

# Preparing for 2013

## *4 trends and a pitfall*

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December 2012

with Intellum, Inc.

# Question

What are the major changes you've  
seen  
in L&D in the past 5 years?

A

4 Key trends

B

The pitfall to avoid

C

Next steps

A

4 Key trends

B

The pitfall to avoid

C

Next steps

# Question

Name ***one*** key L&D trend  
you expect to see in 2013

# Four key trends



Fast performance  
impact



Integration



Learning-as-a-service



L&D's new role(s)

LLOYD'S

LLOYD'S  
**RISK INDEX**  
2011

Resolving complexity

Economist Intelligence Unit

The  
Economist

# 01

## THE TOP FIVE RISKS

Loss of customers	10
Talent and skills shortages	11
Reputational risk	13
Currency fluctuation	13
Changing legislation	14

LLOYD'S

# LLOYD'S RISK INDEX 2011

measuring connectivity

Economist Intelligence Unit

The Economist

# 01

## THE TOP FIVE RISKS

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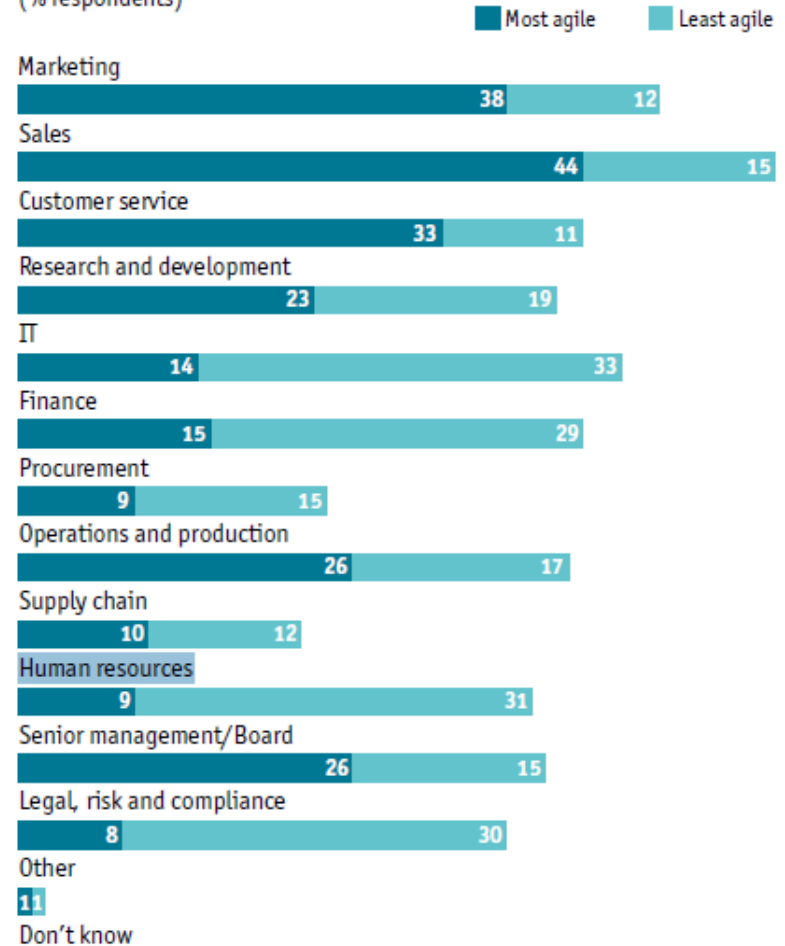


## Organisational agility: How business can survive and thrive in turbulent times

A report from the Economist Intelligence Unit  
Sponsored by EMC



**In your view, which areas of your company are most/least agile?**  
Select up to three for each column.  
(% respondents)



## Organisational agility: How business can survive and thrive in turbulent times

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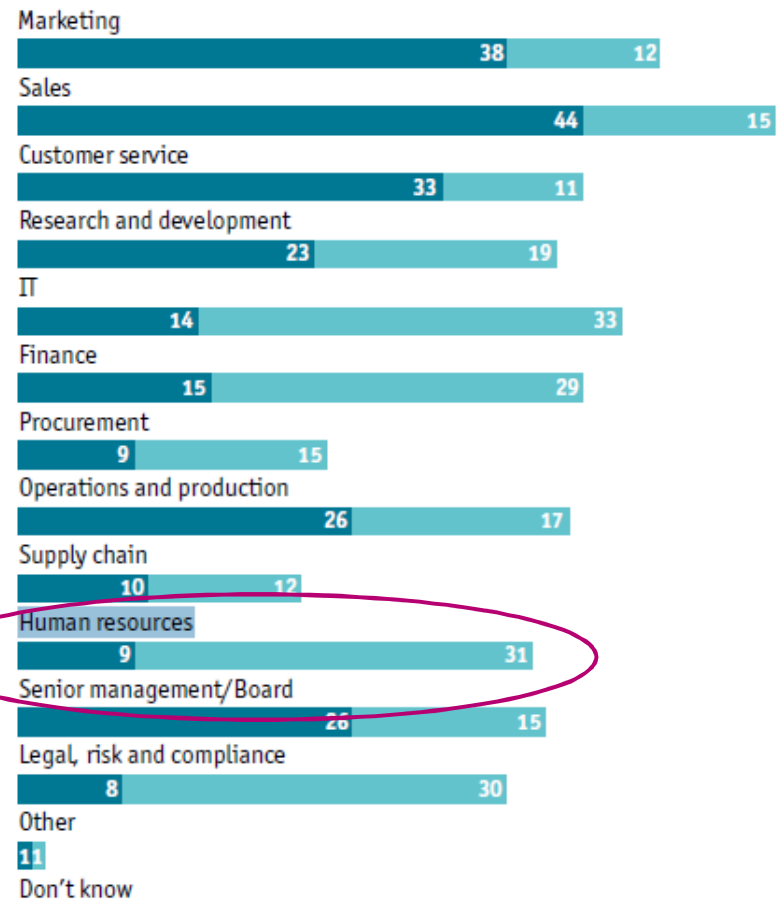
### In your view, which areas of your company are most/least agile?

Select up to three for each column.

(% respondents)

■ Most agile

■ Least agile



# 1. Performance

- Shift in thinking
  - From inputs to results
- Shift in focus
  - From activity to business
- Shift in perspective
  - From isolation to engagement



Fast performance  
impact

## 2. L-a-a-S

- Online services:
  - Salesforce.com
  - Rackspace
  - Payroll
  - LMS
- S-a-a-S advantages
- And ERP software?



Learning-as-a-service

## 2. L-a-a-S

- Online services:
  - Salesforce.com
  - Rackspace
  - Payroll
  - LMS
- S-a-a-S advantages
- And ERP software?



Learning-as-a-service

**LMS + SaaS ⇒ Learning-as-a-Service**

# 3. Integration

- Vital for L-a-a-S
- Allows inclusion of:
  - Social
  - Mobile
  - Other content, tools



Integration

# 3. Integration

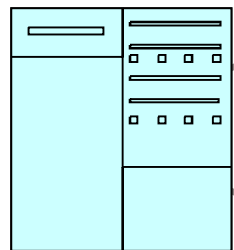
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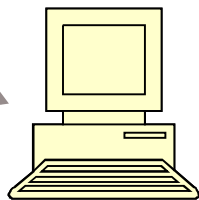
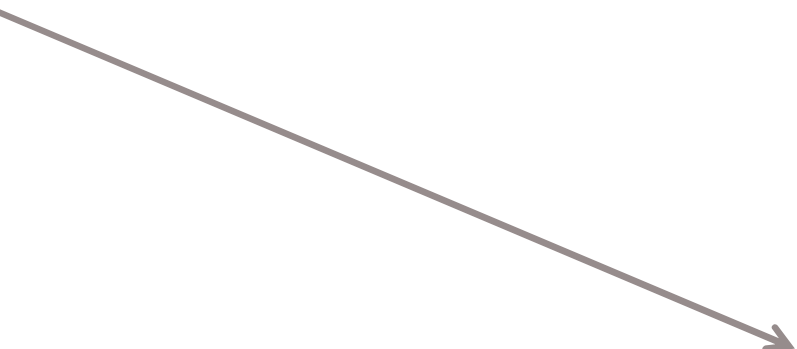
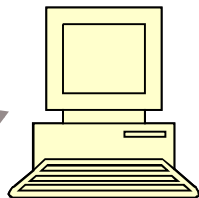
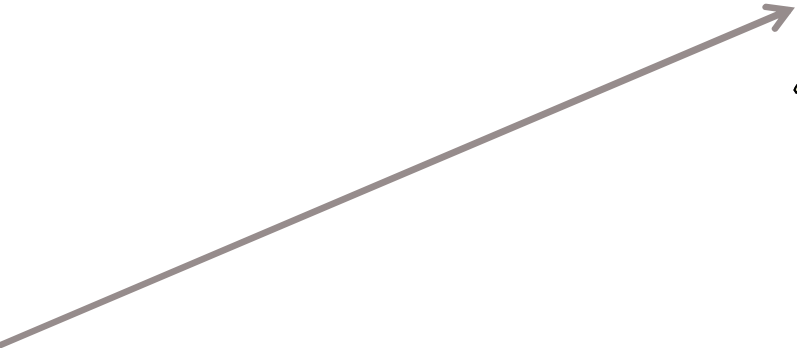
Integration

- **Allows L&D to do its job**





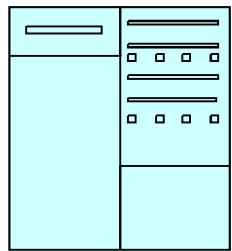
Learning System



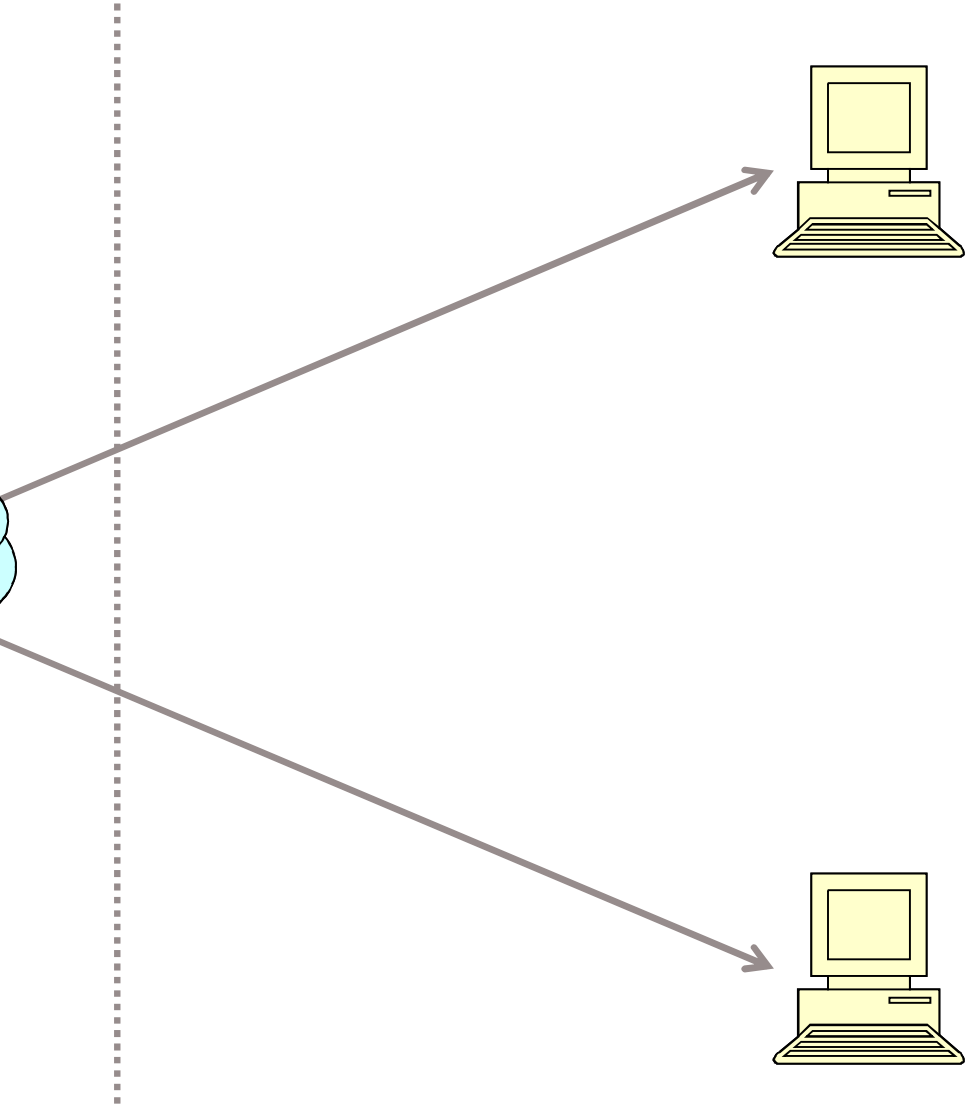
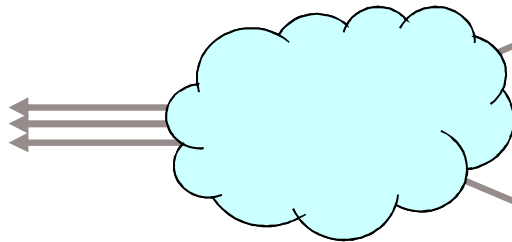


Outside the organization

Inside the organization

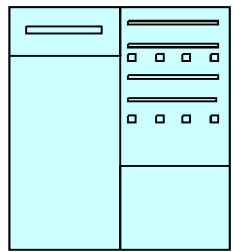


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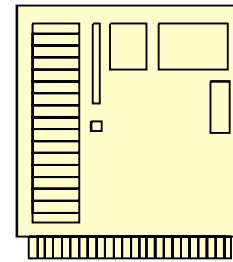
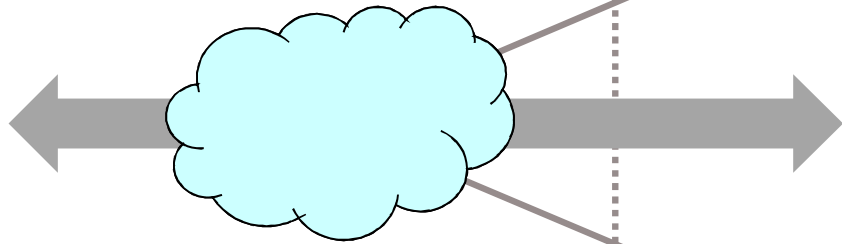


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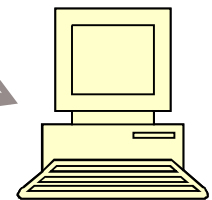
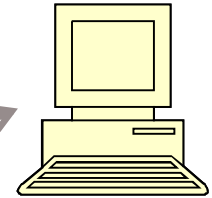
Inside the organization



Learning System

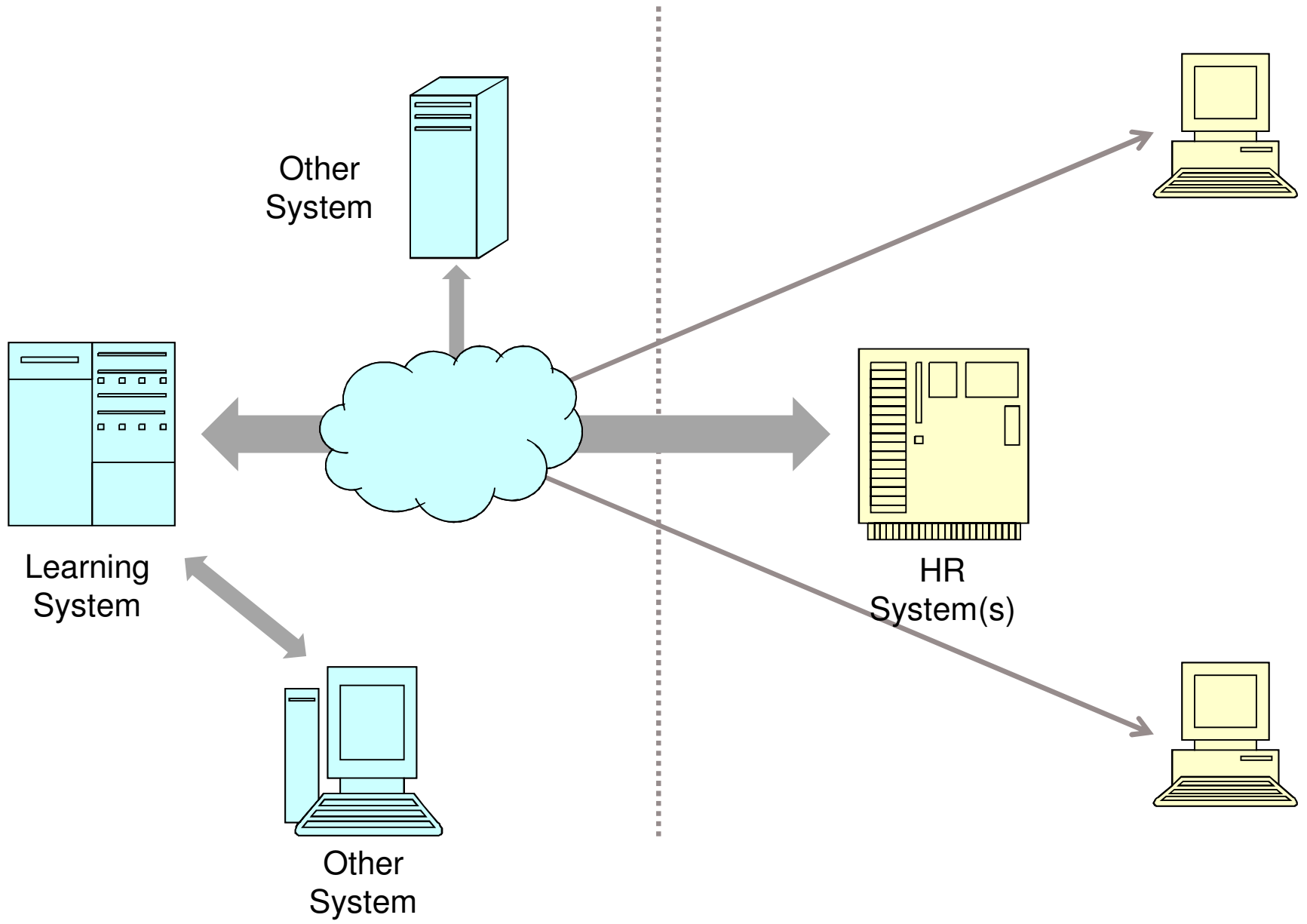


HR System(s)



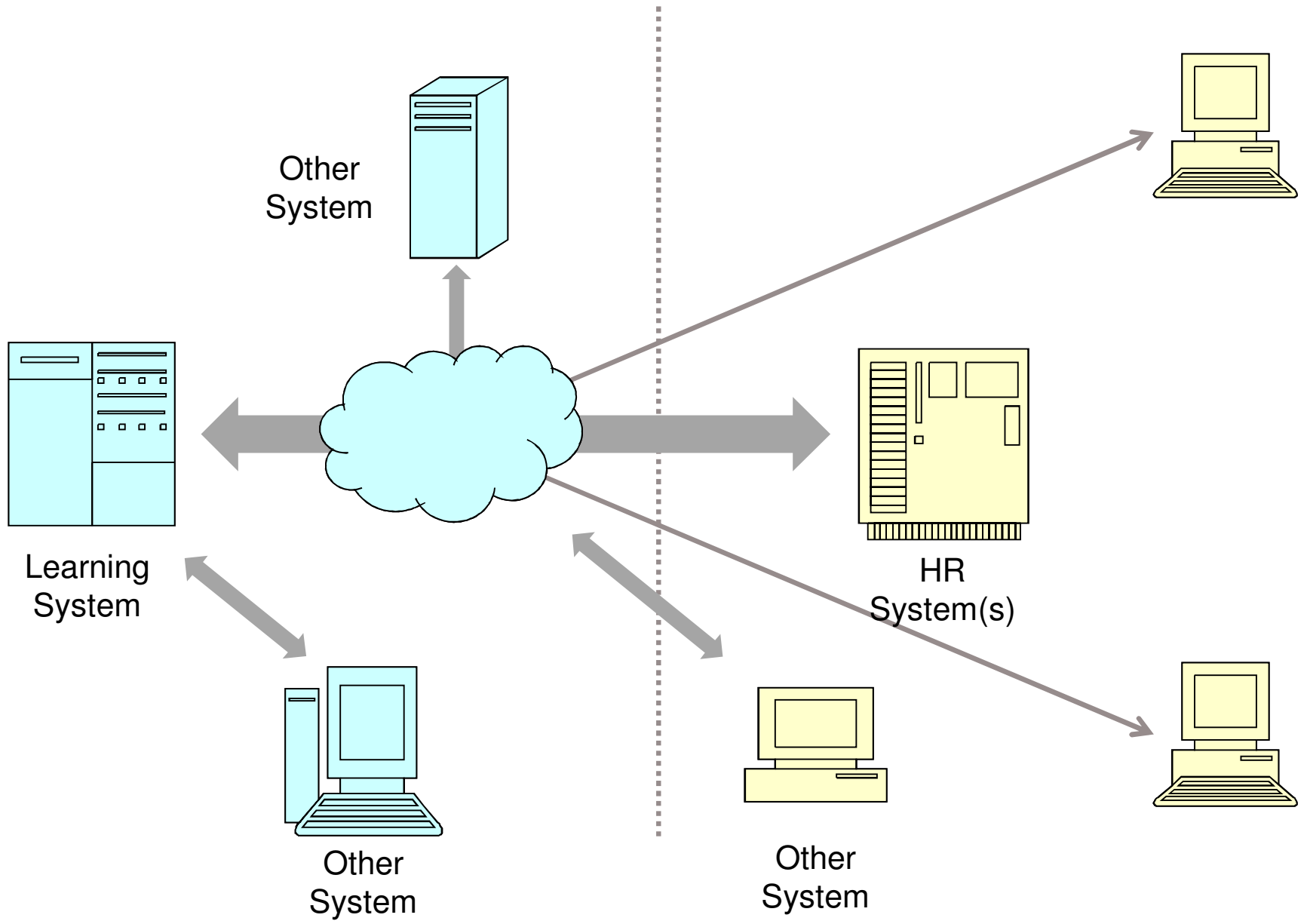
Outside the organization

Inside the organization



Outside the organization

Inside the organization



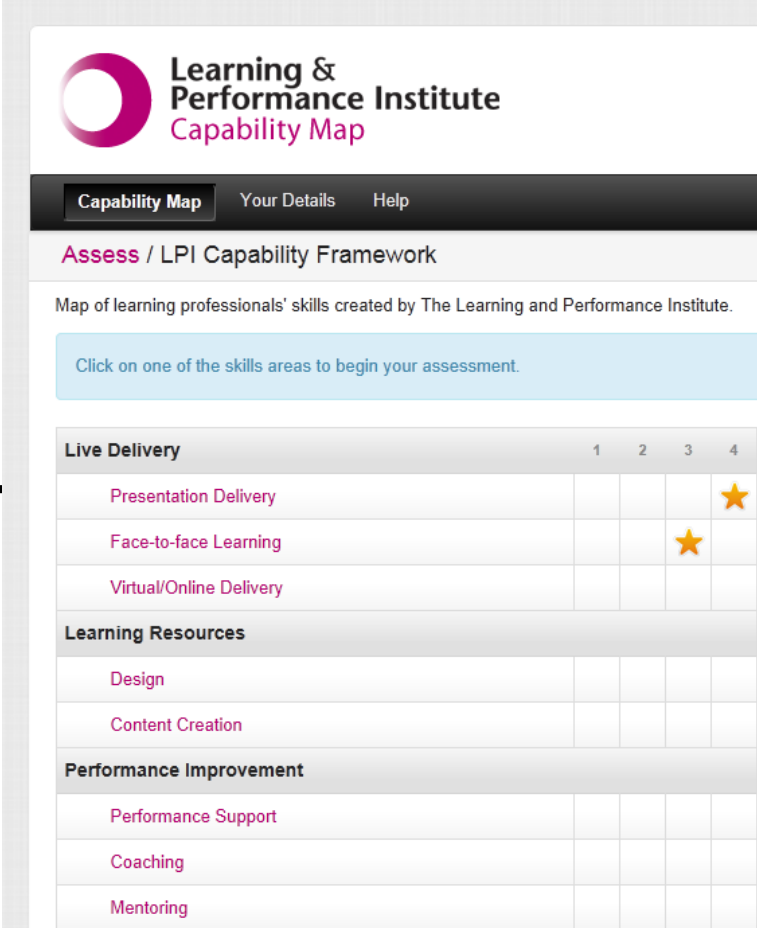


# Question

Do we have the skills in L&D to deal  
with the trends and challenges of  
2013?

# 4. L&D's new role(s) Learning & Performance Institute

- LPI Capability Map
- 27 skills / 9 groups
- 4 levels
- Launch 22 Oct 2012
- First public view of results...



The screenshot shows the LPI Capability Map interface. At the top, there is a navigation bar with 'Capability Map', 'Your Details', and 'Help'. Below this is the title 'Assess / LPI Capability Framework' and a description: 'Map of learning professionals' skills created by The Learning and Performance Institute.' A blue button prompts the user to 'Click on one of the skills areas to begin your assessment.' The main content area displays a table of skills, organized into three categories: Live Delivery, Learning Resources, and Performance Improvement. Each skill is listed with four columns representing levels 1, 2, 3, and 4. Stars indicate the user's current level for each skill.

	1	2	3	4
<b>Live Delivery</b>				
Presentation Delivery				★
Face-to-face Learning			★	
Virtual/Online Delivery				
<b>Learning Resources</b>				
Design				
Content Creation				
<b>Performance Improvement</b>				
Performance Support				
Coaching				
Mentoring				

<http://bit.ly/LPICapMap>

# Old/new skills

- Most popular
  - Presentation delivery (81%)
  - Face-to-face learning (66%)
  - Design (59%)
- Among least popular:
  - Supporting Communities of Practice (32%)
  - Financial Management (29%)
  - Data Interpretation (29%)



# Old/new skills

- Most popular
  - Presentation delivery (81%) av. 3.3
  - Face-to-face learning (66%) av. 3.4
  - Design (59%) av. 3.2
- Among least popular:
  - Supporting Communities of Practice (32%) av. 2.3
  - Financial Management (29%) av. 2.5
  - Data Interpretation (29%) av. 2.4

# Old/new skills

## □ Most popular

■ Presentation delivery (81%) av. 3.3

■ Face-to-face learning (66%) av. 3.4

■ Design (59%) av. 3.2

} ✓ Old Skills

## □ Among least popular:

■ Supporting Communities of Practice (32%) av. 2.3

■ Financial Management (29%) av. 2.5

■ Data Interpretation (29%) av. 2.4

} ✗ NewSkills

A

4 Key trends

B

The pitfall to avoid

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Next steps



**Slow  
Change**



**Fast  
Change**

L&D  
Fast  
Change

Quit  
or find a  
niche

Leaders  
(Risky)

Slow  
Change

Fast  
Change  
Organisation

Comfortable  
Extinction

Training  
Ghetto

Slow  
Change

A

4 Key trends

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The pitfall to avoid

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Next steps

# Next steps

- Assess technologies
- Assess skills across department
- Assess attitude to risk
- Keep sharing, keep learning!



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