

LTSF20 D3S3: A social organisation is a learning organisation

Mark Britz and James Tyer – General chat

James Booth: This chat box has been archived, your input has NOT been lost and will be available via the recording on the Learning Technologies Digital Hub next week

Jessica: Hi everyone from East London, UK

James Booth: This chat box has been archived, your input has NOT been lost and will be available via the recording on the Learning Technologies Digital Hub next week

Sandi Rodman: Hi from chilly Bristol!

Dan 2: Hi from Cambridge, UK :)

david collier: Hello from Essex in the UK

Omid: hello from Tehran, Iran

Rachel Kay: Hi Rachel from West Sussex

Shaun Delaney: Hello from Chatham, UK

Sofie Martin: Hello from London

Christine Locher: yooohooo Christine from South of London

Vafa Ram: hello Omid in Tehran

Shelley: another from Cambridge, UK :)

Vafa Ram: Vafa from London

Liz Brant: from Winchester

Edith: hi from Rotselaar/Belgium

Brid Nunn: Hello from Kent, UK

James Booth: If you are using a browser and experience audio issues, please try switching to the app

chloe: Hi from Hampshire

James Booth: For Windows: <http://www.adobe.com/go/Connectsetup>

David 3: Ahoy from Geneva Switzerland

James Booth: For Mac: <http://www.adobe.com/go/ConnectSetupMac>

Donald H Taylor: James and Mark's book, Social by Design: <https://www.senseandrespondpress.com/social-by-design>

Christine Locher: social, eh ;-)

Jennifer 2: Jennifer from London, originally from Vancouver

Dominika Bijos: Polish mountains

Caroline Lewis: Hi from Hampton UK

Liv: Hi James, I'm originally from Vancouver as well!

Dan Hewitt: Hi all, Dan from Bedfordshire here.

James Tyer: hey Liv! Where are you now?

Natasia Hieber: Hi from London!

Travis Groom: I am still in Vancouver! So many from BC. : -D

James Tyer: : D

Krys: @Dominika which mountains?

Christine Locher: The social folks are here : -)

Gaëlle Delmas-Watson: Welcome everyone and the social folks too ;D
Nicky Adams: Hello from Southampton UK
Dominika Bijos: @Krys Beskid Slaski/Zywiecki
Karen: *hands out afternoon cookies to all*

Monique Thompson: Hi, from the US
Steve: I am also in Hampton!
Nishath: Hello from India!
Christine Locher: one of my thoughts is, social is when both sides want to be social... can you mandate social? or does that become something else then?
Gaëlle Delmas-Watson: Thanks Karen : -)
Caroline Lewis: @steve TW12?
Nishath: That's a good question, @Christine!
Steve: Yes - just up from the Thames
Donald H Taylor: James is referencing his and Mark's book, Social by Design: <https://www.senseandrespondpress.com/social-by-design>
Caroline Lewis: @steve small L&D world
Bee Hemelryk: says book is not available
Valerie: Interesting that over 500 is considered large
Sofie Martin: @Christine I think it's more about remove the frictions when people try to be social rather than mandating it.
Krys: @Dominika not been there but visited Tatry
Wendy Arrowsmith: @Valerie - agree!
Carol Jamieson: Is the poll working? No line moving this time
Bas: @valerie Lol
Caroline Singleton: Poll isn't showing results as people vote
Mike 2: @Valerie agreed we are 25,000+
Omid: admin, broadcast the results of the poll
Christine Locher: exactly... I find it strange how a lot of the conversations are running in companies about oh we have to "do social" now... ?!?!
Karen: @Valerie I thought that.
Rob Bedwell: Do you need to create time for social?
Tracy: sometimes you can have a bad day and feel like you do not want to be social
Wendy Arrowsmith: I work in local government and our organisation is ridiculously huge!
Keith Colvin: ????? Large 500 to 1000 large in our field but small in comparison to say Amazon?
Christine Locher: to what extent is that just about not getting in the way of what people would probably do anyway?
Carol Rathod: Agreed we are 50,000 plus worldwide
Sandi Rodman: Some people don't want their work life to overlap the rest of their life
Mohammed Naveed: How can we convince managers in a business more business intelligence and awareness is better and social will help here? The old method is to treat workers with suspicion if they want to share knowledge!
Carol Jamieson: We are finding that communication is so much better since we

started working from home as we see each other every day

Nick Denholm: People tend to be far happier to be socially connected in their personal life than in the professional environment

David B: agree, our engagement since covid has been the best in the last 20 years

Christine Locher: I've been in digital transformation efforts of some shape or another since 1998 (I started my first corporate job in 1998) --- I'm only partially snarky, I think it's a continuum really

James Booth: If you are using a browser and experience audio issues, please try switching to the Connect app For Windows: <http://www.adobe.com/go/Connectsetup>

For Mac: <http://www.adobe.com/go/ConnectSetupMac>

Donald H Taylor: Senge's 5 disciplines: https://en.wikipedia.org/wiki/The_Fifth_Discipline

Marie Andervin: yes

Wendy Arrowsmith: Yes

Bee Hemelryk: yes

Göran Bolinder: Yes, heard of it.

Keith Quinn: Yes

Christine Locher: yes

Simon Thompson: Yes

jeny clifford: no

sonya: yes

David: YEs

Geert Nijs: yes

John Schulz: Yes

Rob Bedwell: no

Caroline Singleton: no

Natasia Hieber: heard of it

Sandi Rodman: don't know it

Mike 2: no

Alina Doica: no

Jessica: yes

Karen: New to me :)

Donald H Taylor: Dave Snowden's site: <https://www.cognitive-edge.com/>

Donald H Taylor: great way to consider which approaches to take to problems.

Donald H Taylor: I interviewed James for my book Learning Technologies in the Workplace and was very impressed by his approach

Krys: My hobby worked with Dave Snowden!

Geert Nijs: : -)

Donald H Taylor: Mark: "Small experiments" - I love that. And also his description that hierarchy doesn't have the humility to make that happen

Keith Quinn: @Mark - yeah too many managers use the term "leadership" but their behaviour focuses more on 'managing'

Wendy Arrowsmith: Cynefin = Welsh word, loosely equates to "habitat" but has more nebulous meanings associated with relationships, upbringing, everything that has shaped you.

Tracey Hamnett (BT): Totally agree James, there became an "ownership" culture in our business and it stopped social learning as it became the same people and didn't

echo social (social is inclusive for all)

Donald H Taylor: Thanks, Wendy. Dave once asked for great Welsh words that didn't properly translate. Was quite surprised I was the first to suggest 'cwtch'

Nigel Paine: Keith Quinn: @Mark - yeah too many managers use the term "leadership" but their behaviour focuses more on 'control'

Wendy Arrowsmith: @donald LOL

Jeannette Kado: @Nigel LOL

Keith Quinn: @Nigel Paine - yup! Totally agree. (better expressed than me)

Tony Vicete: We work closely with internal comms and marketing too create a really engaging and powerful approach to learning

Karen: When it is done well, consistently and with creativity it is very powerful for me in terms of building strength of feelings and commitment to my team and organisation

Geert Nijs: @nigel: I fully agree

Matt: often its meetings about meetings

Sofie Martin: I feel like a word is missing in this green circle, Trust. How do you make sure that employees share this amount of information without trust that it's a safe space.

Karen: Good point Sofie

Simon Thompson: I think internal comms benefits hugely from getting closer to learning? It's not just more news, or selling learning, but promoting the culture the organisation wants to see

Dave Brown: I first came across back channels at LT several years ago. A presentation sparks questions and being able to discuss those as the presenter(s) carries on is so valuable

Carol Ann: Good point Sofie

Keith Quinn: @James - need to allow people to be themselves; encourage debate and discussion; don't 'close down' healthy debate

Donald H Taylor: Dave - agreed. I love that multiple conversations can happen simultaneously

Matt: great point Sofie

Nigel Paine: I think the back channel is essential @Dave. all about respecting the room

Wendy Arrowsmith: 100% agree Mark

Rob Bedwell: James, in my experience, giving feedback on the quality of questions, answers, discussion (self-regulated i.e. give the participants the tools to do this) creates the dynamic where people stop and think about what they are going to say, what they have just read, how they ask their questions; so social at work is more professional than consumer social which is almost the opposite

Nigel Paine: Recognising that the collective intelligence of 292 people is always going to be a source of profound knowledge

Keith Quinn: @Dave Brown - can also have a backchannel at work ;-)

Jennie Bryant: We used our intranet to develop a community/social page to bring the global workforce together during the pandemic, and could only get leadership approval if we agreed to include business related training materials prominently

Dave Brown: @Nigel - absolutely

Christine Locher: if people get their status/sense of worth from sharing the awesome stuff vs. hoarding it, that would be fab!

James Booth: my friends ask for advice on FACEBOOK by prefacing their question with "HIVEMIND : what do you think?"

Dave Brown: Multiple channels

Keith Quinn: @Jennie it's sad that they can't see that the knowledge of peers can be significant business learning content

Monique Thompson: My team has a daily minute coffee chat that really helped us bond and connect as a team.

Donald H Taylor: I regularly work on an idea, get pretty sure of myself, then test it on LinkedIn and am consistently blown away by the quality of input/assessment/criticism I get

Monique Thompson: *30 minute

Jennie Bryant: @Keith exactly, and we were disappointed as it distracted from the whole purpose of the community!

Mohammed Naveed: social learning platforms that encourage the creation and promotion of expert knowledge, like FAQ's, and having some gamification to enhance this has helped us

Keith Quinn: Really like the 4 principles

Donald H Taylor: Keith - absolutely. I LOVE these!

Simon Thompson: "Accepts that you can't control social" I think, possibly, is brilliant

Caroline Lewis: These principles are great

James Booth: the last point is lost on so many organisations

Travis Groom: @Mohammed - what platform did you use for this?

Keith Quinn: I would love corporate management teams to embrace the 4th principle

Karen: When everyone had to quickly jump to working from home What's App groups sprang up - and they are still going - featuring lots of photos of walks, children and pets. People will create their own social if we don't create it for them

Denise: When we went into lockdown L & D changed from learning to supporting managing ourselves, individuals and teams and then when schools shut down also how to help with the family at home. We also had a best efforts approach to doing our jobs and developed a community hub for supporting each other to have down time, connecting time and time to play in the org as well as families and friends

Karen: It has now also become a troubleshooting group too!

Mohammed Naveed: @travis Groom Needed something light and quick so we used Adobe Captivate prime to encourage the creation of articles on Atlassian Confluence : -)

James Booth: @Karen - learning at the point of need

Dan Hewitt: Karen - that's exactly it. Often the social exists, whether you want it to or not...

Keith Quinn: @Jennie Bryant - the support and knowledge of peers can be key to supporting staff to become self-managing, self-directing learners

Karen: @ James & Dan its bubbled up on its own and taken off

Dave Brown: I can name a few tech/social naysayers in our organisation who I have seen on Teams. When needs must the barrier comes down :)

Christine Locher: the electronic version of bums on seats ;-)

Brid Nunn: I have experience of a large Retailer.... embracing Yammer as a way of communicating and sharing best practice.... approx 50,000 users!

Karen: Oh gosh when we first shifted to working from home people refused to put their videos on. Now they are doing it more often. Really like seeing that shift as it becomes more normal and comfortable for everyone

Donald H Taylor: Brid - wow! How did that work?

Nick Denholm: It is time for a shift in L&D to change from connecting people to content and courses to connecting people to people

Karen: @Brid we are Yammer users too

Christine Locher: yes, all those unsanctioned whatsapp groups...

Mohammed Naveed: yammer integration with Microsoft 365 is amazing. We can record a meeting in teams, share on Streams and upload to yammer so easy it's unreal

Keith Quinn: Having a backchannel at work is also about not having to filter conversations/discussions

Kathryn Kelly: Interesting that when office based staff suddenly had to work from home, systems sprang up that also supported those of us who have always worked from home!

Jessica: We started connect and reflect sessions around the organisation to facilitate conversations as well as compassion circles and will be running Randomised coffee trials (RCTS)

Nigel Paine: Yes @Nick if you connect people the learning takes care of itself

Karen: Jessica - that sounds wonderful

Keith Colvin: Nick I would say both once people socialise the learning needs will come out

James Booth: The NHS track and Trace teams setup their own Facebook group to help each other and share knowledge, the NHS have now forced them to close it down

Brid Nunn: yes, it was hard to break people's preconceptions at the start.. but we didn't give up.... and it has now become a 'way of working' if I'm honest..... particularly for stores to connect with each other...

Caroline Singleton: At the end of video calls, do you find yourself waving at the end? Would you ever wave at the end of a face to face meeting? :)

Nathalie Thorne: I don't think it was the NHS that forced them to shut it down...

Donald H Taylor: Brid - fascinating story. Thanks.

Keith Quinn: @Nick Denholm - totally agree, it's a vital component in learning

Paul Fenwick: @Caroline - YES!

Christine Locher: People might sniff at "social learning" introduced as an official thing, but they still know when to go to Steve and when to go to Sarah for when they need to know how stuff ACTUALLY works around there... ;-)

Dave Brown: @ Caroline yes, and no...

James Booth: @Nathalie - it was, my wife works in the team

Nathalie Thorne: @Caroline Singleton been waving at the end of video calls ever since a colleague commented on their need to do it

Debbie: @nick - good point

Christine Locher: We can finally stop pretending there is a top-down manual for us out there that will clarify everything... Now there is a bit more scope for conversations in all directions.

James Tyer: Christine - nail and head :)

Gabor Toth: After the lockdown, we have totally changed our portfolio. Bring in

trainings such as change, resilience, HO working etc. What we realized the main thing was L&D, us was the driving force for connection, interaction. People were so grateful for come together and talk.

Debbie: @Gabor - agree - feel like everyone's on an even keel now and L&D are a key part of bringing everyone together

Jennie Bryant: @Gabor - we did the same! so much value in shared experiences

James Booth: loving this session, so much experience being discussed

Barbara B: @Gabor Toth: so true : -)

Nigel Paine: Excellent point F@Gabor you are the Guardians of the community

Dave Brown: Being online with a certain amount of anonymity empowers 'shy' people to partake when they may otherwise remain in the background. The opposite of trolls taking advantage of anonymity.

Nigel Paine: Very low hurdle for participation @Dave

Katie: I don't agree that it reduces friction, if you prefer to separate work and home, this is a nightmare. especially where you are encouraged to be part of WhatsApp groups that continue after work with less professional content. It can also be harder to "be heard" on a large video conference

Brid Nunn: if anyone wants to connect with me post this session...particularly around social channels working in retail.... please feel free to contact me ..via linked in.

Donald H Taylor: Making Innovation Work, Davila et al: <https://www.pearson.com/us/higher-education/program/Davila-Making-Innovation-Work-How-to-Manage-It-Measure-It-and-Profit-from-It-Updated-Edition/PGM119416.html>

Matt: We started using Yammer groups however when Teams come in these have now been replaced by team groups

Simon Thompson: Can we hijack this session and keep it running?

Travis Groom: @Donna 2 - OMG Yes! Every part of the organization wants to use their own platform and there's no one place for someone to go to start getting into the conversation

Wendy Arrowsmith: @Simon - yes please! This is a great session!

chloe: Funny as my teen daughter seems to use static Snapchat for social learning whilst live lessons are happening...such a curious generation! Baffling!

Donald H Taylor: More on 70: 20: 10 - www.702010institute.com

Caroline Singleton: I worked at a law firm that used Yammer. We then implemented a new intranet that had similar functionality to Yammer. We experienced great difficulty moving users from Yammer to the intranet.

Donald H Taylor: Simon - I would *love* to keep this going here, but we have to clear the room for the next session.

Nigel Paine: Use what people know is the message @Caroline

Dave Brown: @Caroline. We tried something similar and decided to give up... It wasn't broke.

Karen: Chloe. No shame I have been getting some great learning from Tik Tok - dancing, food ideas, healthy self-care ideas. It's brilliant for short insights

Caroline Singleton: But Yammer is very expensive!

Alison: Digitally based social interaction can be more inclusive than face to face. (e.g. neurodiverse colleagues)

Nigel Paine: A less sophisticated tech that everyone is familiar with trumps a more sophisticated tech that no one knows

James Tyer: all about friction - moving is friction

Christine Locher: @Nigel that is so so true.

Nigel Paine: Cost v Usage

Caroline Singleton: The social and professional interaction was all in one place via the intranet. Great way to share and research experience, knowledge etc.

Caroline Singleton: "People" don't like change

Nick Denholm: I believe that the way the world will be post Covid will mean that great virtual programme design will be dependent on social components that help the cohort to learn together outside of the 'live' elements

Donald H Taylor: James and Mark's book, available from Q3 this year, Social by Design: <https://www.senseandrespondpress.com/social-by-design>

Nigel Paine: Caroline need ambassadors to promote and support the new system

Nigel Paine: it never happens on its own

Caroline Singleton: We had these - I was one!

Karen: James - very good point

Shobhit Bajaj: Thanks everyone!

Dave Brown: "Build it and they will come" Nigel.. #facepalm

Caroline Singleton: I delivered the new starter induction and used the new starters to help move their team mates to the new environment

SL: Thank you"

Keith Quinn: Thanks everyone - really enjoyed this session

Carole McColl: This is difficult in the voluntary sector

Cara Beck: Thank you!

Dorothy Miller: Thank you.

Caroline Singleton: Great session - thanks all

Sofie Martin: Thank you for a great session.

James Booth: @Caroline - great idea

Mark Bennett: Great session! Thanks

Nick Denholm: Thanks guys, great session

sonya: Thankyou

Michelle Roodt: Thank you! Great session

Marina Vicente: Thanks guys!

Jessica: Thank you, enjoyed the session!

Carole McColl: Thank you very interesting

Keith Colvin: Thank you great insights

Dan Hewitt: Thanks all

Donald H Taylor: You can learn more about our sponsors Breeio at <https://www.breeio.com/lms>

David B: Thanks very much :)

Brid Nunn: it will work..... like I said we had circa 50.000 users of yammer across our stores.... it was amazing.....

Jennie Bryant: Thanks, great session

Caroline Lewis: Thank you very much for the session

Göran Bolinder: Thank you! Very insightful!

Travis Groom: Thanks guys! Also, there's a typo on the cover of the book - No space in James's name.

Anil Suman: thank you all great insight

Nick Brashier: thank you so much for your session

Wendy Arrowsmith: Superb session! Thanks everyone

Simon Thompson: Round of applause for everyone!!!

Miriam Speidel: thanks!

Eulaine: Huge gratitude for sharing your knowledge and experience.

Adam Page: Thank You

Donald H Taylor: The recording, slides, chat and other supporting documents will be available from next week at: <https://www.learningtechnologies.co.uk/digitalhub>

Bee Hemelryk: thanks

Liam: Thank you!

Jacqui Bean: Thank you so much - enlightening! And great to see so much shared ideas and practices!

Dave C: Many thanks - really interesting and thought provoking.

Rui: Great session, thank you!

Donald H Taylor: This session is now finishing. For a list of all the sessions taking place this week, please visit: <https://www.learningtechnologies.co.uk/learning-tech-summer-forum/itsf-conference/itsf-20-conference-programme>

Louise: Thank you very much for this session

Nigel Paine: Well done Gaelle

Jennifer J: very interesting - good food :)

Jennifer J: Thank you

chloe: Thank you

vicky wheeldon: Thank you

Christine Locher: hah love how everyone working on a book says that ;-) I'll be on the lookout for it!

Megan: thank you! really great sessions

Eunice M: Thank you all

Mohammed Naveed: Thanks you everyone

jules.rendall: Thank you very much

Brid Nunn: thank you

Natalie Ann: Thanks all! Fantastic :)

Rui: :)

Donald H Taylor: *waves :)

Diane Woods: Many thanks, great session

Hamish Norbrook: Thanks

Geert Nijs: thx

Saera: great session, thanks!

Bruce Harley: thank you - excellent discussion

Chris 2: Thanks

Hönicke: Thank you so much!