humanitarian leadership academy

Future of Learning

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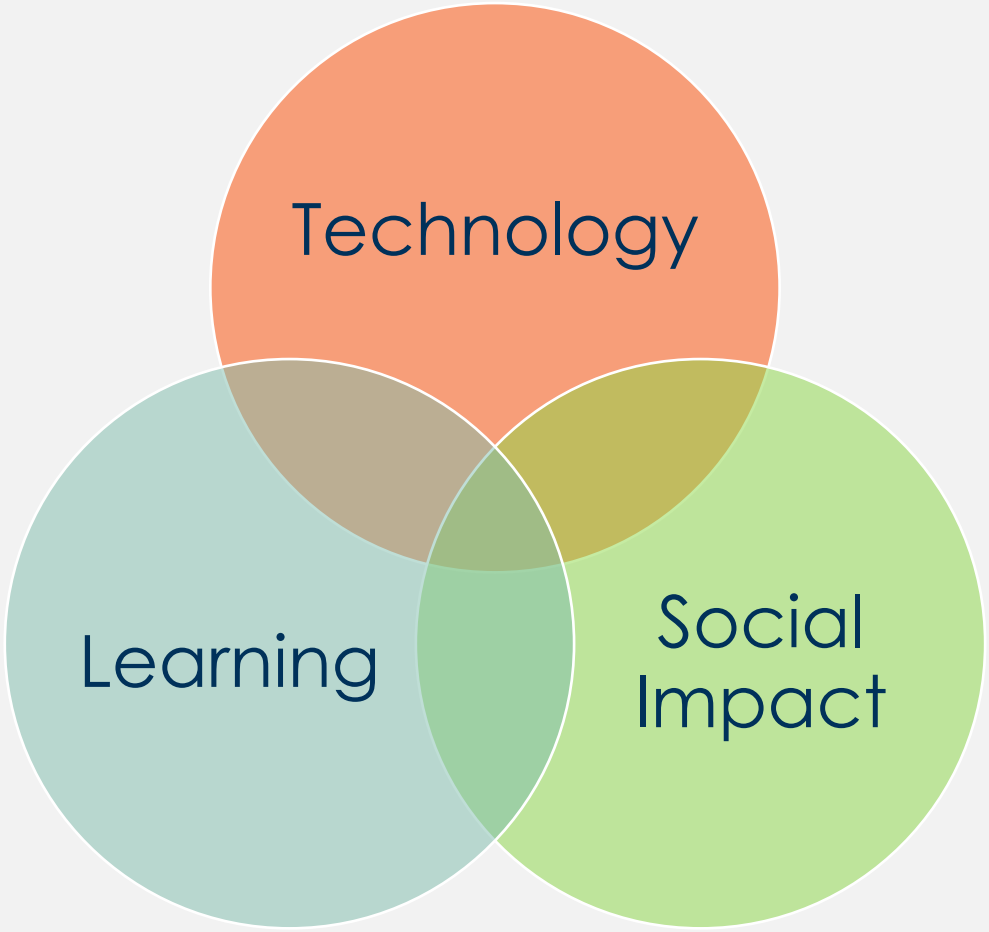

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More than 1% of people across the planet right now are caught up in **major humanitarian crises.**

The international humanitarian system is more effective than ever at meeting their needs – but global trends including poverty, population growth and climate change are leaving more people than ever vulnerable to the devastating impacts of conflicts and disasters.

People In Need: 131.7M
People to Receive Aid: 93.6M
Funding Required: $21.9B

UN OCHA
Global Humanitarian Overview 2019

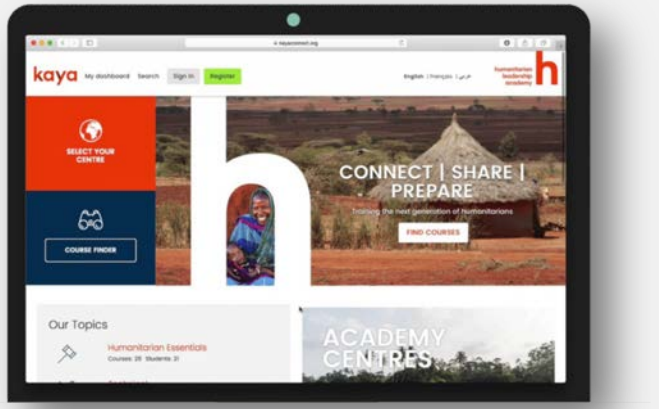
To enable people around the world to prepare for and respond to crises in their own countries.

Our challenge

How do we create & share learning that is engaging, scalable and impactful?

How we work

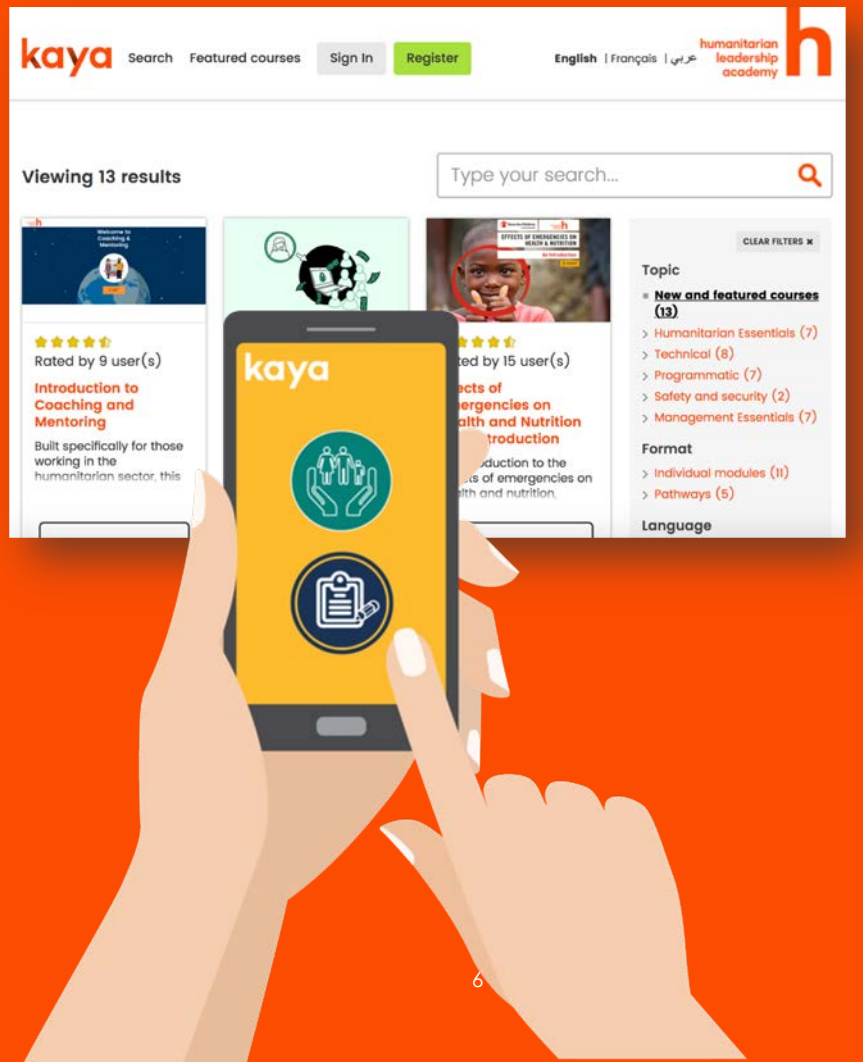
- ✓ A **global marketplace** of learning, Kaya, making learning accessible to everyone: KayaConnect.org



- ✓ A **network of local partners** creating and sharing relevant learning

Our eLearning platform kaya

- ✓ Launched in May 2016, we have **95,000+** learners and growing
- ✓ 23% of users from very fragile states in crisis and 26% are from countries hosting large populations of refugees. Top 10 countries: **Kenya, Philippines, Syria, Nigeria, UK, US, Yemen, Iraq, Uganda, Bangladesh**
- ✓ **400+ free online courses**, in up to 10 languages
- ✓ **Six learning portals** with the following partner organisations: Norwegian Refugee Council (NRC), International Rescue Committee (IRC), War Child, Save the Children UK, the Cash Learning Partnership (CaLP) and Voluntary Service Overseas (VSO)



Learning that enables others to create and share more learning?

Innovation in Learning

Creatively problem solving to add new value

Learning about Innovation

Learning around process, practices and behaviours, focus on co-creation and user-centred design (UCD)

Innovation in Learning

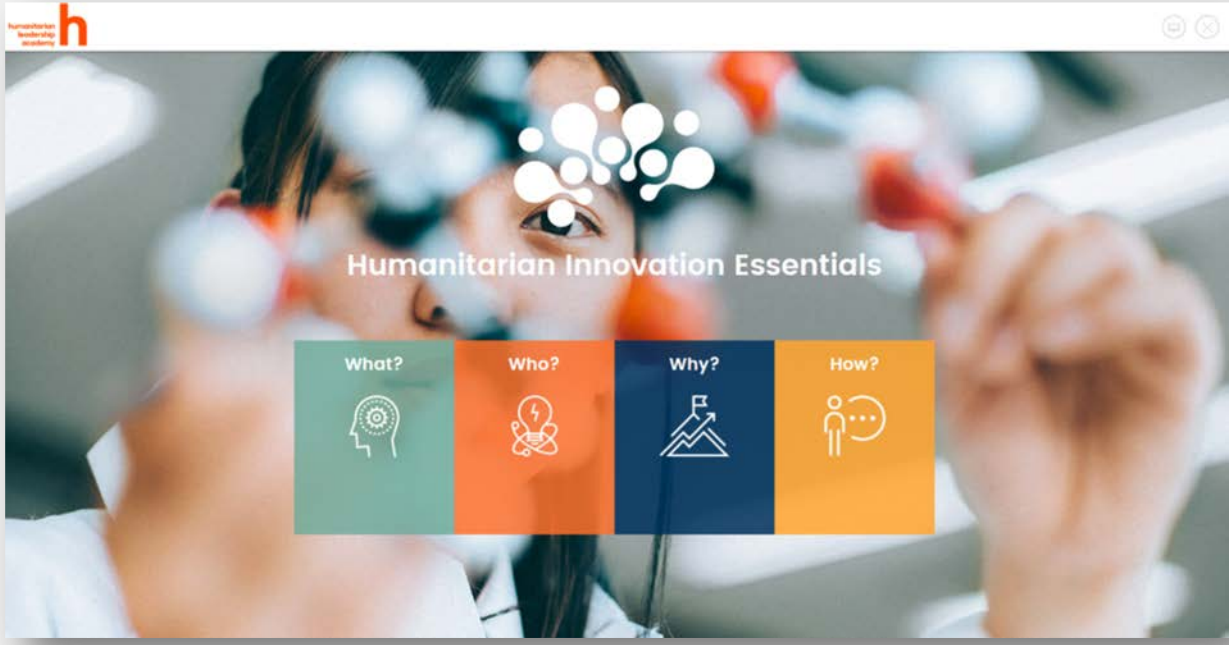
Uncovering new ways of creating and delivering knowledge to users in different cultures and contexts

Learning about Innovation

(demystifying innovation)

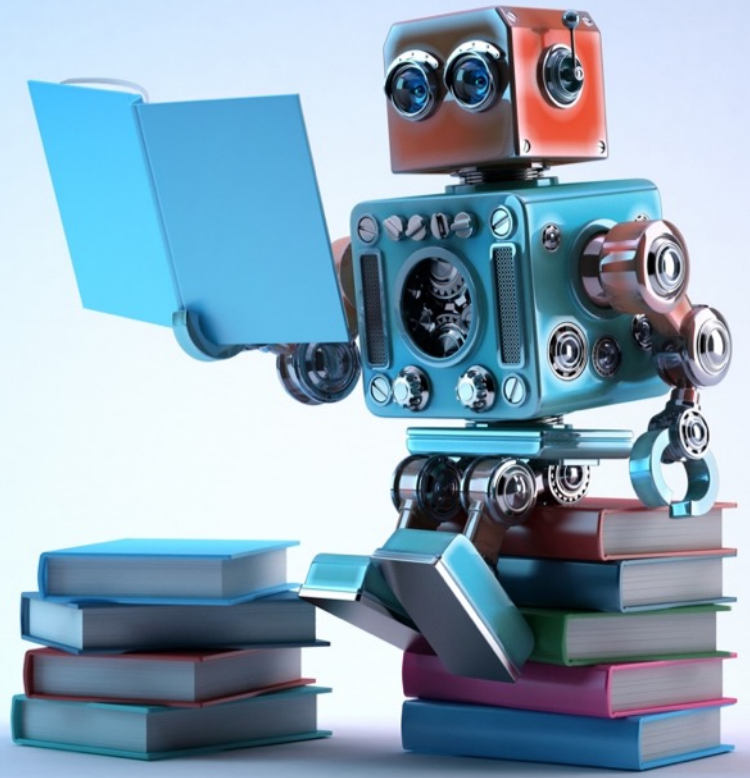
- ✓ **Innovation Essentials** - provides first clear steps on how to innovate from within your own organisation, with examples from the humanitarian sector.

- ✓ **Humanitarian Futures & Foresight** – learn about foresights methods & tools (from Institute For The Future) and humanitarian signals & trends (global signals, with specific focus on East Africa)



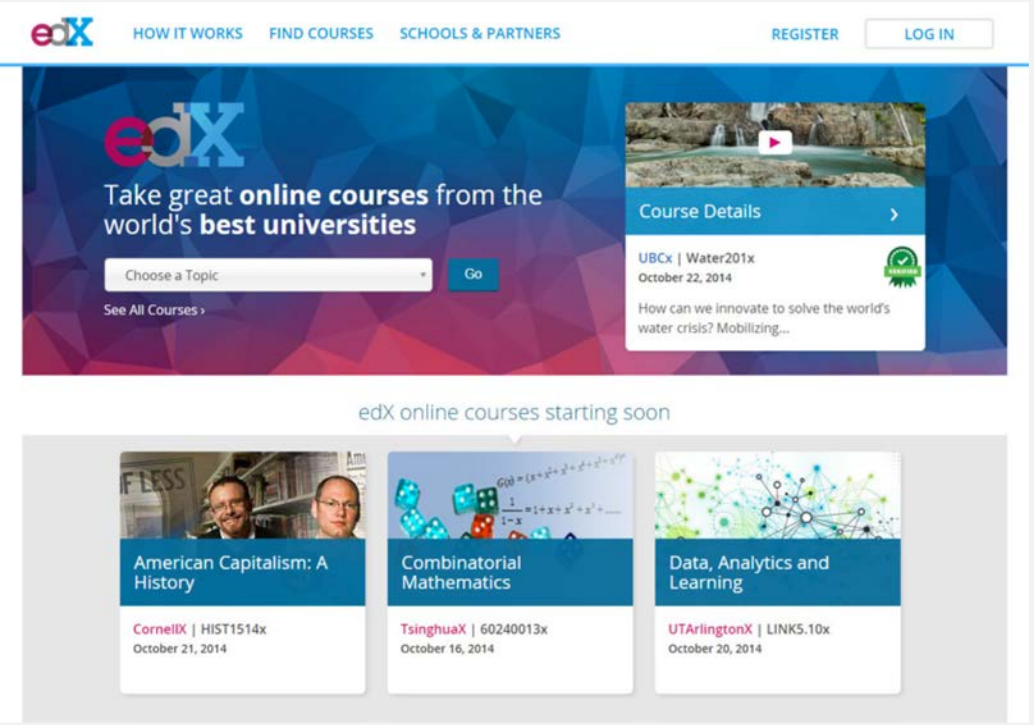
Learning Trends

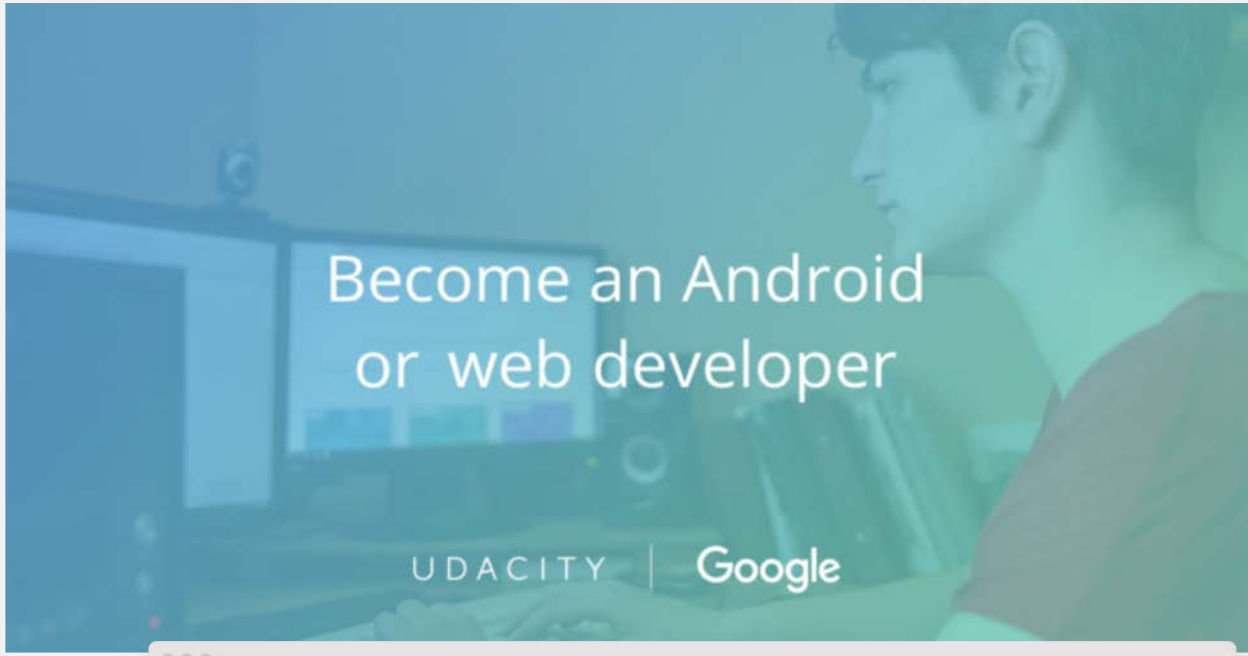
- ✓ Modular, personalised, continuous
- ✓ Nano-degrees, micro-credentials
- ✓ Use of AR/VR
- ✓ AI-in-Ed
- ✓ Gamification

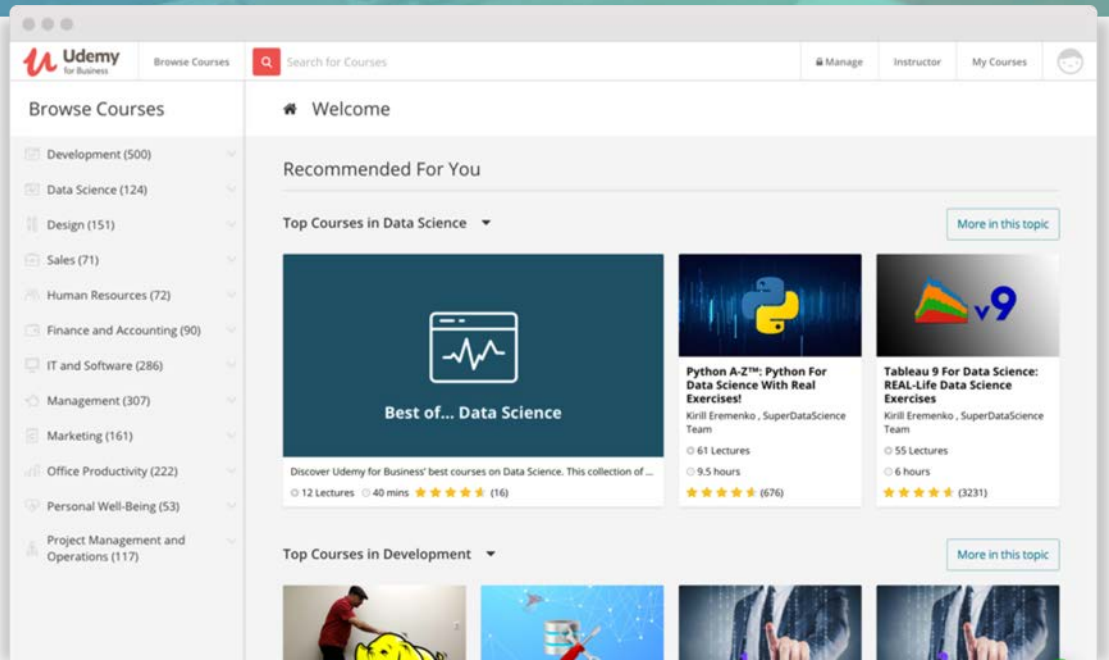


Learning - Modular, bite-size and continuous

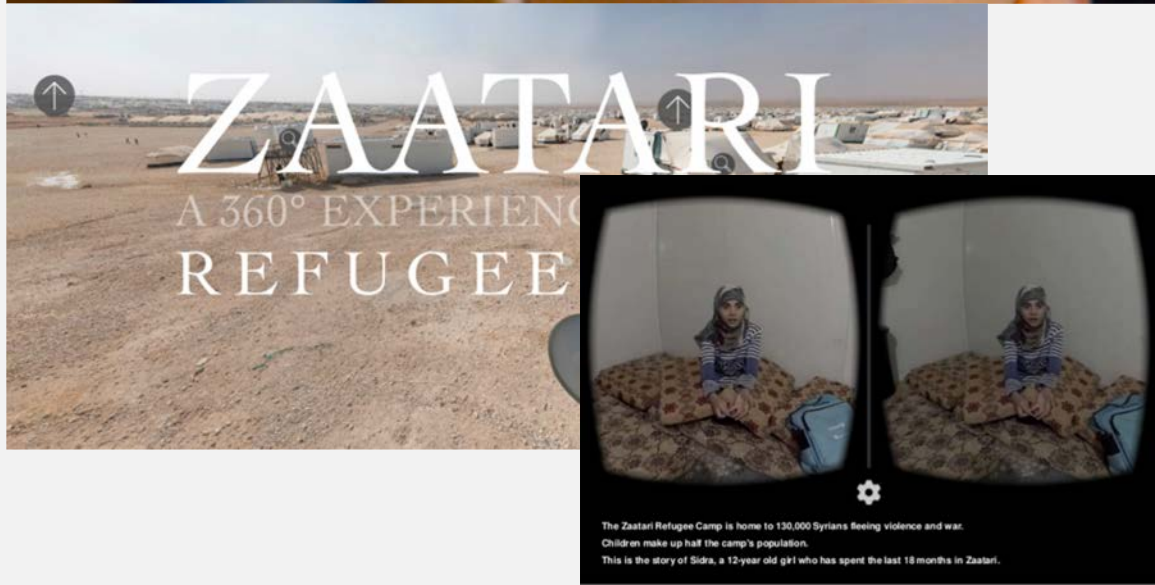
Nano degrees, micro-credentials







Augmented and Virtual Reality



AI-in-Ed

cognitoys
cognitoys
cognitoys

Hello Bot!
Hey there human!
CHATBOT

Incremental innovation

Chatbots

Gamification

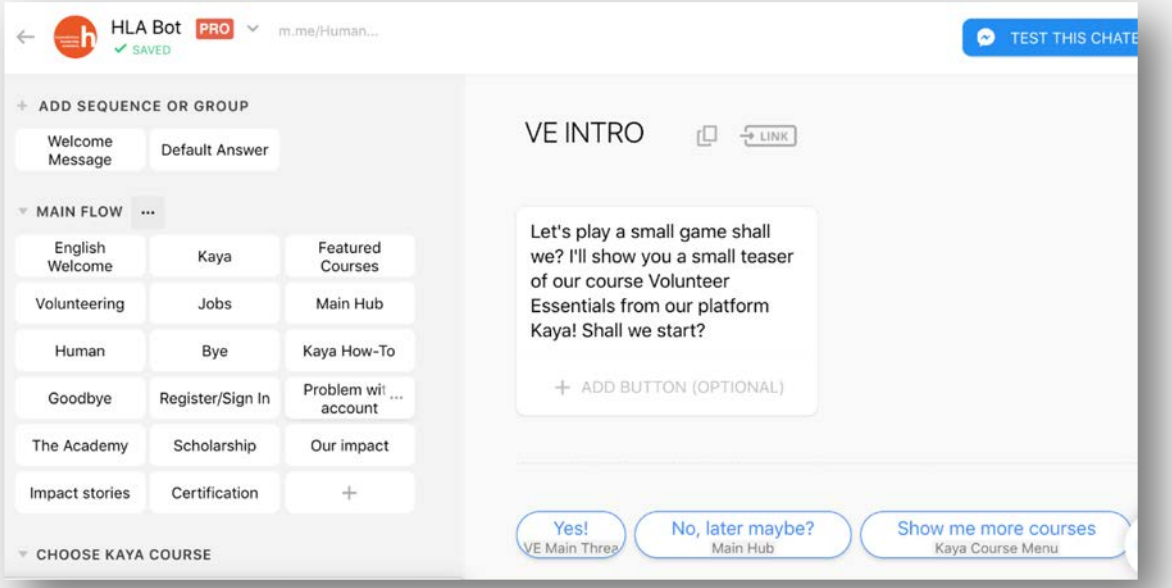
Virtual Reality

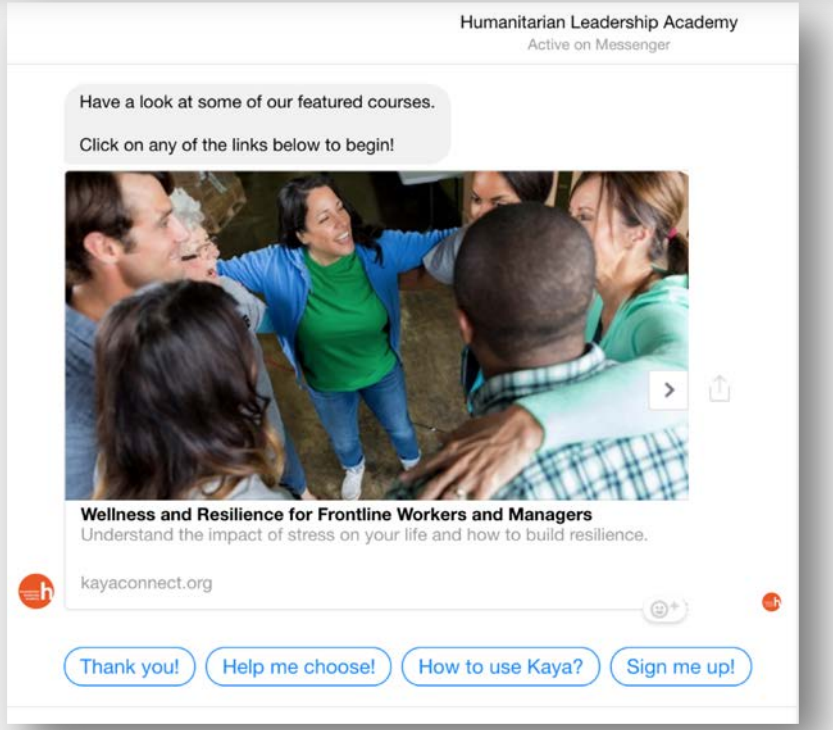
Predictive learning

Edublocks

1. Chatbots

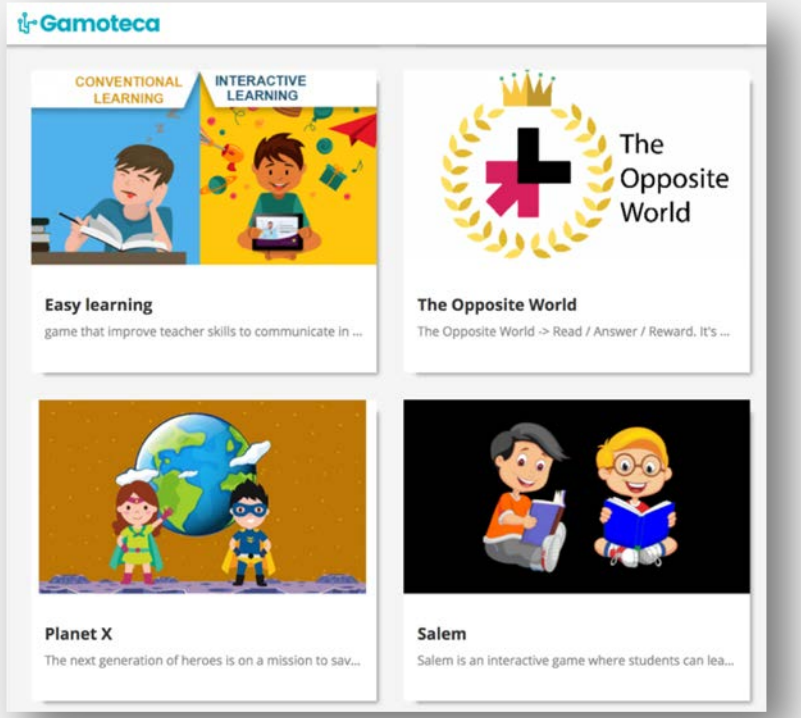
- ✓ Building out **content nuggets**, learning pathways accessible via social media
- ✓ Helping users **discover Kaya courses**
- ✓ **Activate 500K Facebook followers**, facilitating more effective user engagement and sign-ups
- ✓ Take users on **learner's journeys** to help them understand the role of volunteers in the field





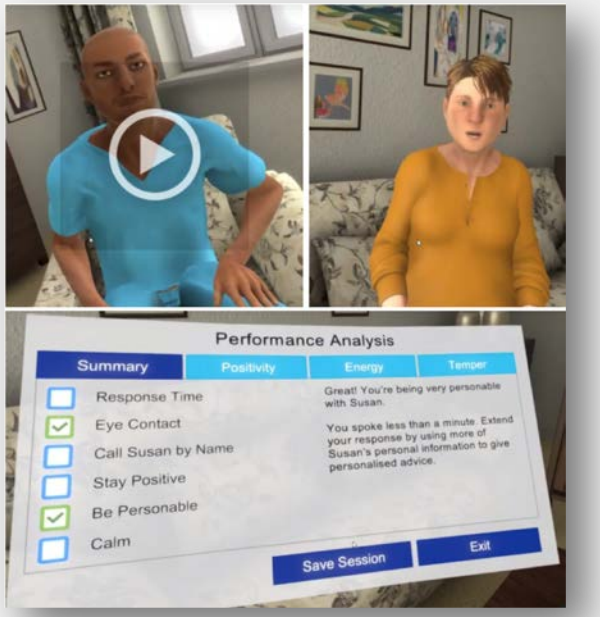
2. Gamification

- ✓ Games **co-created by local partners** for solving local needs
- ✓ Introduced **role playing, narrative-based journeys, scenarios, peer-to-peer learning, simulation** exercises
- ✓ Games in**tegrated within existing learning on Kaya**, e.g. coaching & mentoring, volunteer essentials

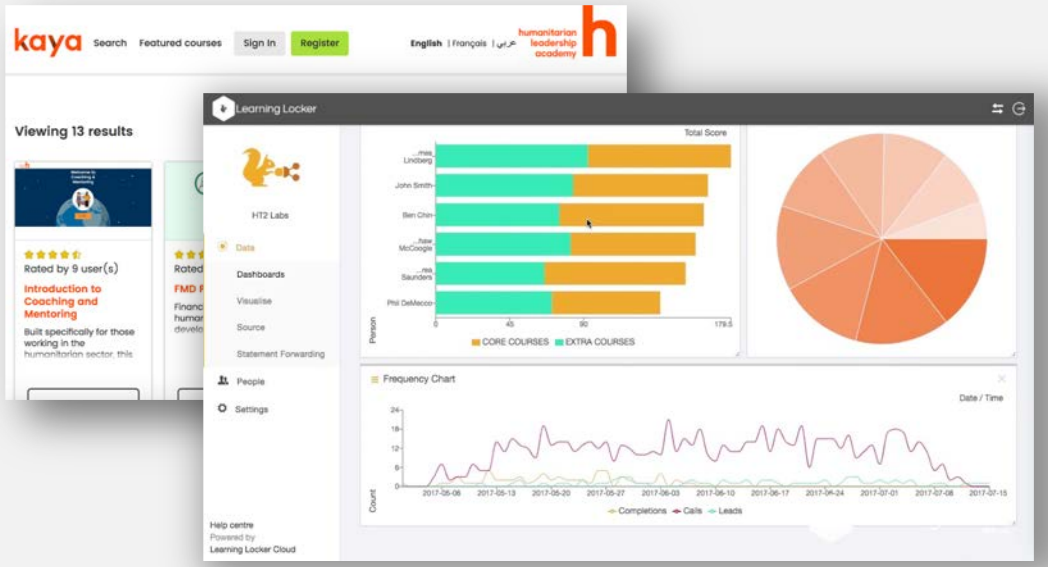


3. Immersive learning (VR)

- ✓ Enhancing **crisis-immersion and empathy building** using VR for volunteer and staff training
- ✓ Short VR films/media that **integrate well with existing learning pathways**
- ✓ Exploring the use of **VR "body swapping" simulation** combined with analytics of speech, tone and emotion for safeguarding training



4. Predictive learning



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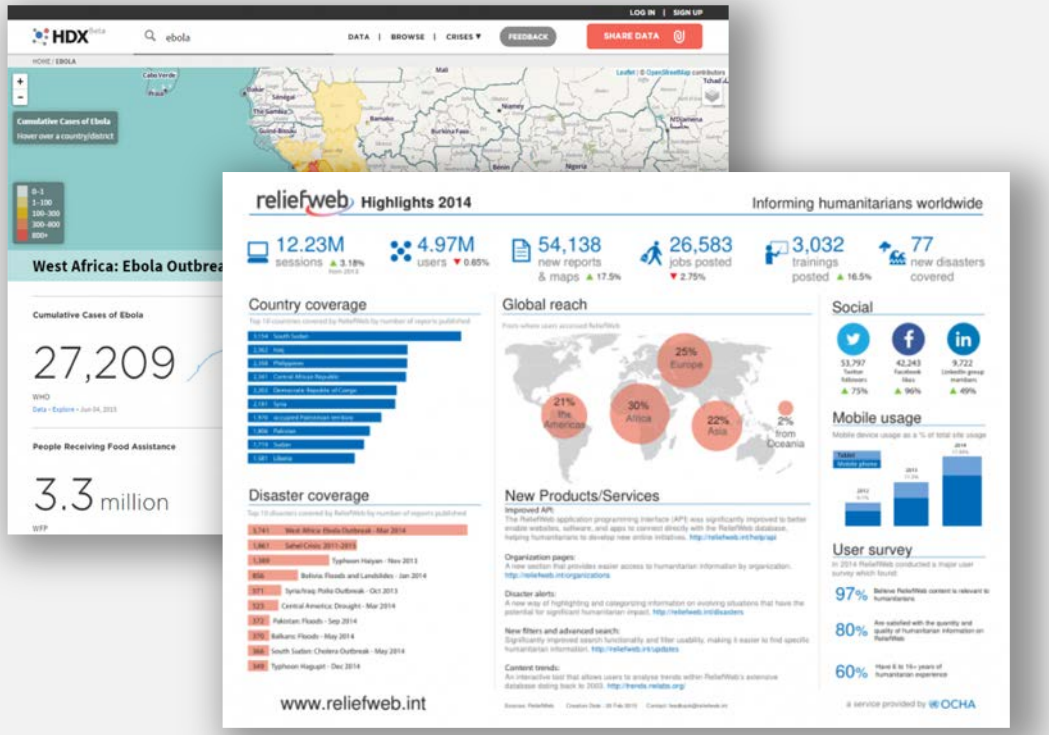
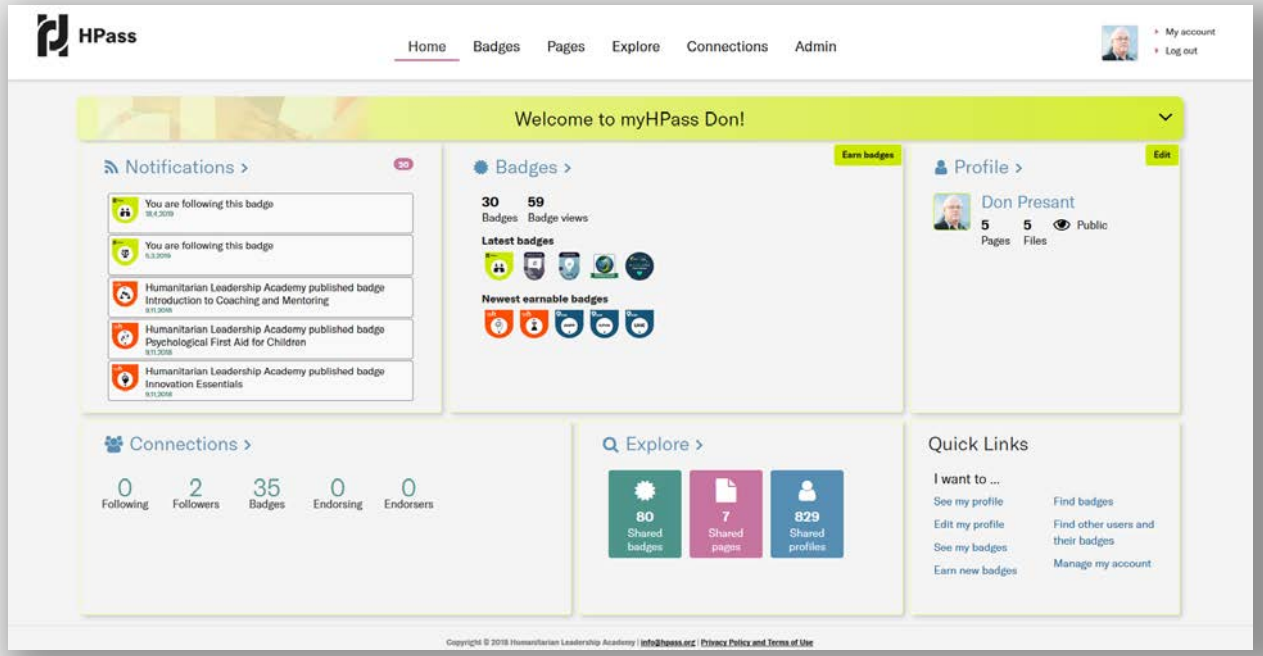


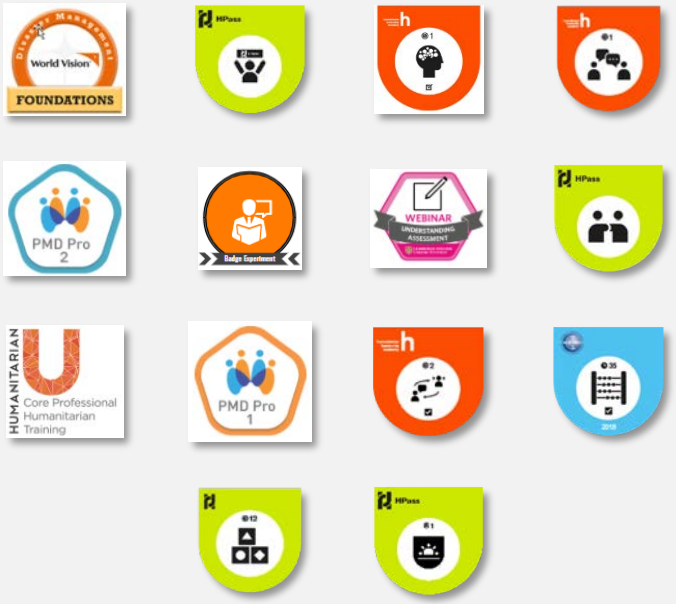
- ✓ Learner history on Kaya (access, registration/completion, feedback)
- ✓ Learning history of similar learners
- ✓ Related courses

- ✓ Crisis data
- ✓ Upcoming disasters (climate models)

- ✓ Predictive & personalised learning, e.g. course on disaster preparedness before typhoon season

5. Blockchain for credentialing





HPass

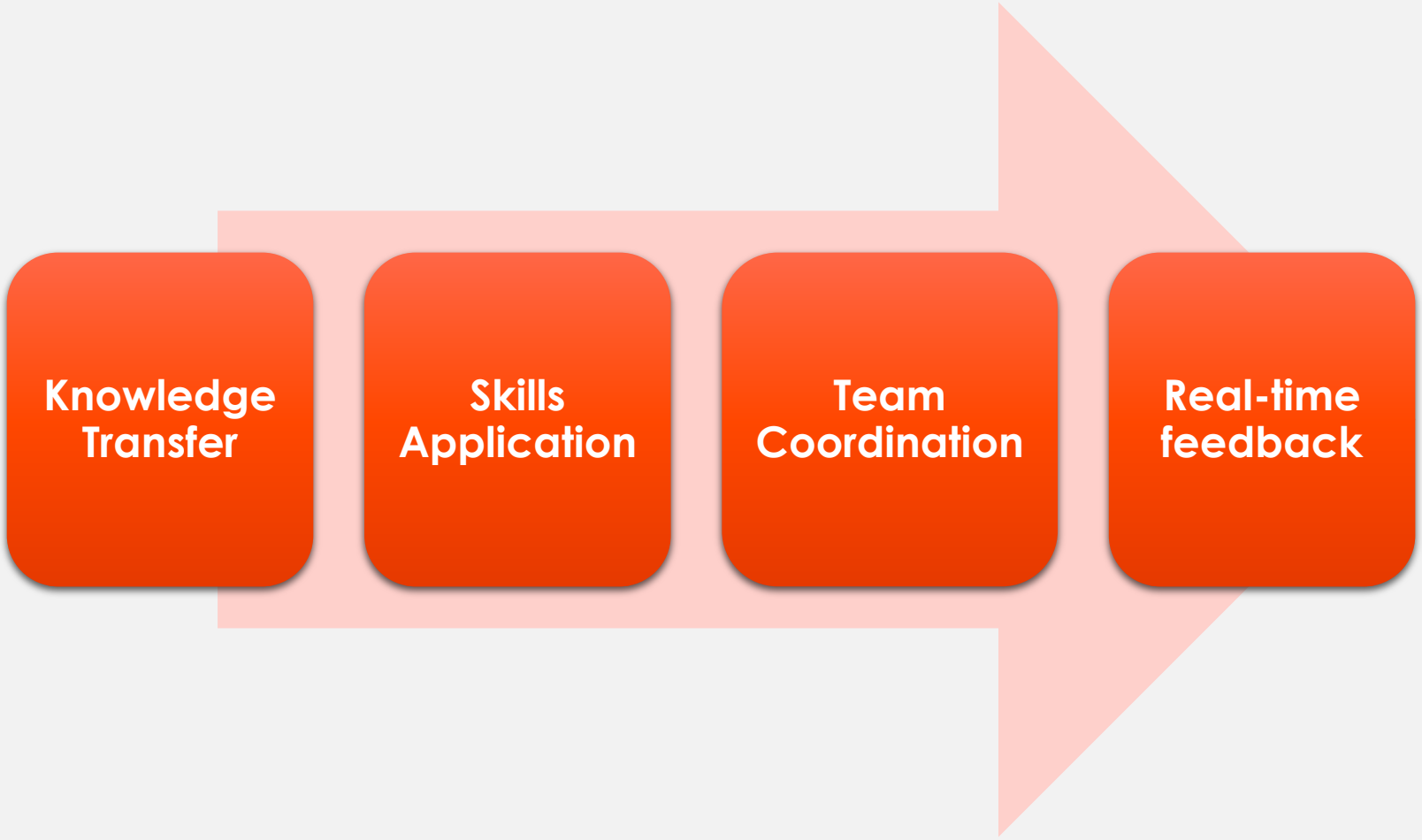
- ✓ **A trusted credentialing system** to recognise skills, learning, experience of humanitarians
- ✓ **Badges** can be issued manually, or automatically from a range of learning platforms
- ✓ Learners can **share them via social media**, as a link from a CV or as part of an e-signature

- ✓ **"Edublocks"** built on Hpass that use blockchain can add additional authentication, durability and integrity

Gamification – Case Study

Co-created games for collaborative real-life learning

How can we get to practice-based learning with real-time feedback?



Simulations Exercises

- ✓ Simulations exercises are used for security & emergency response training
- ✓ Organising simulations are costly – actors, props, complex scheduling
- ✓ Tracking progress and providing real-time feedback is almost impossible with larger teams

UNHCR Security Training

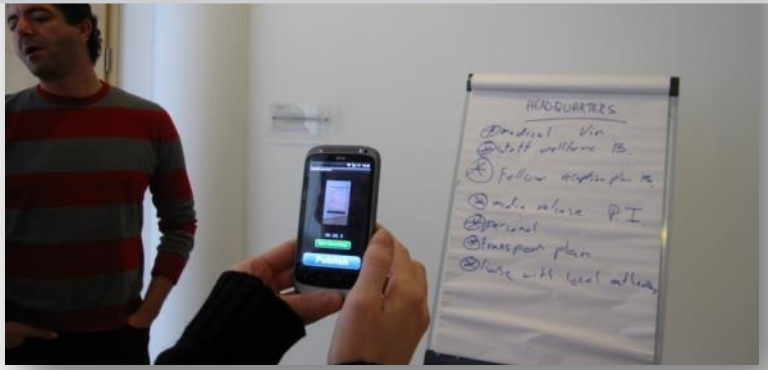
Notification of the Incident

Assembling the Team

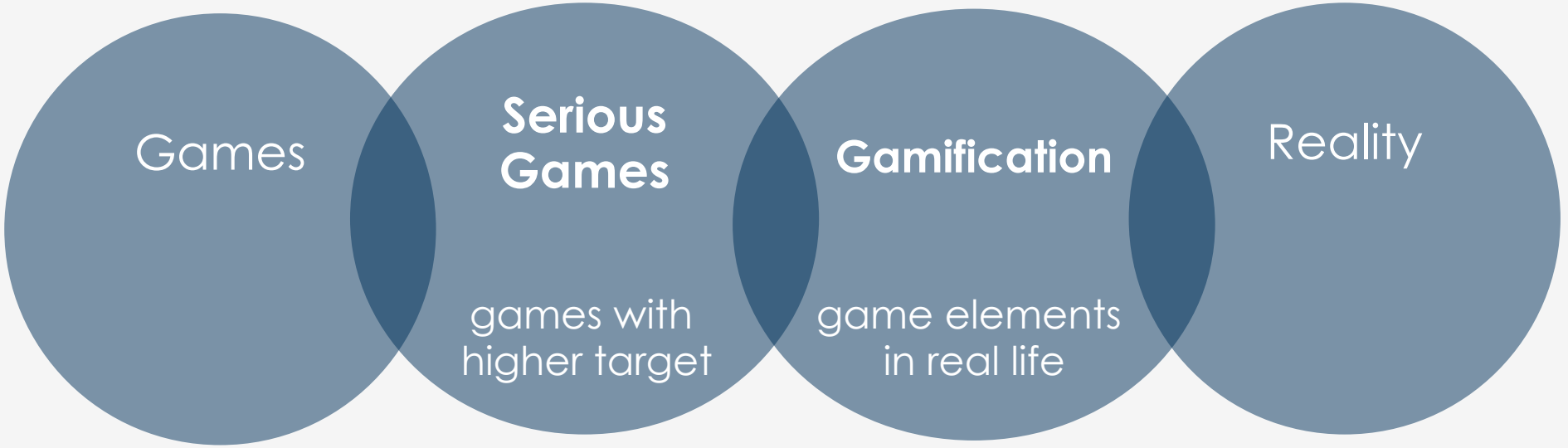
Planning

Responding

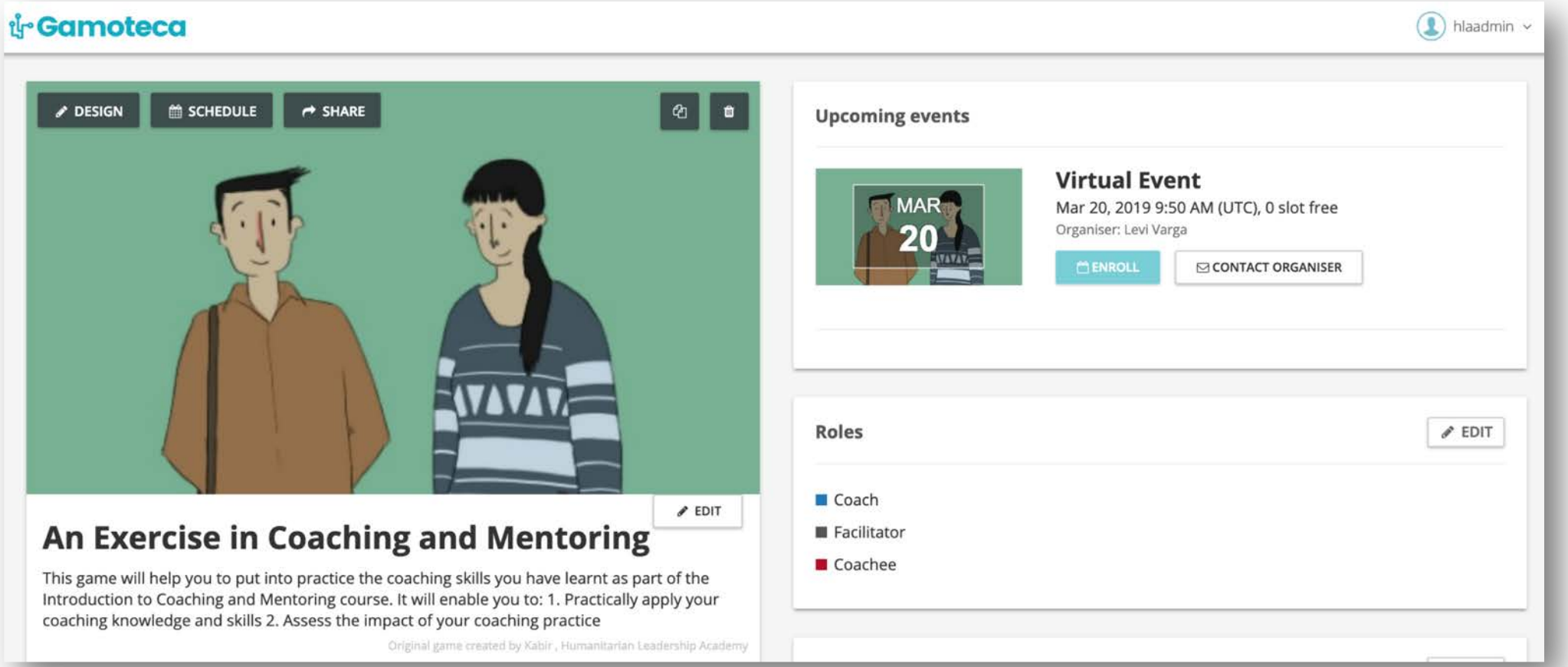
Negotiating



Combine elements of both gamification and serious games



Allows everyone to easily create their own learning



Role-based learning for peer-to-peer interactions and feedback

Gamoteca

‹ BACK | ADD SCREEN

Coach	Coachee
0. **Introduction** Receives Information	0. **Introduction** Receives Information
0.1. **Overview** Receives Information	0.1. **Overview** Receives Information
1.1. **Your Role** Receives Information	1.1. **Your Role** Receives Information
1.2. **Your Coachee** Receives Information	1.2. **Your Coach** Receives Information
2. **An Example** Receives Information	2. **An Example** Receives Information
3.1. **Level 1 - Preparation** Receives Information	3.1. **Level 1 - Preparation** Receives Information
3.2. **Level 1 - Help from the Course** Receives Information	3.2. **Level 1 - Coach Introduction** Receives Information
3.3. **Level 1 - Your Introduction** Captures Video	4.1. **Level 1 - Feedback Part I** Answers Question
4.1.1. **Level 1 - Feedback Part I** Receives Information	4.2. **Level 1 - Feedback Part II** Answers Question

An Exercise in Coaching and Mentoring / **Coach**

TEXT | IMAGE | IMAGE 360° | VIDEO | VIDEO 360° | CHOICE

TEXT FEEDBACK | SEND IMAGE | SEND VIDEO

Display feedback from:

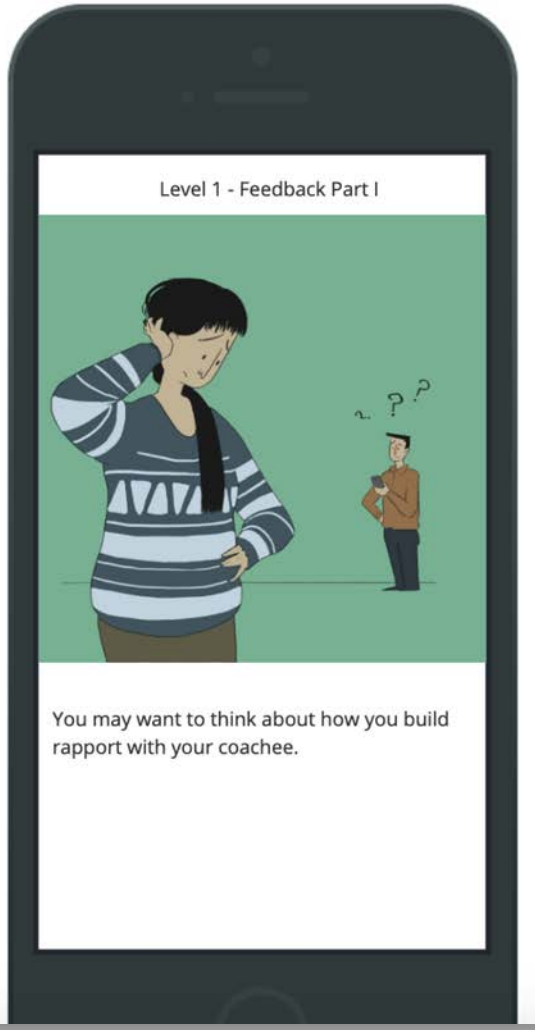
4.1.2 Level 1 - Feedback Part I

You may want to think about how you build rapport with your coachee.

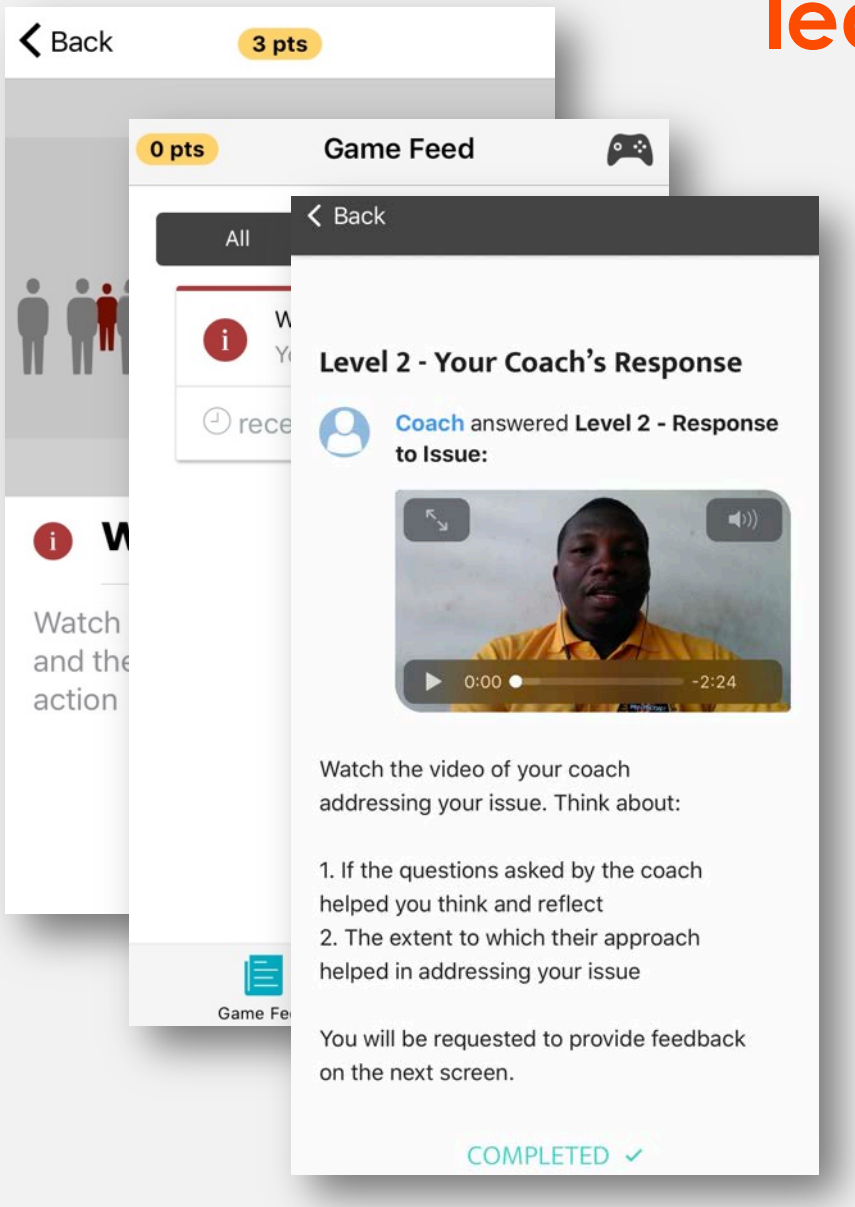
Score -1 point

Appear 0 minutes after the game starts (0 = no time constraint)

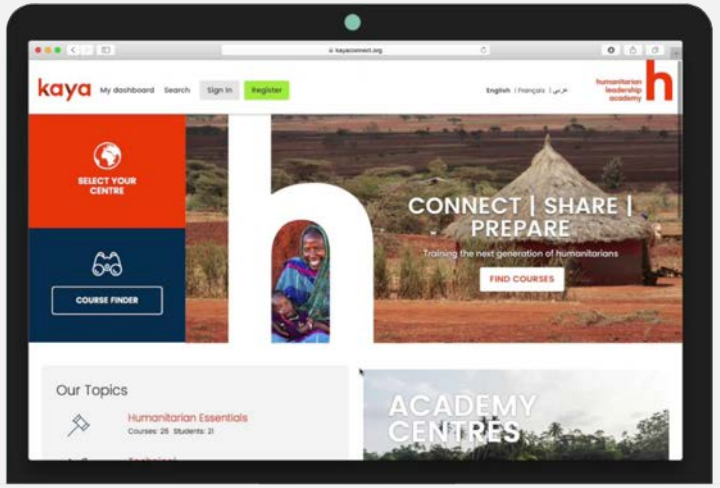
Ending screen



Real-life game play… about fun, experimentation and learner feedback loops



Design thinking methodology for co-creation "Learning Hackathons"



Create spaces to **capture local learning** through design thinking

Identify, test and incubate ed-tech and learning-tech solutions

Scale tools, content, tech through

- Learning platforms
- Supporting other organisations

Key takeaways

1. **Signup to learn**: KayaConnect.org and join one of our courses

2. Combine innovative tech with **user-centred design to enable others to co-create learning**

3. **Collaborate with us** on gamification, chatbots, immersive & predictive learning

"The future is already here, it just isn't evenly distributed."

William Gibson, Tech Writer