



Your workforce **transformation** partner™

LEARNING TRENDS FOR 2021:

Facing the Future in a
Business as Unusual World

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Together,
we make
transformation
happen.

INTRODUCTION TO YOUR SPEAKER

Working with you side by side, everyday



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 Your **trusted** workforce transformation partner



TREND 1 Transformational Diversity and Inclusion

TREND 2 A Culture of Accessibility

TREND 3 Learning in the Flow of Work

TREND 4 Expanding on and Refining Extended Reality (XR)

TREND 5 Exploring Blockchain Applications in L&D

TREND 6 An Investment in Innovation

TREND 7 Establishing Critical Mindsets

TREND 8 L&D's Role in Agile Change Management

AGENDA

TRANSFORM WITH US



“Only a Few Find the Way;
Some Don't Recognize it When They Do —
Some Don't Ever Want To.”

THE CHESHIRE CAT, ALICE IN WONDERLAND BY LEWIS CARROLL

A close-up photograph of two hands, one from a man in a dark suit and one from a woman in a white shirt, forming a heart shape with their fingers. The background is a warm, golden sunset with blurred trees. The text is overlaid on the left side of the image.

A NEW YEAR

This year is about the art of the possible converging with business of the viable. It's about framing how we think about the opportunity.

How are we driving evidence-based decision making?

HOW ARE WE GOING TO GET THERE?

TRANSFORMATIONAL DIVERSITY AND INCLUSION

- Responding to challenging conversations with **increasing levels** of **complexity**.



TREND 1

FINER POINTS

- New mindsets and new skillsets
- Shifting the way we provide access to learning opportunities (time and timing)
- Rethinking mentoring relationships



A CULTURE OF ACCESSIBILITY

- Part of the larger inclusion conversation, but no less important. L&D puts learning in *everyone's reach*.



TREND 2

FINER POINTS

- Accessibility as a design point, across the learning journey
 - New employee onboarding
 - Employee community
- Commitment demonstrated through accessibility-specific training and accommodation
- Strategic innovation and research



Do you have a systemic accessibility strategy?

LEARNING IN THE FLOW OF WORK

- Teams. Slack. Collaborative spaces are evolving. The technology and data **informing, supporting and shaping the flow of work.**



TREND 3

FINER POINTS

- More available workflow data
- Learning at the point of collaboration
- AI, automation and performance enablement
- Do we define the algorithm, or does it define us?



EXPANDING ON & REFINING EXTENDED REALITY (XR)

- The tech is here. Now it's time to **refine** and **expand upon it**.



TREND 4

FINER POINTS

- Blending Augmented and Virtual Realities
- Enabling Hybrid Learning Experiences: Virtual and face-to-face
- Application in Soft Skills: Does it work?



EXPLORING BLOCKCHAIN APPLICATIONS IN L&D

- More than a buzzword, more than currency. Is **blockchain technology, applied to learning**, a brilliant solution?

TREND 5

FINER POINTS

- Credentialing
- Managing digital IP
- Borderless higher education

AN INVESTMENT IN INNOVATION

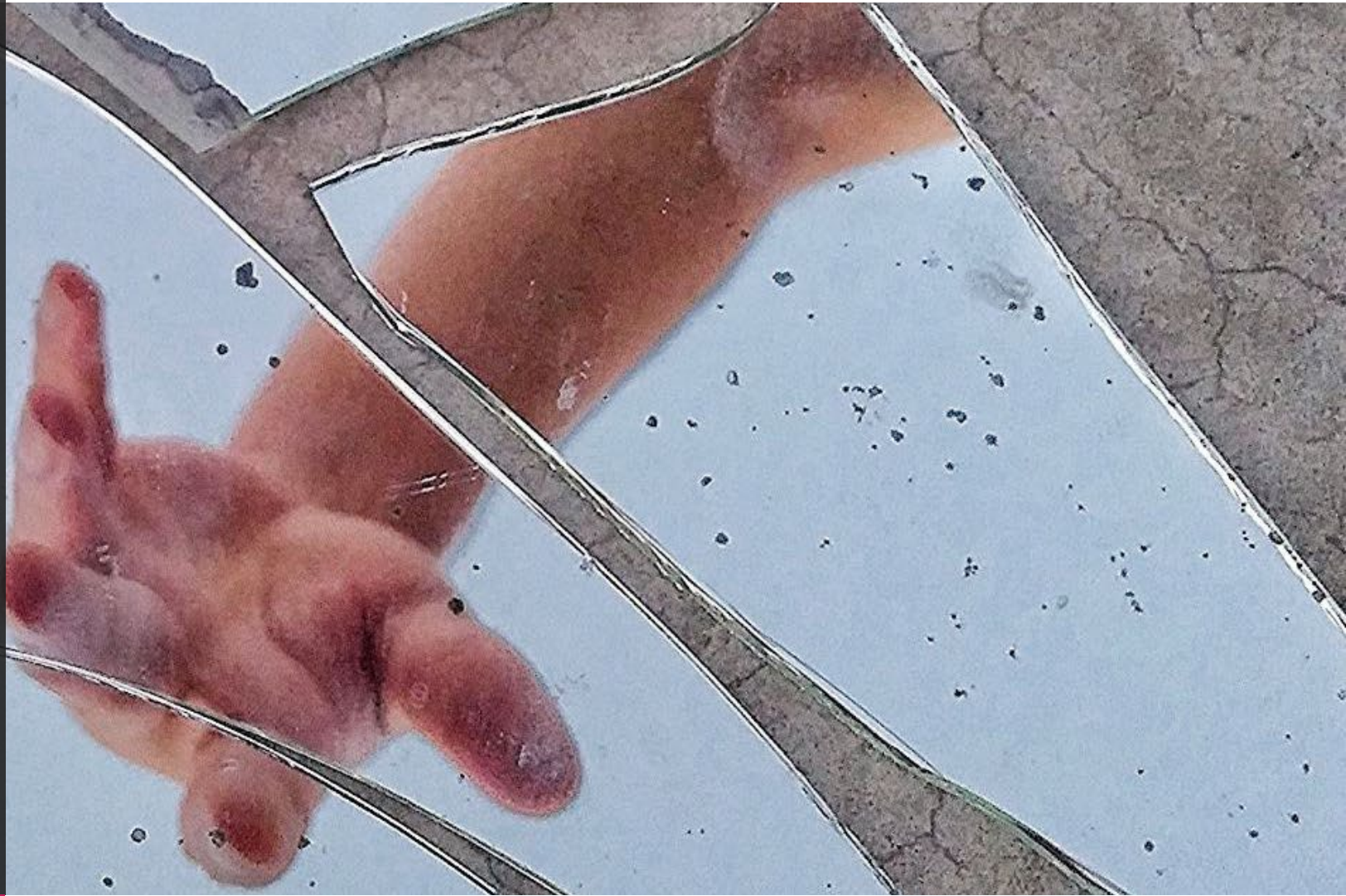
- **Revolutionary vs. Evolutionary:**
Moving forward, sustainably, strategically,
and systemically.



TREND 6

FINER POINTS

Although we live in a “like” economy, we must **look beyond the hype** and be deliberate as we adopt new strategies and technology.



How are you addressing innovation in your learning organizations?

ESTABLISHING CRITICAL MINDSETS

- Empathy. Growth. Resilience. Learning agility. These are the **mindsets** that **enable a workforce to change and evolve.**

TREND 7

FINER POINTS

- Focusing on mindsets and knowledge, skills and abilities
- The right openness, empathy and emotional intelligence enable organizational change



L&D'S ROLE IN AGILE CHANGE MANAGEMENT

- As L&D professionals, we play a starring role in change management. Our roles **extend beyond creating** and **rolling out training**.



TREND 8

FINER POINTS

- Aligning to an increasingly VUCA world
- Shifting from traditional to agile change approaches
- Supporting employees as we all weather storms



FACE THE FUTURE



FOCUS on the learners/employees, design with an inclusive mindset.

ALIGN with the business: identify critical skills to enable your business recovery model. Accelerate adoption of learning technology and analytics.

CREATE a learner experience playback. Continue to innovate – explore, test, evolve, scale.

EXECUTE with an Agile mindset – start quicker and smaller, scale successes, collect data to inform evolution. Evolve your learning ecosystems.



REFLECTIONS



“THE FUTURE IS COMPLETELY OPEN,
AND WE ARE WRITING IT
MOMENT TO MOMENT.”

— PEMA CHÖDRON

LET'S WORK TOGETHER

Q&A



THANK YOU!

Presented by



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Choose the
right partner
for your
journey





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