



 ADULT
LEARNING
SYMPOSIUM

Digitally Facilitating On-The-Job Training Enterprise Case Study

Transform

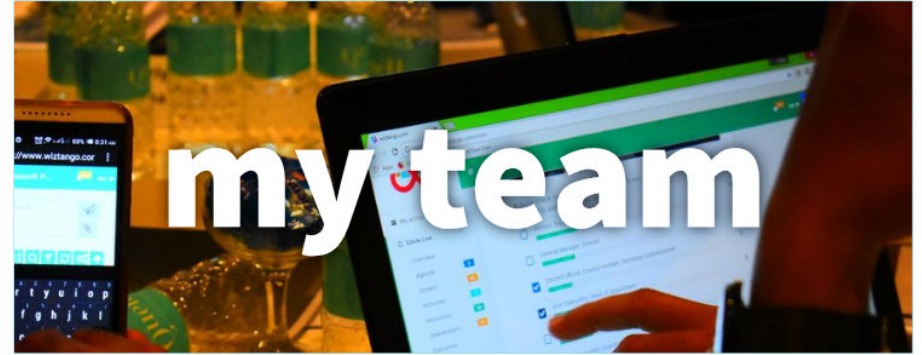
Lynn Wong (DHL Express)

1 November 2018

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ADULT LEARNING
SINGAPORE

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All managers in the organization were challenged to innovate with digital disruption

I am to leverage technology to create more effective and engaging learning interventions

What is the Game Plan?



IAL INSTITUTE FOR ADULT LEARNING SINGAPORE

IAL » IAL Programmes » Continuing Professional Development » Making Learning Circles Work...

CPD Programmes

Making Learning Circles Work for You Part I – DIY to Launch

Programme Fees:

S\$ 0.00 w/GST AEN Member	Prashant Jain (Mr) Speaker	3 hours Duration
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[SCHEDULE / APPLY](#)

What is this programme about? ↓

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[ENQUIRY / FEEDBACK](#)

- Began at IAL
- I participated in a learning circle



Our Organization Culture



Roles & Skills

- Trainer
- Manager
- Employee



Changes in Business Landscape

- Digital Transformation
- Millennial

Image Source: Unsplash



- 1 Dealing With Change
- 2 Developing Leaders
- 3 Engaging Learners
- 4 Delivering Consistent Training
- 5 Skills Application
- 6 Conflict Management
- 7 Tracking & Post Assessment
- 8 Improving Learning Effectiveness
- 9 Demonstrating Value to Leadership
- 10 Adapting Training to Millennials

Challenges for L&D Professionals



L&D Models

- Kirkpatrick
- 702010



Stakeholder Role	Traditional	Work in Progress	Transformational (goal)
SME & Educator	Trainer	Facilitator	Performance Advisor
Team Leader	Manager	Facilitator & Manager	Coach & Manager
Learner	Passive	Proactive	High Performers

My Digital L&D framework



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702010 model	10	20	70
Kirkpatrick model	Level 1 & 2	Level 1 & 2	Level 3 & 4



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Digitalization	Learning Circles		



Learning circles create participatory learning



- To deliver structured & collaborative experiences
- To effectively combine synchronous training and asynchronous learning
- To design interventions based on data and evidence

Learning Circles originate from a concept of Study Circles from Sweden and the Scandinavian countries. Study circles have been a successful form of informal learning for over 150 years.



- Digital Publishing
 - To enable our SMEs to create digital learning content
- Digital Facilitation
 - To enable our managers to coach their team
- Digital Technology
 - To utilize a robust, easy-to-use learning platform

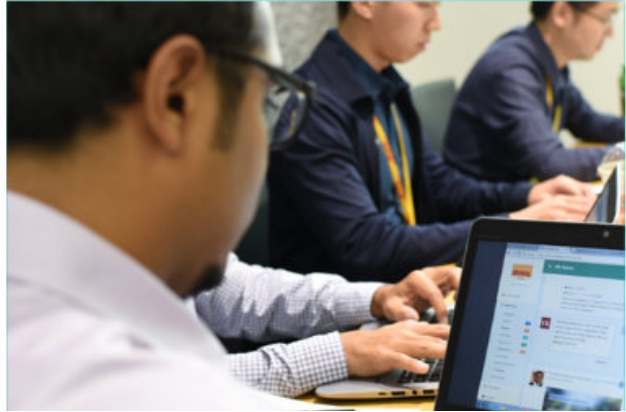
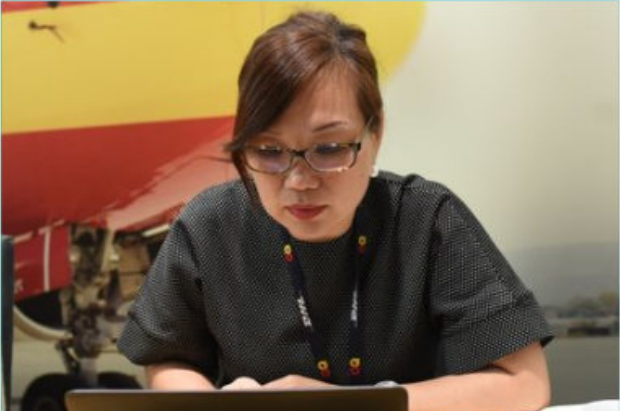


1. We set the pilot to across 10 regional business roles
2. We designed an intervention to “pull” and practice digital learning
3. We delivered a combination of virtual & face-to-face session

A group of five people are seated around a light-colored wooden table in a meeting room. Each person has a laptop open in front of them. They are all looking at their screens or towards each other, appearing to be in a collaborative learning or working session. The room has a yellow wall and a window in the background. The text "Learning circle in progress..." is overlaid in large white font across the center of the image.

**Learning circle
in progress...**

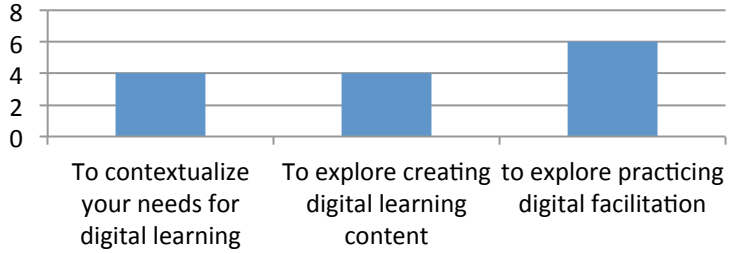
Piloting



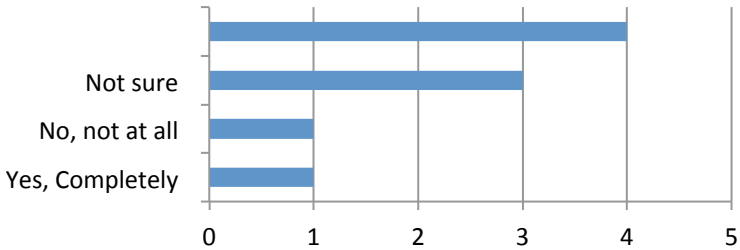
Presenting results to management



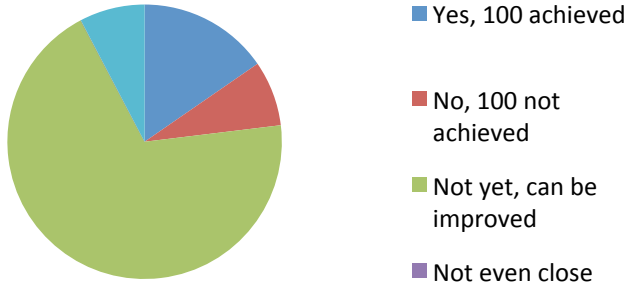
Which of the 3 outcomes are most relevant for you?



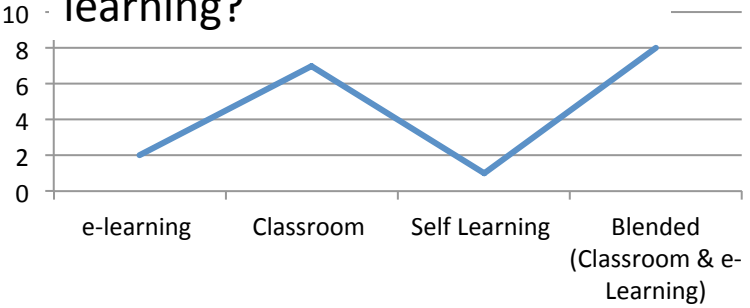
Do our Sales leaders coach in a conversational, structured manner in the field?



With what you have heard, do you think we have achieved our goal?



What are the main mode(s) of learning?



Presenting video summary to stakeholders



The screenshot shows a video player displaying a web browser window. The browser is on the website <https://www.wiztango.com/main>. The page title is "DHL Express" and it features a poll with the following questions and results:

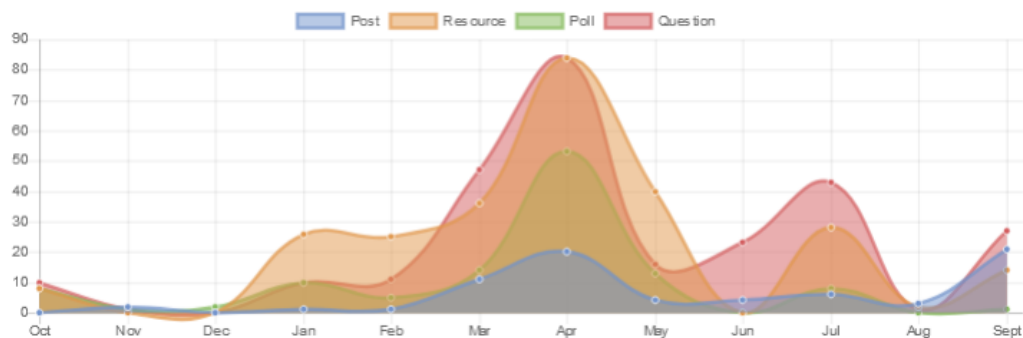
Question	Count
To contextualize your needs for digital learning	4
To explore creating digital learning content	4
to explore practicing digital facilitation	6
Something else (sharing below)	1

The poll interface includes a "Learn" button, a "Rate" button, and a "Give your response..." input field. A sidebar on the left lists navigation options such as "My accounts", "Circle Draft", "Circle Live", "Overview", "Agenda", "Stream", "Activities", "Resources", "Stakeholders", "Outcomes", "Email notification", "Schedules", "Circle guide", "Circle Past", "People", and "Marketplace". A vertical toolbar on the right contains icons for navigation and search. The video player controls at the bottom show a timestamp of 02:34.

Aggregating data



Learning Content Development



1,060

Total onboarded

1,042

Total learners

25

Total professionals

1,444

Total trained

Programs

24

Total published

Schedules

94

Completed & ongoing

Learning content delivered

14,856

Total

Learning appreciated

4,446

Total

20

13



1

Top original publisher



2

Most appreciated



3

Most rated



4

Top curator



5

Top respondent



6

Most engaged

TM

AK





1. Coaching on-the-job & in-the-field
 - *Is there a need for daily practice on skills knowledge and to validate transfer of knowledge?*
2. New hire, intern on boarding
 - *Is there a need to reduce face time of trainers, increase productivity and reduce duplication of work?*
3. Building domain expertise
 - *How do we replicate expertise and scale knowledge?*



1. Application of digital learning & digital facilitation is not hard
2. What's needed is the mindset to challenge. The willingness to try and meet the need to transform.



3. Learning Circles on Wiztango enables us to experiment new way of learning that is critical for our new generation.

It sets a pace for innovation and creativity



4. Digital learning through Learning Circles encourages our learners to be proactive learners
5. We can leverage Witzango & Learning Circles to enable managers to effectively OJT in-the-field and trainers to leverage on domain experts to permeate learning



- 3 topics
 - Sales skills
 - Industry vertical
 - Coaching
- Coaching teams on design, development & delivery of learning circles on Wiztango
- Schedule pilots in Q4 & Q1



QUESTIONS?