

CIPD Coronavirus webinar series

L&D in an uncertain future

18 May 2020

Welcome

Katie Jacobs, Senior Stakeholder Lead, CIPD

CIPD



Today's speakers

Katie Jacobs

Senior
Stakeholder
Lead, CIPD

Andy Lancaster

Head of Learning,
CIPD

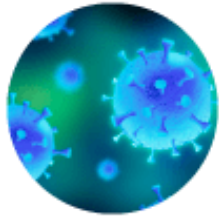
Sarah Lindsell

Global Chief
Learning
Strategist, PwC

Jenny McCulloch

Head of Learning
Experience
Design, BBC
Academy

#StrongerWithCIPD



**Covid-19
resources**



**NEW Well-
being helpline**



**Employment
Law helpline**



**Communities
and branches**



***People
Management***



**Knowledge
and content**



Free learning



**Careers
support**



**Professional
credibility**



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support**

cipd.co.uk/memberbenefits

CIPD Coronavirus webinars

L&D in an uncertain future

Andy Lancaster,
Head of Learning, CIPD



@AndyLancasterUK

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CIPD

A crisis ... pressure can drive welcome transformation



“Necessity is the mother of invention”

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During COVID-19 ...

Organizational learning
requires a different foundation
which points to the future

Prioritize

Digitize

Socialize

Humanize



During COVID-19 ...

It's is not just about repurposing and dumping face-to-face learning into online formats ...

... it's a far more profound L&D transformational opportunity

The challenge of moving from familiar face-to-face surroundings



Prioritize



Define vital supportive solutions ... listen carefully to stakeholders



Design responsively ... just in time minimum viable propositions



Repurpose and curate ... don't reinvent the wheel



Where do you find great content?



© CIPD

Prioritize



Reflective question

What is the key business critical need in our context and how can we quickly respond?

Prioritize
Digitize

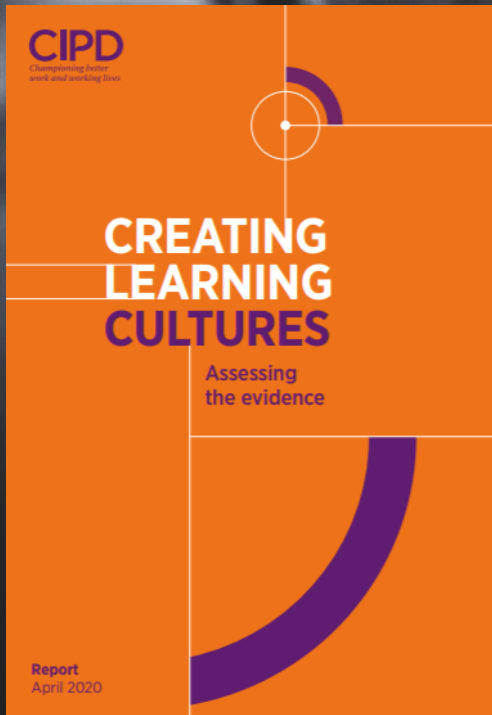
Technology is at the heart of overcoming the pandemic



Organisations have had to invest and upgrade digital infrastructure



Think about systemic learning ecosystems and environments



© CIPD

Characteristics of brilliant digital learning solutions

Flexible

Accessible

Collaborative

Tailored

Step-change

**Driving
Performance
Through
Learning**

Develop
employees
through effective
workplace
learning

ANDY LANCASTER



Digitize
Socialize



Reflective question

What are the challenges and opportunities
for remote digital learning?

Prioritize
Digitize
Socialize



COVID-19 has forced new ways of social connection

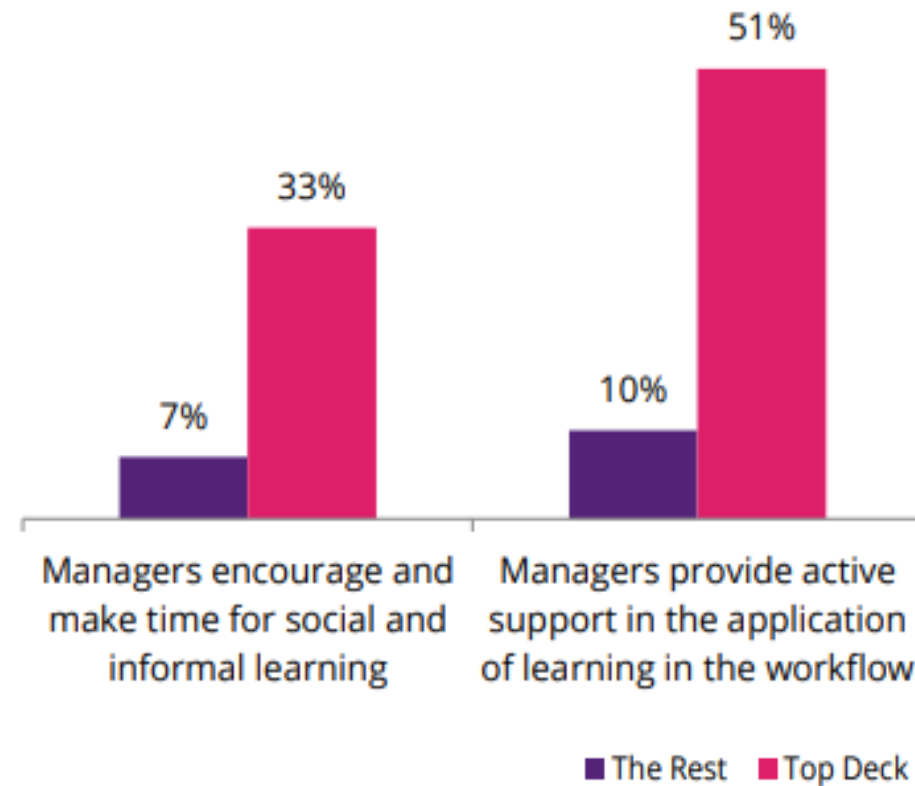


Social learning is a natural approach



Top learning organisations intentionally make time for social

A safe environment to share ideas and work out loud
83% in top organisations versus only 37% in rest

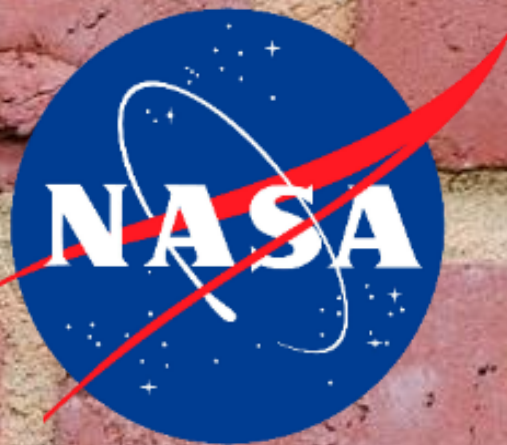


Learning is about scaffolding the right connections

What online networks or communities do you value to support your practice?



The most fruitful gardens are cultivated



Prioritize
Digitize
Socialize



Reflective question

What is our plan to support remote working socialized learning communities?

Prioritize
Digitize
Socialize
Humanize



Learning in the flow of work ... and LIFE



Human-centred learning design

Inspiration

Empathize with problems and possibilities

Ideation

Plan, research, content and delivery

Implementation

Create a minimum viable prototype and test



Human-centred design - IDEO

Prioritize
Digitize
Socialize
Humanize



Reflective question

How do we involve learners to shape more effective learning solutions?

L&D and COVID-19

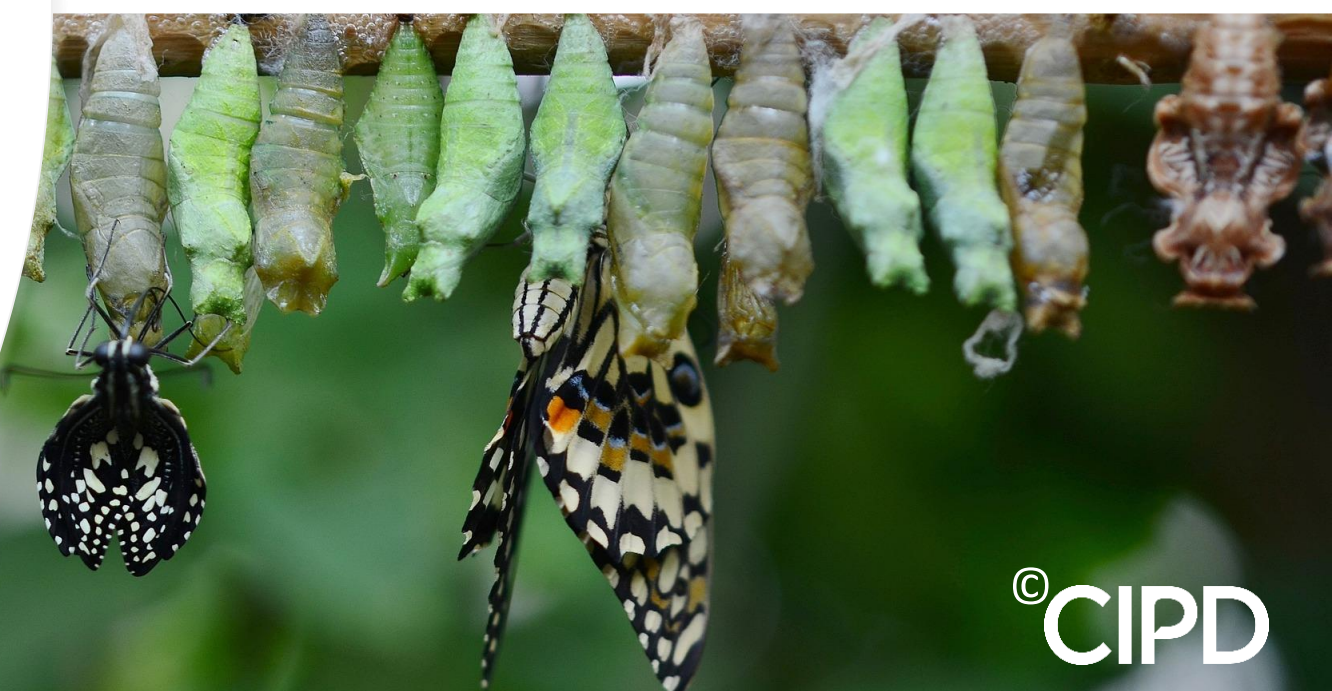
Key steps as we head into an uncertain future

Prioritize - What is the business critical need and how can we quickly respond?

Digitize - What are the challenges and opportunities for remote digital learning?

Socialize - What is our plan to support remote working socialized learning communities?

Humanize: How do we involve learners to shape more effective learning solutions?



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CIPD

COVID 19 and Learning

CIPD May 2020
May 2020



What have we done in L&D?

We knew we had to act quickly

Three goals:

1. Help our learners find what they need to know quickly on topics such as working from home, setting up and running virtual teams, and wellbeing
2. Help L&D teams around the world pivot from face to face to digital
3. Leverage our learning data for insights and leadership reporting



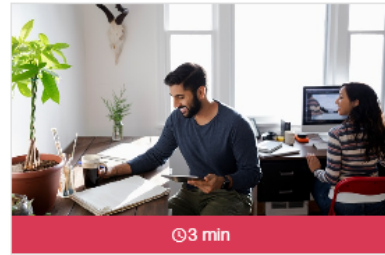
How did we do it - Helping Learners

Built a new working virtually custom page

- Curated new playlists & compositions of content which changed based on what we saw
- Kept refreshing with content that was coming from different parts of the business.
- Implemented a new Covid-19 filter in our learning system allowing people to tag content

Virtual environments refresher

It could be a natural disaster or pandemic - sometimes you need to be virtual. Your team can remain productive despite remote collaboration. This collection includes quick hits from HBR, Grovo, CultureWizard, Thrive and PwC to get your (perhaps) newly virtual team(s) up and running well.



Effective Communication for Virtual Teams New 👤 ▲

Online course | PricewaterhouseCoopers

More ▼

⌚ 3 min

★★★★★ (13) 💬 👤



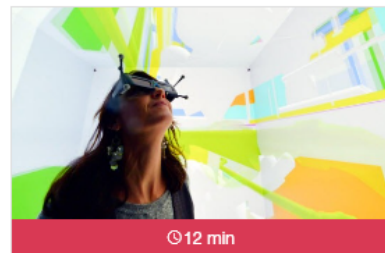
Energize Your Meeting With a Story

Video | Harvard Business Publishing

More ▼

⌚ 5 min

★★★★★ (6) 💬 👤



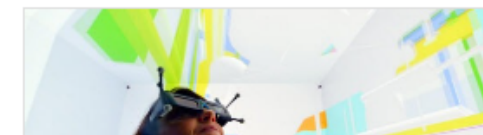
How to Run a Great Virtual Meeting, by Keith Ferrazzi ▲

Document | ContentHub

More ▼

⌚ 12 min

★★★★★ (2) 💬 👤

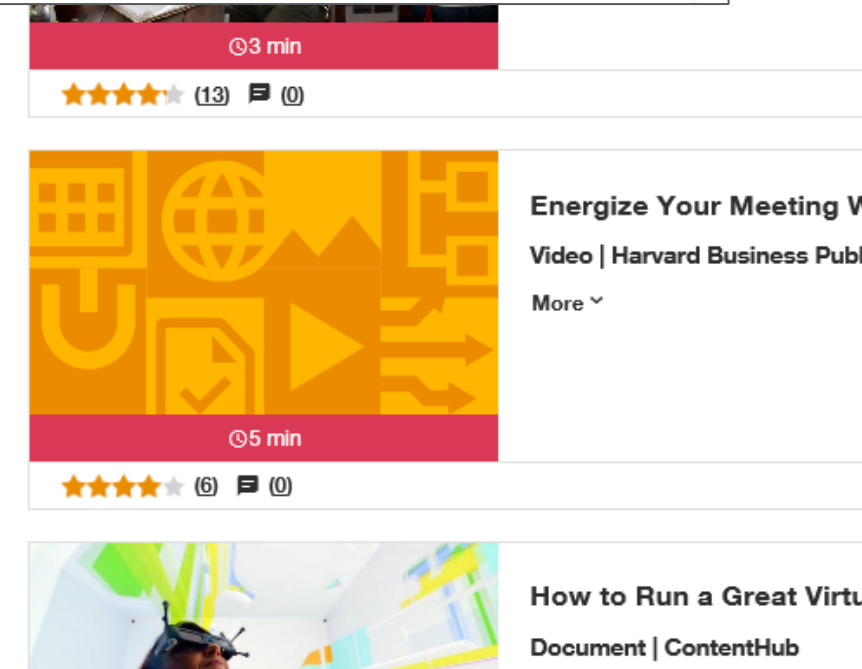
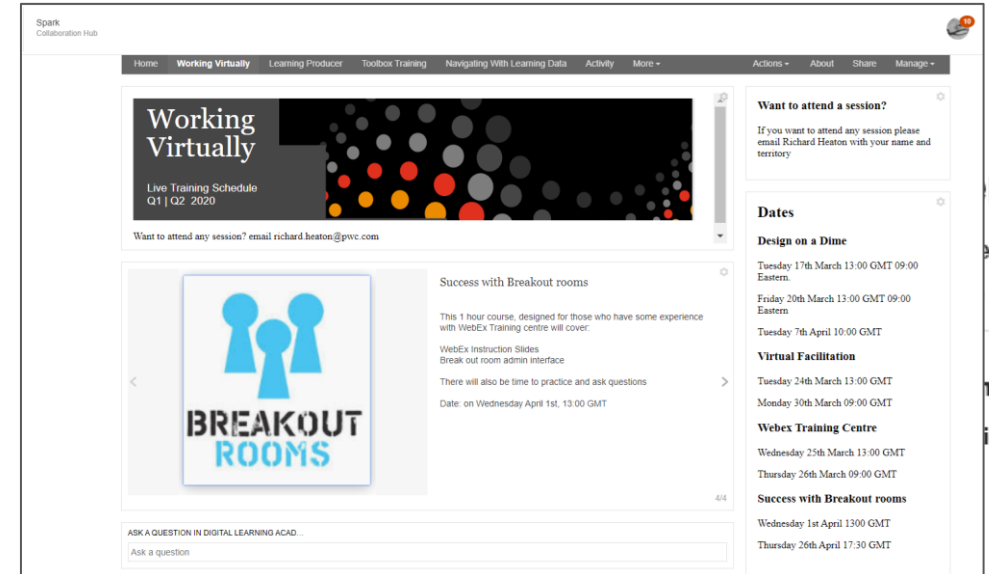


How to Run a Great Virtual Meeting, by Keith Ferrazzi

Document | ContentHub

How did we do it - Helping L&D

- Created a community of interest to connect those working to convert multi-day, face to face events to a virtual format.
Goals:
 - Facilitate the sharing of best practices, templates and content between interested territories
 - Minimize duplication of efforts
 - Maximise this opportunity to create meaningful virtual events with speed, agility and creativity
 - Surface new best practice and policies
- Skills Build/Refresh - refocussed the academy and ran series of training sessions for L&D We're offering sessions on design, facilitation, and how to use the tools:
 - Design on a Dime - eight engaging VC designs you can create now
 - WebEx Training Centre
 - Success with Breakout Rooms
 - Virtual Facilitation Skills

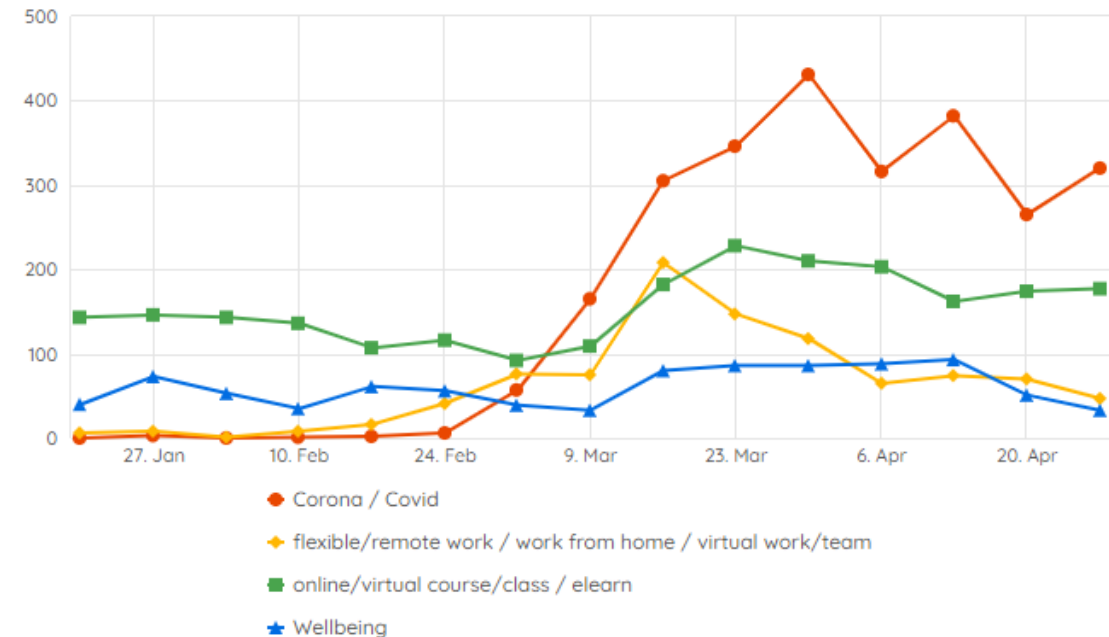


How did we do it - Using our data

For the first time in such a crisis situation, we had easily available learning data to help us:

- We used search data to understand real time what learners were looking for and we curated, changed or promoted our content accordingly
- We looked at territories who were early in the crisis and then looked at what people were launching for to see what we could learn from that. Did people access content because it was the only thing there or the best of the best
- We looked at the rapid changes in learning behaviour in near real time.
- We developed a Covid-19 tracker for territory leadership to help them to see what was happening locally and questions to help them interpret the data.

Activity ↕	People in March ↕	People in February ↕	Change Feb to March ↕
9 Tips to Be Super Productive in Your Home Office	3,140	7	3,133
FY20 Annual Ethics & Compliance E-learns	1,180	0	1,180
Virtual environments refresher	1,153	0	1,153
Adapting Classroom Events for Virtual Delivery - New March 2020	1,049	0	1,049
Remote working and virtual teams: How to be a successful virtual worker, team, leader	942	38	904
Global Coronavirus Spark Hub	875	0	875
Which meeting tool should I use? (Matrix chart)	639	0	639



What's next?

How do we best serve the business?

How do you make every \$ count?

What does on-the job learning look like now? What needs to adapt?

How do you deliver experiences virtually?

Measuring impact?

As we adapt to the new normal what content is needed over the next few months to help our people?

What is the impact on learning culture?



How do we make these learning changes stick?

What are the new learning blueprints?

What is data telling us?

Will we ever be in a classroom again?

Are our tools fit for purpose?

How do train virtually the things people think you can't do?

What are the new skills and how do we develop these?

Thank you

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Case study

Jenny McCulloch, Head of Learning Experience Design, BBC Academy



Questions

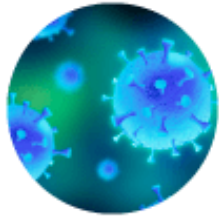
Please submit your questions for:

- Andy Lancaster, Head of Learning, CIPD
- Sarah Lindsell, Global Chief Learning Strategist, PwC
- Jenny McCulloch, Head of Learning Experience Design, BBC Academy

Please use the Q&A function to submit your questions



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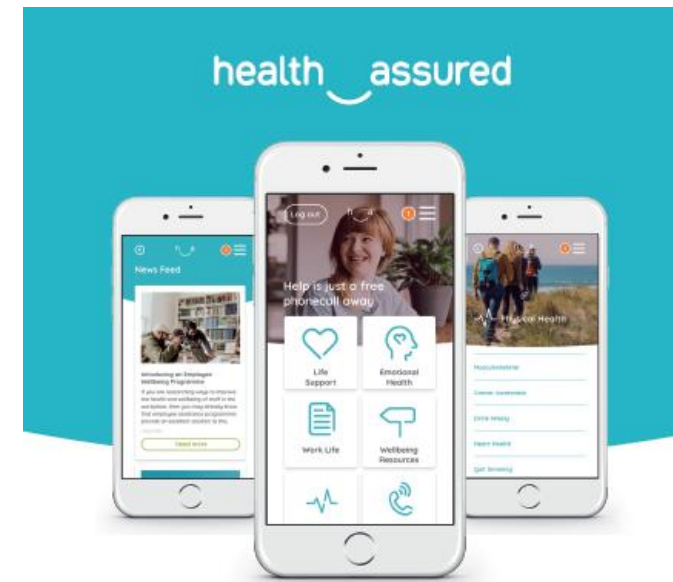
**Financial
support**

cipd.co.uk/memberbenefits



New Well-being Resources

- We've partnered with **Health Assured** to support members mental health and well-being
- Unlimited free 24/7 confidential telephone helpline, online portal & Health e-Hub app
- The resource provides:
 - Legal information
 - Debt and financial information
 - Manager consultancy and support
 - Information on work and home issues
 - Factsheets, advice, information and self-help tools
 - Links to specialist support organisations
 - A resources area with; programmes, videos, webinars, medical information and mini health checks.



Health e-Hub from Health Assured
Support in the palm of your hand

[Download the Health e-Hub now](#)

Further information

[NEW well-being helpline for CIPD members](#)

cipd.co.uk/coronavirus

[CIPD COVID-19 workforce planner](#)

[CIPD community](#)

[Gov.uk/coronavirus](https://gov.uk/coronavirus)

