Digital Learning Lab

Outcomes and Outputs

September 24, 2019

Big Ideas

What did we learn?

Big Idea 1: Zone of Possible Learning (ZOPL)

- Things that help people get into the ZOPL

  ▶ Personalization

  ▶ Change management: Learner Readiness – making it personal for learners

  ▶ Meaning making/storytelling – how to leverage that to make the learning novel and useful

- What helps learners get into the D-ZOPL (Digital Zone of Possible Learning)?

  ▶ Clarifying which skills can you do digitally? Why are they different?

  ▶ Integrating storytelling into digitalization (for the human element/impact)

  ▶ Move away from death by PPT/page turning

  ▶ Behavior based change into digital arena: how to transform classroom using cutting edge technology (ed tech)

  ▶ Consumerization of learning: what if people wanted to binge on digital learning

  ▶ Balance high touch/1:1 with digitalization

Big Idea 2: Data & Analytics – how to talk about it, how to measure?

- How do we meaningfully validate learning impact to drive business decisions with leaders and the business?

- How to assess impact of digital assets

  ▶ In a context of 85% digital offerings, how can you know if it is being consumed and therefore if/when to re look at the learning portfolio?

  ▶ Consumerization: What if people binged on digital learning?

- Reduce complexity and maintain impact especially when new to digital learning

- Can we/how do we align around a definition?

Big Idea 3: Learnability Quotient – a new way of thinking about skill building

- Level of curiosity indicates Learnability Quotient

- Enduring Capabilities v Time Bound Skills – teach them differently

- Human – Digital – Business Skills: this is the combination needed for any job today

- "New Collar" Jobs – jobs that don't require a degree

Big Idea 4: Human Skills are outside the D-ZOPL

- How to teach empathy and other human capabilities?

  - Experiential

  - Surround yourself with people who have what you don't

  - Self-awareness is required to learn capabilities

- Can you teach empathy or other capabilities digitally?

  - Need in person?

  - Story telling?

  - Practice/immersion

  - Experience

  - If going tech need an option that allows for practice: asynchronous, scalable role playing.

    - Original introduction of the skills was via VILT

Participants Goals for the Day

What would you like to get out of this experience?

Goals for the day

- In a context of 85% digital offerings how can you know if it is being consumed and therefore if/when to re look at the learning portfolio?

- Learn from other organizations: what are they doing?

- How to personalize digital learning?

- Be part of the conversation and learn about the human impact of digitalization

- Which skills can you do digitally? Why are they different?

- Data & Analytics – can we/how do we align around a definition?

- How to integrate storytelling into digitalization (for the human element/impact)

- Clarify trends and challenges across companies

- How to enhance training approach i.e. get away from death by PPT

Goals for the day (2)

- Learn about vendors who are good instructional designers

- How to balance high touch/1:1 with digitalization

- How to assess impact of digital assets

- Learn from others: digital learning strategy

  ▶ Challenges & solutions

  ▶ Change management elements

  ▶ Balance human touch and digital

- Behavior based change into digital arena: how to transform classroom using cutting edge technology (ed tech)

- Change management: Learner Readiness – making it personal for learners

- How do we meaningfully validate learning impact to drive business decisions with leaders and the business?

- Does 5 generations in the workforce impact learning strategy or not?

Goals for the day (3)

- Reduce complexity and maintain impact especially when new to digital learning

- How to meet the learner in an engaging way?

- How do you think about engaging learners when self-paced?

- How to keep people throughout whole learning journey?

- Meaning making/storytelling – how to leverage that to make the learning novel and useful

- Consumerization of learning: what if people wanted to binge on digital learning

Reflections on the Forum

How did you find the lab-like setting?

Reflections on the Learning Lab Forum

- Positive to schedule dialogue into the event

- Validating to hear we're not as bad off as it feels some days ☺

- Do it quarterly

- Create Boston-based Community

- Title Matters to get Senior Leader Buy in to go

  - ▶ Digital

  - ▶ Future of Work

- Having a SME share a case study is a good format

Reflections on the Topic

Can you teach human skills digitally?

Reflections

- Personalize, engaged learning is the future

- Time cycle is QUICK

  ▶ Implement in sprints

- How to meet learners where they are: go to the human to get the Digital answer; Use a non technical way of getting technical needs assessed

  ▶ Focus group

  ▶ Dialogue with them

  ▶ Have lunch/take a walk

- Constantly push learners just out of their comfort zone: Zone of Possible Learning (ZOPL)

- How to go out to learners: populate learning into the quadrangle of where learners' profiles are

Reflections cont'd 2

- Everywhere strategy

  - ▶ Develop content once

  - ▶ Disseminate everywhere out to where there are needs

  - ▶ IBM Open Badge Program – look at heat maps of where skills exist and also helps identify where employees may go next; includes a champion program for the external community to allow for social/community based learning where many can be seen as SMEs

- Curiosity indicates high learning quotient

- Enduring Capabilities v Time Bound Skills

- Human – Digital – Business Skills: this is the combination needed for any job today

- "New Collar" Jobs – jobs that don't require a degree

Reflections cont'd 3

- Can you teach empathy of other capabilities?

  - ▶ Experiential

  - ▶ Surround yourself with people who have what you don't

  - ▶ Self-awareness is required to learn capabilities

- Can you teach empathy or other capabilities digitally?

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