



Learning Trends 2019: Voice of Our Customers

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MBI – GP Strategies Company Confidential



Introductions

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Agenda



- TREND 1 • Learning Measurement
- TREND 2 • Robotic Process Automation
- TREND 3 • Chatbots
- TREND 4 • Learner Experience
- TREND 5 • Learner Personalization

Learning Measurement

TREND 1

- Leading vs. lagging indicators
- Using data that is already measured



The Alignment Challenge



Investments
in People

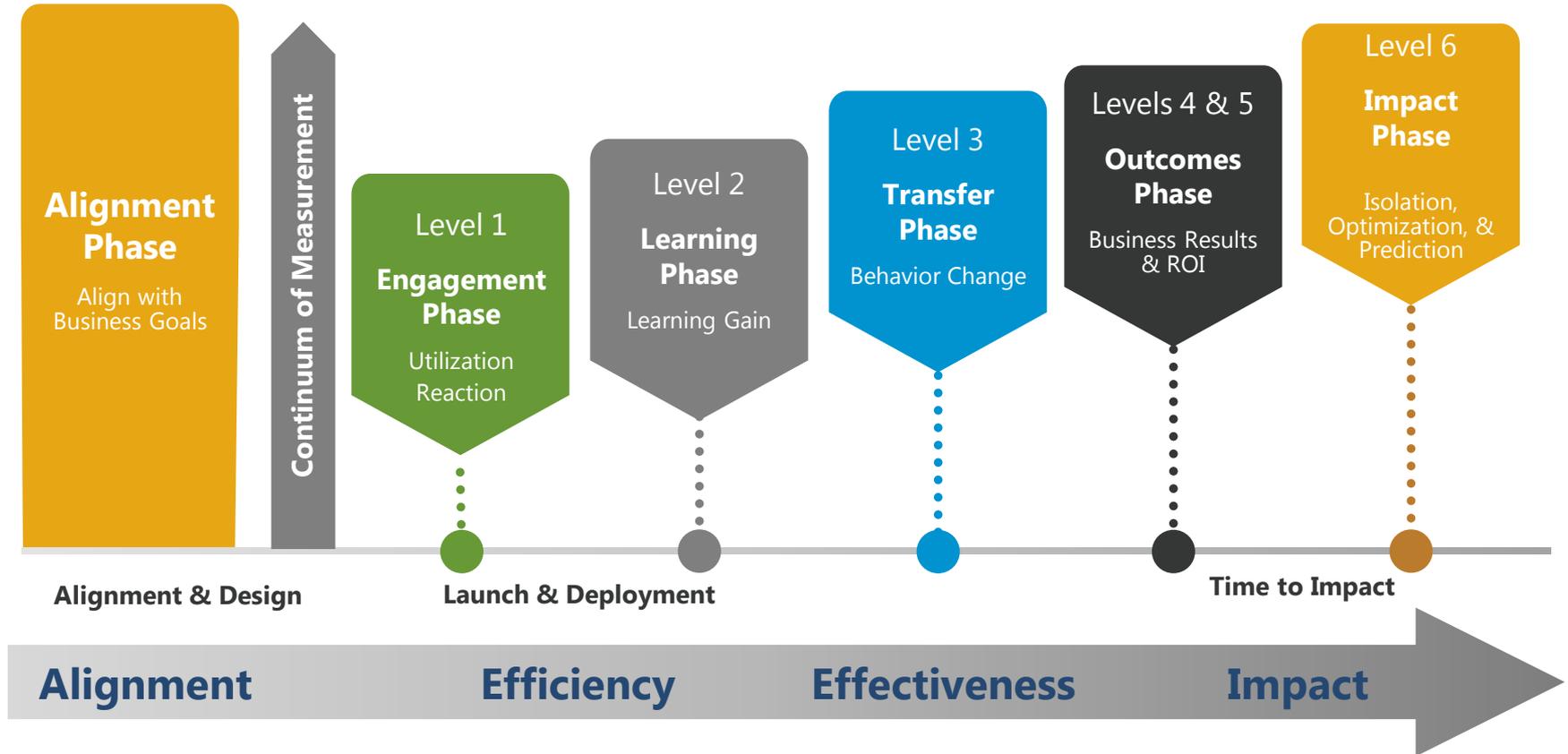


A Miracle Occurs



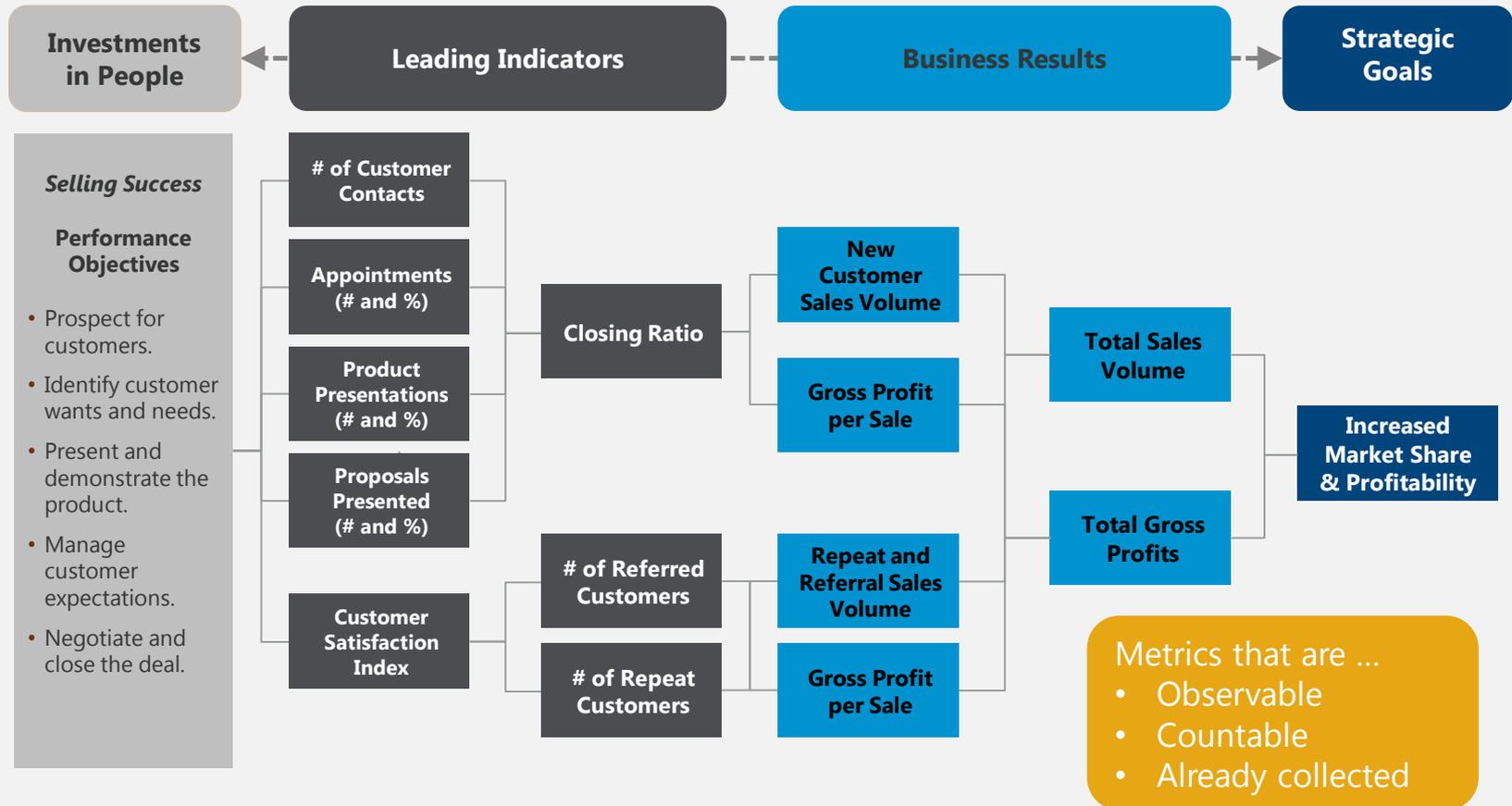
Strategic
Goals

A New Framework for Measurement



The Measurement Map™

Sales Training



Robotic Process Automation (RPA)

TREND 2

- RPA refers to the automation of high-volume and mundane processes through the implementation of software robots.
- These software robots mimic a human worker, logging into applications, entering data, calculating and completing tasks, and logging out.



Learning & Development RPA Opportunities



LMS ADMINISTRATION

- Rostering
- Class creation and registration
- Curriculum enrollments
- Notifications
- Improve service levels
- Training invitations, evaluations, and certifications



REPORTING

- Track financial project progress
- Capture progress
- Enter project
- Enter costs through period
- Publish progress



NEW EMPLOYEE ONBOARDING

- Form processing
- ID generation
- Training system access
- Employee progress



5-Step Innovation Process

To harness new, disruptive technologies and innovations



DISCOVERY

Look at the business, organization, and industry for ideas, inspirations, technologies, pain points, and trends.



REFINEMENT

Link the idea, inspiration, pain point, or trend to a business need and hypothesize the impact, followed by prioritizing efforts.



EXPERIMENT

Design an approach to experiment, test, and learn.



REFLECT & SHARE

Reflect on what was learned, questions answered, and potential applications, and share across the organization.



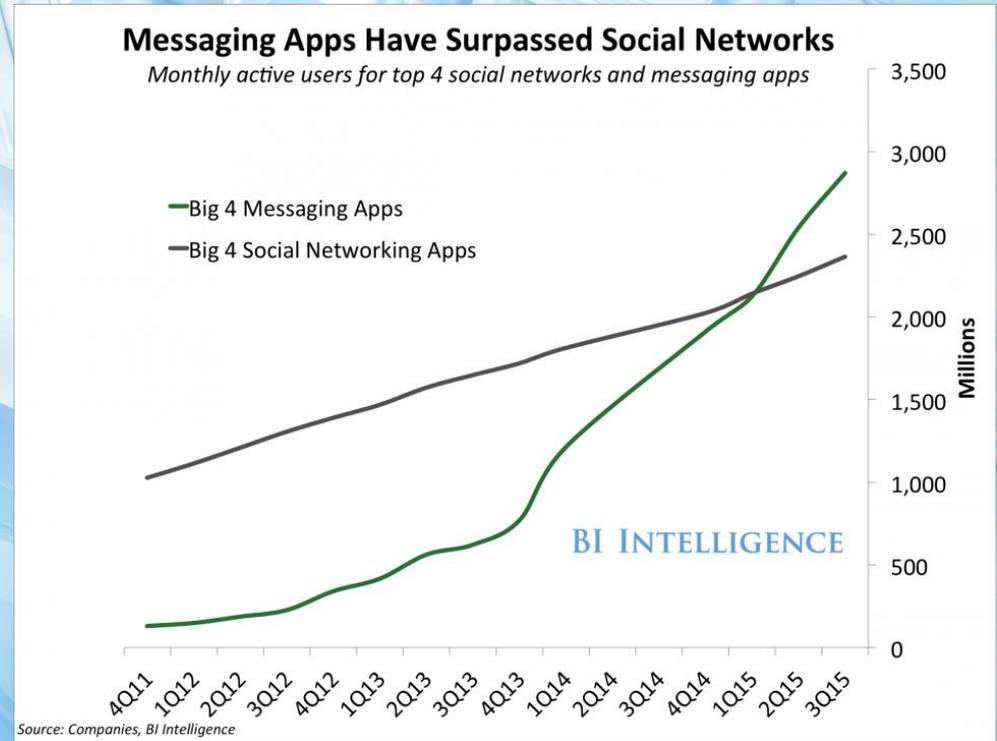
INTEGRATE

Progress viable innovations from concept to relevant business practices.

Chatbots

TREND 3

- A chatbot is a service, powered by rules and sometimes artificial intelligence, that you interact with via a chat interface.



Chatbots

There are two types of chatbots: rules based and machine learning.

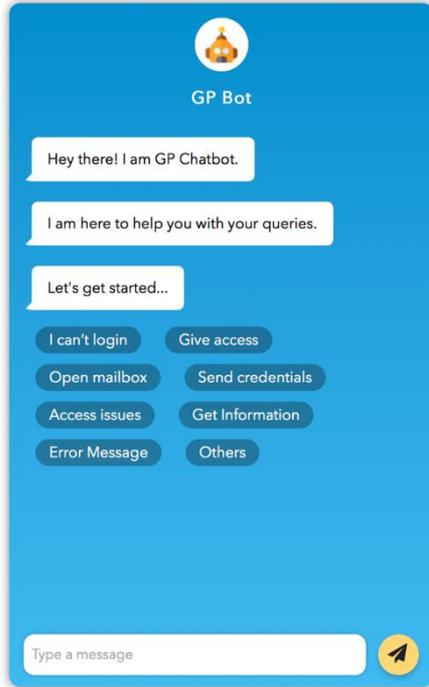
Chatbot that functions based on rules:

- This bot is very limited. [It can only respond to very specific commands.](#) If you say the wrong thing, it doesn't know what you mean.
- This bot is only as smart as it is programmed to be.

Chatbot that functions using machine learning:

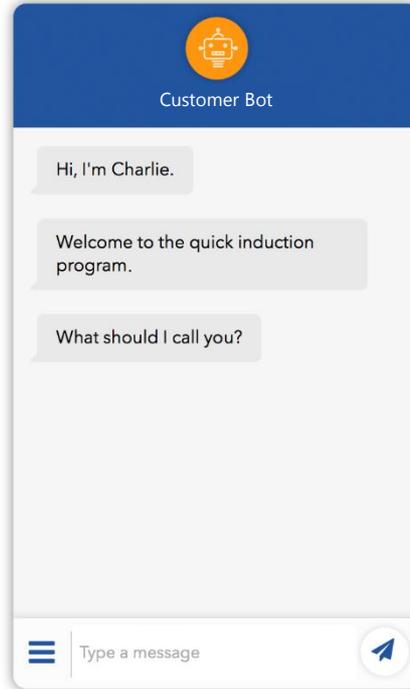
- This bot uses artificial intelligence. You don't have to be ridiculously specific when you are talking to it. It understands language, not just commands.
- [This bot continuously gets smarter, as it learns from conversations it has with people.](#)

Chatbots



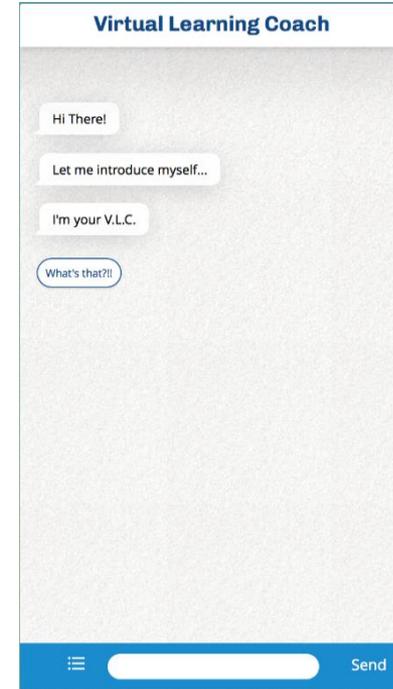
Helpdesk Bot

Performs helpdesk activities by allowing users to ask by interacting with the bot



Onboarding Bot

Provides salespeople with guidance on the company and the products present



Virtual Coach

Acts as a personal coach by collecting preferences, sharing information, sending reminders, and generating analytics

POLL

Are you planning on using RPA and/or chatbots?

1. Currently using
2. Plan on using/developing in 2019
3. Not planning on using/developing



Learner Experience

TREND 4

- Learners are demanding more engaging courses.
- Learner experience design (LXD) has become, and will continue to be, an important element of every course.



Human-Centered Design



MOOCs

WEEK ONE: Virtual Kick-Off



Transforming Performance Management

VIEW CONTENT

Assignments

YOUR ACTIVE ASSIGNMENTS

- Set up your profile.
- Send one posting about yourself and one strength.
- Make a connection with two other people in your cohort.
- Watch the X-model video.



MY ASSIGNMENTS

Program Schedule

Week 1: Pre-activities
Week 2: Launch Event
Week 3: MODULE 1
 Manage Yourself
Week 6: MODULE 2
 Work With Others
Week 10: MODULE 3
 Be Future Ready
Week 12: Celebration

VIEW CONTENT

Leaderboard

1500

Meet Up



Technical Support





Welcome >>



Checklist >>

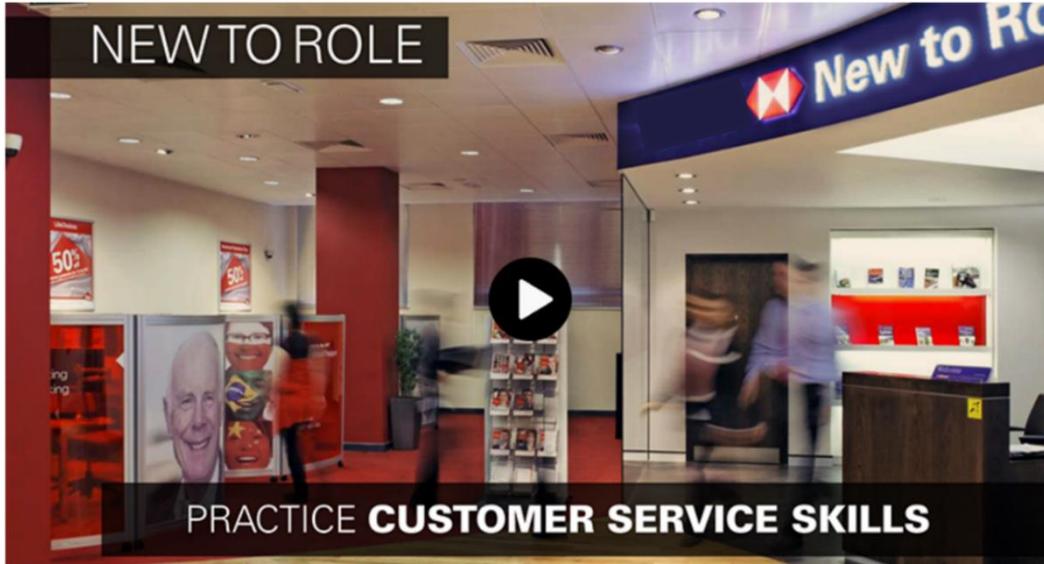


Your Role >>



The Branch >>

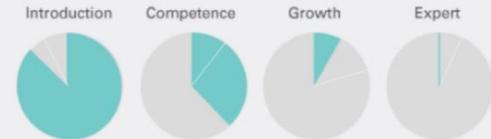
Welcome to your Learning Journey!



Social Statistics

You Peers

Your Progress



Your Social Index



Community Activity

Video plays:	1,023
Resources accessed:	1,873
Forum questions:	343
Forum answers:	607

Role Performance Outcomes

How does your learning journey align with the performance outcomes for your role?

Click on each outcome in the diagram to see how you will build your skills at each stage of the journey.

<i>Weeks 1 and 2</i>	<i>Weeks 3 and 4</i>	<i>Month 2 - 18</i>	<i>Month 18 - Year 3 1/2</i>
New to Role (Introduction)	New to Role (Competency)	Growth in Role	Expertise in Role
<i>Protect the Bank</i>			
	<i>Deliver Service Excellence</i>		
<i>Support the Branch</i>			
	<i>Promote & Deliver Multi-Channel Engagement</i>		
	<i>Acquire New to Bank Customers</i>		
		<i>Deepen Relationship with Customer</i>	

NEW MANAGER LEARNING PATH

	MONTH 1	MONTH 2 - 4	MONTH 5 - 9	MONTH 10 - 12
Direct Access	 <p>Anchor Pre-work Managing People Page <i>(coming soon)</i></p>	 <p>Integrity & Ethics Podcast <i>(coming soon)</i></p>	 <p>Interviewing Tips & Tricks <i>(coming soon)</i> Compensation Fundamentals <i>(coming soon)</i> Managing Inclusion</p>	
Collaborative		<p>Lynda.com: Powerful Conversations Lynda.com: Becoming a Manager</p>	<p>Lynda.com: Managing Performance</p>	
		 <p>CEB Manager Toolkit Employee Engagement Toolkit</p>	<p>Transformation Tools Change - Toolkit for People Leaders</p>	<p>Inclusion Dialogue: Managing Inclusion Toolkit Winning Teams Toolkit</p>
Experiential / Social		 <p>NEW MANAGER PROGRAM (Leadership, Delegation, Coaching/Feedback, Handling Resistance, Engagement) (2 days)</p>	 <p>Managing Virtually VILT (2 hours)</p>	<p>Leading Change VILT (2 hours)</p>
			 <p>Coaching Circles (45 minutes)</p>	<p>Coaching Circles (45 minutes)</p>
	<ul style="list-style-type: none"> Create a performance objectives and development plan 	<ul style="list-style-type: none"> Identify projects aligned with development plan 	<ul style="list-style-type: none"> Engage in a complex, challenging, and/or cross-functional project Apply skills you have learned in your daily work 	
	<ul style="list-style-type: none"> Understand your manager's style and expectations Identify mentor Create stakeholder plan and conduct stakeholder meetings 	<ul style="list-style-type: none"> Establish coaching and feedback cadence with manager 	<ul style="list-style-type: none"> Participate in peer coaching circles <i>(as per above)</i> Establish internal and external networks 	
				<ul style="list-style-type: none"> Explore stretch assignments for you and for members of your team Serve as mentor Lead peer coaching circles

Learner Personalization

TREND 5

- Today all of our interactions with websites involve a degree of personalization.
- A personalized learner experience should provide the training content that a specific learner needs.



POLL

How important is learner personalization in your organization?

1. Must have
2. Nice to have
3. Do not need



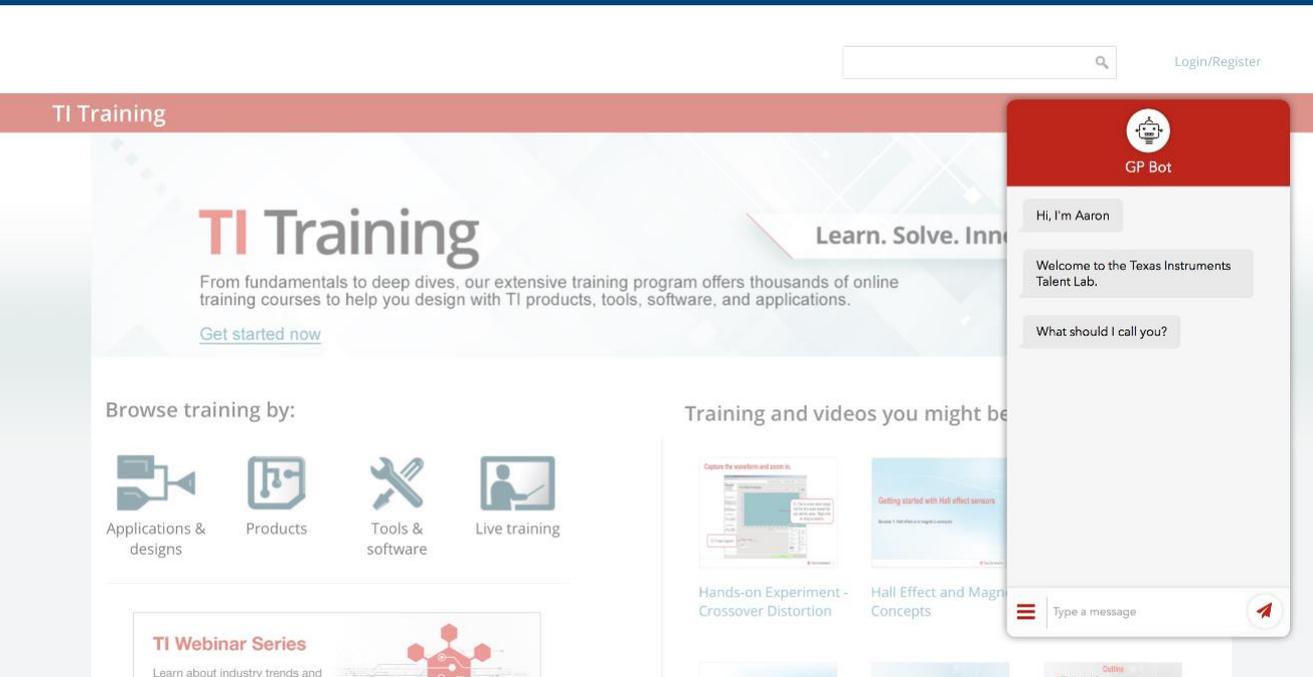
Personalization

The screenshot shows a user interface for a course titled "Antitrust and Fair Competition". At the top, there is a navigation bar with nine icons: scales of justice, a gavel, a document, a globe, a group of people, two arrows pointing in opposite directions, gears, a lightbulb, and a speech bubble. Eight orange arrows point down to these icons. Below the navigation bar is a dark blue header with a menu icon, a back arrow, the text "1 of 65", and a forward arrow. On the left side, there is a sidebar with a "Pre-Test" tab. The main content area displays a welcome message: "Welcome to the **Antitrust and Fair Competition** course. Answer the questions below to get a personalized learning path through the course that's based on what you need to know." Below the message is a blue question card with a gavel icon and the text "Do you work in the Legal Department?". At the bottom of the card are two buttons labeled "Yes" and "No".

Personalization

The screenshot displays a user interface for a learning module. At the top, five orange arrows point to a row of five icons: a scale of justice (highlighted in orange), a gavel, three interlocking gears, a lightbulb, and a speech bubble. Below this is a dark blue navigation bar with a hamburger menu icon, a back arrow, the text '2 of 33', and a play button. On the left, a white navigation sidebar contains a 'Navigation Tour' section with the following items: 'What are Antitrust/Competition Laws?' (checked), 'Challenge', 'Introduction', 'Agreements & Antitrust/Competition Laws', and 'Knowledge Check'. The main content area shows a slide with a photograph of a hospital hallway. The slide has an orange header with the text 'ANTITRUST AND FAIR COMPETITION:' and a scale of justice icon. Below the header, the text reads 'What Are Antitrust/Competition Laws?'.

Chatbot: Virtual Training Assistant



PURPOSE

To inform, engage, and provide feedback on employee skills

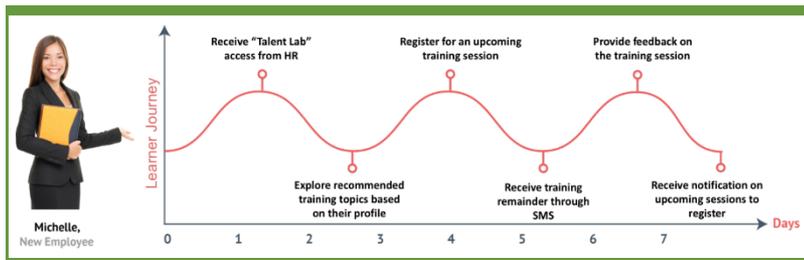
SCOPE/BENEFITS

After induction, employees gain access to the talent lab and are introduced to the "GP Bot" that recommends training sessions based on employee profiles. Enroll in training, collect feedback on training sessions, and report to trainer.

The GP Bot will enroll learners, send reminders, track learners' experience, collect training feedback, generate analytics, and send recommendations.

DEPLOYMENT METHOD

- Web and mobile
- Accessed using:
 - Mobile app
 - Browser URL
 - SMS services



BUSINESS PROBLEMS BEING SOLVED

- Learner engagement
- Automated training
- Skills improvement
- Personalized
- On-demand information

Wrap-Up From the World Economic Forum

The Future of Jobs Report 2018

- It is critical that businesses take an active role in supporting their existing workforces through reskilling and upskilling and that individuals take a proactive approach to their own lifelong learning.
- By 2022, no less than 54% of all employees will require significant re- and upskilling.
- Skills continuing to grow in prominence by 2022 include analytical thinking and innovation as well as active learning and learning strategies.
- Proficiency in new technologies is only one part of the 2022 skills equation; however, as “human” skills such as creativity, originality and initiative, critical thinking, persuasion, and negotiation will likewise retain or increase their value, as will attention to detail, resilience, flexibility, and complex problem-solving.

Q & A

The image features the text "Q & A" in a large, white, sans-serif font against a solid blue background. The letter "Q" is on the left, followed by an ampersand "&" in the center, and the letter "A" on the right. Above the ampersand, there are two overlapping white speech bubbles, one slightly behind and to the right of the other, suggesting a conversation or dialogue.



gpstrategies.com

We're at our best when helping our clients achieve their best.

Making a meaningful impact on the world together.

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