LTSF20 D2S4: Digital learning: Being successful in a post-pandemic world

David Wilson – Questions

James Booth: Please as questions in here - we are keeping questions in this box to ensure they are not lost in the chat

Sanjeev Kumar: @David Wilson - How do you suggest Learning Experience Platform taking over Learning Management. From your perspective, isn't having Learning experience functionality in LMS platform makes more sense to users and Organisations than having two separate learning platforms

James: Maybe not driven - but certainly COVID was an accelerant

Christine Locher: To what extent are we (the big collective we obvs) in danger of now creating a terrible legacy and an awful impression by our "quick and dirty" transformation work we are doing? Will that be how people then perceive elearning and its capabilities?

Sarah Ratcliff: Justin: do you need a LMS platform or what are your alternatives for digital corporate training

Christine Locher: What are some of the new inventive things you are seeing where people have used their new found wiggle room really well?

James: How prepared do you think the major business schools are in terms of translating their open programs to digital versions? Is there a willingness/appetite for them to do this?

Emma W: Have you found that you've had to alter your pricing (or offer coupons) due to the economic pinch that many are feeling?

Sanjeev Kumar: there are many alternatives but million dollar question is can the importance of LMS will go away... to ME , LMS will always stay and is important pillar of learning ecosystem

Keith Colvin: learning Video editing has been a big and fast learning curve

Hanna Oldfield: What if operation had to move online from one day to next but financial decisions are still long and inflexible? So there isn't an increased online budget (yet).

Chetna: What are the most popular LMS platforms people are using?

Keith Colvin: Sanjeev your LMS must be flexible to adapt to new and changing landscapes

Emma W: @Hanna I know a few orgs local to me are doing mid-year budget review to pull costs set aside for things like travel and expenses and put them into digital transformation

Janet Webb: What are your thoughts on the decrease in learning designers? Will the new world have decent pedagogy?

Sanjeev Kumar: SABA, CSOD, SUMTOTAL, Docebo, Edubrite

Chantellr: Do you anticipate seeing a rise in demand for external Learning design in the next year or so following such an increase in the curation of learning content within the business?

Sanjeev Kumar: Skilljar is good too

Emma W: @Chetna - the orgs I work with are using LearnDash on Wordpress

michael halling: Cornerstone's LMS

Bartłomiej Polakowski: How Digital Learning is defined here? Are these tools, content, systems etc?

Chris: Totara, working with Learning Pool who are excellent!

Teresa Rose: @Chetna - it's important to have a caveat that the enterprise solutions are likely to have the largest number of users as that is their target market, so it can distort the reality

Justin: okay I thought you needed a lms and then you could tailor it to your needs. hence why many were open source

JoJo: Are these new digital needs and trends being met by internal or external resources/ppl/orgs?

Bartłomiej Polakowski: What are the examples of collaborative learning systems?

Anita Page: and @Teresa Rose getting your list of requirements locked down will help you navigate the LMS/LXP market rather than just going for one of the popular platforms

Chetna: Thanks

Rick: Have you compiled a list of software that helps facilitate training, along with pros and cons? Zoom, Teams, WebEx, GoToTraining etc....

Teresa Rose: @Anita - +1. And a host of use cases. Its context, research. What works for someone else won't necessarily work for you...

Jonas Hultman: Is this research UK specific?

Chantellr: @jojo I would be really interested to see which direction organisations go!

Anita Page: Absolutely :)

Peter: What are the implications for Compliance Training?

Virginie Chasseriau: Slide 10 - are 90% of companies using virtual classrooms (what was said) or are virtual classrooms being used for 90% by companies?

JoJo: @Chantell exactly

Bee Hemelryk: what does the maturity scale look like>

Sanjeev Kumar: @David Wilson and @Donald H Taylor - Is there any learning technology strategy document that can be shared to refer as reference material , my email id is kusanjeev@vmware.com

Bartłomiej Polakowski: what's behind "blended learning"

Jonas Hultman: Would virtual classrooms belong to video content here?

Rick: Is video referring to virtual training?

Beata Kotelko: Is there any data specifically for organisations following Agile Methodology of software development?

Qian: What is a bespoke e-learning content?

Chantellr: Very interesting that gamification was rated so much lower there

Christina: Bespoke as in not 'off the shelf', tailored towards you

Sanjeev Kumar: @David - Do you suggest that for an organisation , is it make sense to keep LXP and LMS both platform

Teresa Rose: @Chantellr - often because the time and cost to design is high - games aren't usually rapid in design and not easy to update in a very fluid context

Chantellr: @Teresa - very interesting, thank you!

Keith Quinn: @Teresa Rose - agreed. But you can use the strategies games designers user to improve engagement with materials and activities

Karen Chambers: I'm delivering some training next week and the organisation uses

Teams. I'd prefer to use Zoom - any thoughts?

Chantellr: @Keith True. Utilising gamified elements rather than full games design in training is something I've found to be really effective!

Teresa Rose: @Keith - erm yes of course even in a basic scenario

Annie: Part of the shift for us has been the culture shift. Covid helped nudge everyone in a new direction and realise the potential and impact of digital learning!

Ibrahim Dabbagh: I would like to learn more on the experience behind the success achieved, especially the methodology of encouraging people to use digital learning, and how this/these methodologies can be implemented to encourage people in countries and nations with limited experience and capacity in the world of digitalization?

sorcha: @karen - my organisation will only use MS Teams. In terms of delivery change group tasks to individual tasks with breaks from the screen and then feeding back into a wider discussion. I find this works better as breakout rooms on Teams are clunky

Nicole Bauch: Have I understood correctly that digital tools are only used to conduct classical knowledge transfer online now, but not to implement collaborative and co-creative scenarios?

Keith Quinn: @Teresa Rose @Chanteller - I really liked Jamne McGonigall's book , "Reality's Broken" - lot's to learn and apply to learning design

Teresa Rose: @Chantellr - when I researched user preferences in a large organisation there were a lot of aha moments around game based learning - it came 11th in people's favourite modality to learn and not much difference between genders and age

Sofie: What skills do you mean has gotten more critical and more in demand with COVID?

Uzma: Yes ^^ Good questions Sofie

Chantellr: @Keith I'll add that to my reading list - thanks! @Teresa - Fascinating to see that grounded in user preference data

Else Iversen: Could you please shed some more light on your diagrams in slide 19 and 20?

Rick: My experience of gamified learning is that it really needs to be linked to a business driver and on point in terms of learning objectives. As it's often used as a gimmick, I'm not surprised to see it score lower than expected.

Teresa Rose: @Rick - true. Its again about the best way to solve the problem.

Chantellr: @Rick - Agree. You can tell when it is used appropriately for the audience, or as you say as a gimmick.

Annie: Learning in the flow of work....

Tom: I'd like to posit: If combining work with learning is important, how does this tie in with the corporate lack of responsibility? I've seen many projects flop in my time and no matter how many times you highlight the skillgaps, lack of training and lack of retrospective - the narrative is always how amazing everyone is and that the customer was bad or it was unavoidable. This excuse is rife to justify a lack of training. How would we tackle that?

Rich Dawson: The phrase gamification really needs some work. Making a learning game and gamifying learning are 2 completely separate things.

Rick: @Rich - couldn't have put it better!

JoJo: @Rich Dawson you are so right that ppl misunderstand the differences and

nuances between gamification and Game Based Learning

  Chantellr: @RIch - so true!

  Rich Dawson: Gamifying is how I get my daughter to clean her room...

  Martin Buursen: Time to Value is great, but what happened to 'Speed to Market'? or do you consider that the same?

  Ronnie Dennison: Has buyers view changed in terms of face to face cost and digital facilitated delivery?

  john faulkes: Tom - so right. L&D people spend a load of time it seems overseeing content and not on influencing and engaging line managers.

  Gaby: Great question @Ronnie

  Uzma: @Rich Dawson, hahahaha, yes indeed

  john faulkes: perhaps gamifying learning should be rephrased as 'workifying' learning

  Martin Buursen: I have 2 main slogans for L&D :   "Virtual over Physical' and 'Curation over Creation' ;-)

  Tom: @John - Yeah, the public disconnect from academia and their wilful dismissal of learning is a sad but objective fact. We can actually evidence it with climate science, where top scientists wholly agree at 99%, you can take a step down to general academia and you lose 25% of that. Taking another step down, to the public, only 53% agree. To me, it's a fascinating pattern of opinion over fact and it's commonplace everywhere you look in society.

  Sarah Slade: and "Resources not Courses" (c) Nick Shackleton-Jones

  Tom: Boils down to the core issue of 'Chinese whispers' - the further you are from the source of truth, the less likely you are to hear it correctly

  James Trew: I'm directly involved in digital learning and love it, but when we say we will "never go back" to pre covid f2f learning, being social animals are we really not going back post vaccine?

  Uzma: @John faulkes , the team 'work' makes people shut down.. mentally.. 'game' and it already sounds fun :)

  JoJo: @James Trew: maybe were not going back to exactly how it was before but like an evolved remixed version of f2f training.

  Ronnie Dennison: good questions James - we are social animals

  john faulkes: A vaccine that is proved to do something is one thing; a vaccine that gives people confidence to interact like the old days, is another...

  john faulkes: Not saying you should publish 'workifying'; it should guide design so that activities during training feel entirely relevant and realistic

  JoJo: @john faulkes... "A vaccine that is proved to do something is one thing; a vaccine that gives people confidence to interact like the old days, is another..." exactly, will the vaccine change behaviours and mindsets... we'll have to see

  Teresa Rose: @John and a vaccine without side effects

  Chantellr: We are social animals, but I think the level of engagement I have seen in these webinars so far speaks volumes for the way our social interactions are changing and evolving to find a balance between online and f2f

  Helen Peel: @James Trew I don't think it is we won't go back to f2f but it is more about having the systems in place so that the disruption caused to training doesn't happen again. The contingency plans are already in place. The training I do requires a lot of practical and can only be done practically but so we can continue to deliver some training we are looking at digitalising what we can and then having

plans in place for how to deliver the f2f part with social distance restrictions etc

  Uzma: Have L&D people found it difficult to make learning available for different devices?

  Teresa Rose: @Helen - maybe flipped classroom will be the main mode of delivery...

  James Trew: Thanks! Interesting points :)

  Keith Quinn: @Uzma - not if you consider carefully the density of content you want to deliver and the user experience re accessing via different device types

  James Trew: I'm confident the world will recover - it did from the 1918 pandemic

  Sultana: Thank you