L&D

INNOVATION & TECH FEST

COMMUNITY SNAPSHOT

The biggest challenges, concerns and topics of interest to the HR Innovation & Tech Community

INTRODUCTION

Eventful People has specialised in developing communities of common interest for business and IT professionals for over a decade in South Africa. Each year, Eventful People embarks on a unique research project, including a series of round table discussions with customers from over 30 organisations, from which we establish what the common challenges, concerns and areas of interest are currently in the L&D community

This snapshot is a summary of the discussion points that are most pressing to those working in L&D in South Africa. The themes identified in this research inform the agenda for the L&D Innovation & Tech Conference, taking place in August 2023.

THE EVENTFUL RESEARCH PROCESS

Our unique research process ensures pure and accurate information is generated through debate and discussion among the community. Themes that emerge from the research groups are used to build the agenda for the L&D Innovation & Tech Fest conference 2023. L&D Innovation & Tech will demonstrate how L&D is being enabled by technology through a combination of case studies, thought-leader presentations, discussion groups, product demos and interactive panels, all based around the key topics in this report.

01 Months of in-depth research > **02** Hot Topics defined by round table discussions > **03** Most pressing topics chosen for community snapshot > **04** Agenda curated using Hot Topics as a blueprint

TABLE OF CONTENTS

UPSKILLING & RESKILLING

Upskilling and reskilling your workforce can help your employees prepare for the future and help your organization overcome skills gaps in order to meet business goals. The impact of VUCA (Volatility, Uncertainty, Complexity and Ambiguity) on a global, local and business level continues to reshape our working world. Business leaders have the unique, and essential, opportunity to reimagine how work gets done, reshape the workforce and empower people in their individual working environments. With the increased workload and rapid change in both technology and economy, how can we better support upskilling and reskilling efforts?

Key Focus Areas
- Understanding the difference between upskilling and reskilling and how they work together.
- Conveying the upskilling and reskilling value proposition and ROI.
- Keeping up with the exponential rate of skills dying and being born.
- Where to begin with upskilling & reskilling initiatives?
- Building comprehensive and individualized training plans.
- Effective use of Capability Modelling.
- "Just-in-time" performance support resources.
- Insights into the power of knowledge sharing platforms.
- Embracing the concept of "cross-skilling".

EMBRACING INNOVATION & TECHNOLOGY IN L&D

As a result of ever-evolving innovation and technology, the roles and responsibilities of learning and development is constantly changing. We've seen a flood of AI-powered learning products entering the market in recent years. The Internet of Things (IoT) and other emerging technologies such as virtual reality, augmented reality, and cloud computing all help to support workplace learning in some rather innovative ways and, indeed, digital technology is enabling a lot of the transformation. As much as technology is enabling the L&D function, it is also significantly complicating L&D efforts on multiple levels.

Key Focus Areas
- Practical use cases of immersive learning technologies: Gamification, Microlearning, Virtual, & Augmented Reality.
- How to select and evaluate learning technologies
- Utilising technology to get learning to employees better, faster, more effectively.
- How to integrate new technologies into your L&D infrastructure.
- Understanding the use of Generative AI in L&D.
- How to get the most of your learning technologies and resources while demonstrating a return on investment.
- How can businesses apply user-centred design throughout the entire decision and implementation process?
- Understanding the Metaverse's Impact on Learning - What does the metaverse look like, and how will it affect learning?
- A glimpse into the future of L&D technology.
- Overcoming technology challenges, such as connectivity issues, in the learning environment.

LEARNING DESIGN & STORYTELLING

Digital transformation, new generations of employees, evolving mindsets, and a future-focused business approach have all prompted a shift in the traditional approach to learning and development. In addition, learners today are inundated with content, so in order to meet learners where they are in their learning journey, it's imperative to custom-design learning experiences that are relevant, engaging, and personalized. How can learning and development professionals cut through that digital noise and connect with our learners on a meaningful and sustainable level?

Key Focus Areas
- Unpacking the components of an effective learning design strategy.
- Embracing personalized and adaptive learning methodologies.
- LXD (Learning Experience Design) versus Instructional Design.
- How can L&D leverage the power of great storytelling to create real change and growth within our organizations?
- How to get started with storytelling.
- Practical ways to use story telling in your learning resources.
- The importance of the learning journey.

LEARNING DATA, ANALYTICS & REPORTING

The measurement, collection, analysis, and reporting of information concerning training participants is critical in order to understand and optimize the process of learning and the environment where this process takes place. Predictive and advanced analytics, as well as digital tools, are being used to make learning not just more quantifiable in its impact and more engaging in the experience, but also transformative. However, moving to a data-driven approach to learning and development necessitates a shift in mindset and work style, as well as a revaluation of what data is critical for L&D - technology will not be able to change the department's behavior to be more data-driven.

Key Focus Areas
- Utilising data to identify test learning efficiencies and make improvements.
- Improving the accuracy of reporting through learner accountability.
- Making meaning out of data – reporting tips and tricks.
- How to use data to demonstrate the return on investment for L&D programs.
- Data analysis to discover and increase learning efficiency.
- What data and reporting tools are available for L&D?
- Learning engagement versus learning retention – how to report on both.
- Distinguishing between vanity metrics and business value metrics in L&D reporting.
- How to ensure data privacy and security when collecting and analyzing learning data

LEARNING STRATEGY, GOVERNANCE & REALISING ROI

Over the past decade, the global workforce has been continually evolving due to several factors – the increasingly competitive business landscape, rising complexity, and the digital revolution, to name a few. Meanwhile, persistent uncertainty, a multigenerational workforce, and the rapid pace in which knowledge needs are changing, have highlighted the necessity for effective L&D operations within businesses. A successful L&D function is built on the foundation of an L&D strategy that aligns with business goals and objectives.

Key Focus Areas
- Essential components of an effective L&D strategy.
- Understanding the importance of L&D governance.
- Building a sustainable L&D governance framework.
- Focusing on the effectiveness of learning rather than the quantity of it.
- Aligning L&D endeavours with business strategy and obtaining business buy-in.
- What are the most effective reporting and analytics tools for calculating and conveying L&D ROI?
- How can we determine, capture, and communicate the value of L&D teams' intangible, immeasurable efforts?
- Moving away from siloed L&D operations.
- The importance of continuous improvement and evaluation of L&D initiatives

LEADERSHIP SKILLS AND COMPETENCIES IN L&D

The roles of L&D leaders are ever-changing, becoming more strategic, collaborative, and influential, however, succeeding as an L&D leader revolves around balancing competing priorities. L&D leaders have to establish strong interpersonal relationships, curate the right resources and experiences for teams and individuals, and most importantly, curate and communicate a learning strategy that matches the needs of the business.

Key Focus Areas
- How can you establish yourself as an effective L&D leader?
- Managing the shift from a "training" mentality to a "learning" mentality.
- Steps to establishing yourself as an L&D leader.
- Critical skills required by future-fit learning leaders.
- Embracing change as an L&D leader.
- Improving collaboration with other business leaders to remain relevant.
- Developing a competency roadmap for learning and development professionals.
- Insights into what an L&D team of the future might look like.
- Channeling a marketing mindset in L&D.
- Achieving the balance between business acumen and technical know-how.

L&D

INNOVATION & TECH FEST

eventful
people

Connecting the ideas community