**

Impact and Expectations of AI in L&D Functions

How much is AI impacting your L&D function today?

Bar chart values:
- A great deal: ~9%
- A lot: ~22%
- A moderate amount: ~37%
- A little: ~18%
- Not at all: ~14%
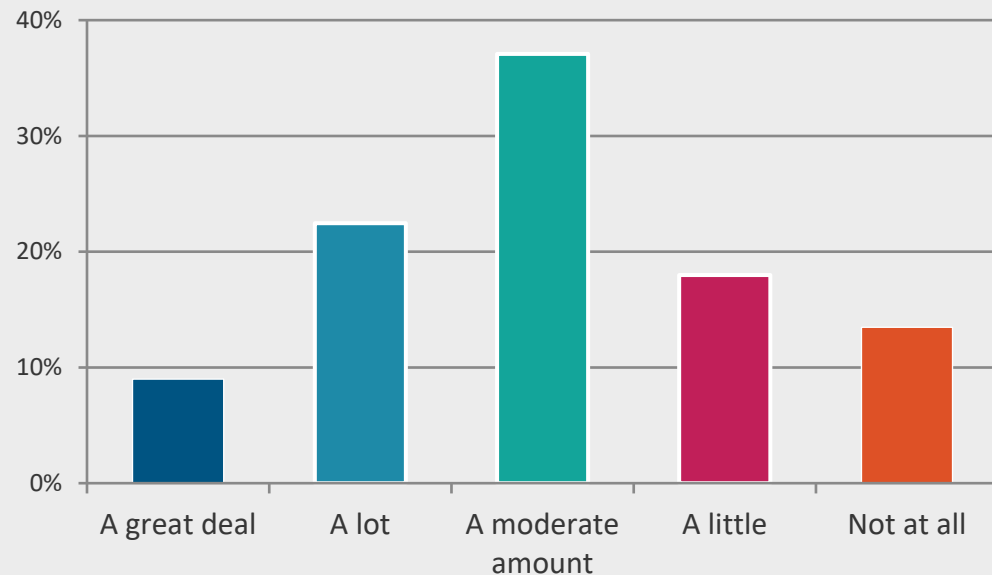
How much impact do you think AI will have on your L&D function in a year's time?

Bar chart values:
- A great deal: ~38%
- Quite a lot: ~37%
- A moderate amount: ~15%
- A little: ~7%
- None at all: ~1%

The Evolving Digital Learning Customer Mindset

More of...

Service Partnership

- Application of solutions
- Lifetime value
- Pain points and inefficiencies
- Partner selection
- Product management
- KPI analysis

Less of...

Transaction Buy

- Requirements and features
- Budgeted costs
- Non-functional requirements
- Transactional demands
- Systems administration
- Data management

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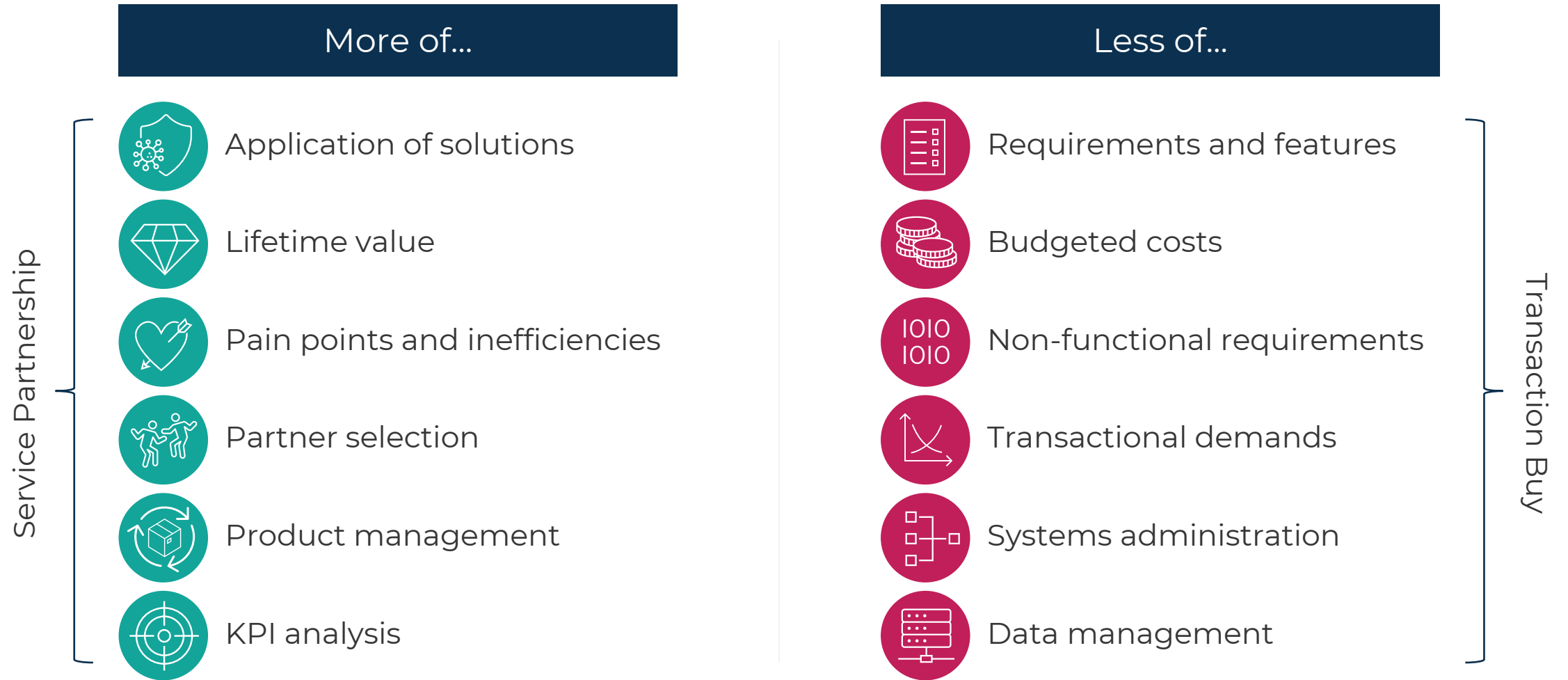
Questions and Comments?

Thank You

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Part of Learning Technologies Group plc

Innovation Beyond Technology – Where Else Should We Look?

Neuroscience

Behavioral science

Design thinking

Others...