

LEARN. PERFORM. ENGAGE.



*Why an integrated
ecosystem drives learning,
performance and
engagement in the
workplace*

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WHAT WE WILL COVER

- *People matter – strategy trends*
- *What motivates us at work?*
- *An integrated ecosystem*
- *Open technology – flexibility & innovation*

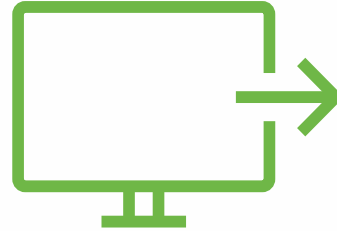


PEOPLE MATTER

Modern work is:

- *Tech driven*
- *Complex*
- *Interdependent*

A new age of automation will redefine work and power large scale reskilling



PEOPLE STRATEGY



LEGACY HR VS. 21ST CENTURY HR

Diversity	// Belonging
Command & control	// Decentralise & empower
Annual review	// Agile – ongoing reviews
Training	// Continuous learning
Transactional recruiting	// Talent advisor
Metrics & reporting	// Analytics & insights
Support	// Partner
“Why is HR here?”	// “Why isn’t HR here?”

LEARNING NEEDS ARE CHANGING

STATUS QUO

Proprietary / closed
Vendor in control
Learn 'just in case'
Generic solutions – one-size-fits-all
Reactive, prescribed learning
Invest and stagnate
– wasteful

NEW NORMAL

Open / freedom
Customer in control
Learn 'just in time'
Personalised learning
Proactive, demand-led learning
Invest & adapt
– cumulative benefits

DELOITTE 2017 GLOBAL HUMAN CAPITAL TRENDS

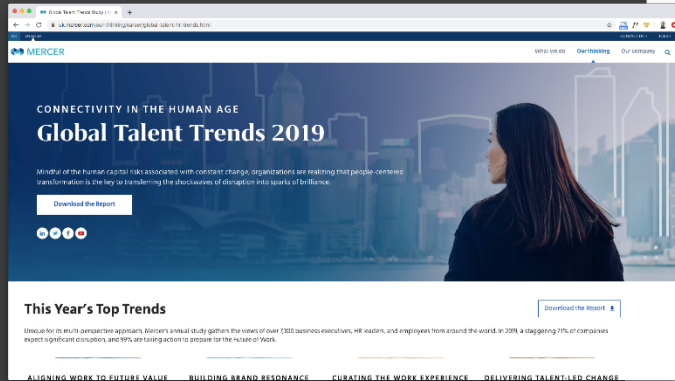
www2.deloitte.com/cn/en/pages/human-capital/articles/global-human-capital-trends-2017.html

“Many organisations continue to operate according to industrial age models that are **weighed down by legacy practices that must be confronted and discarded** before true change can take hold.

As organisations become more digital, they must redesign themselves to **move fast and adapt more quickly.**”

**BUSINESS NEEDS
TECHNOLOGY
THAT IS
OPEN, FLEXIBLE
AND BUILT TO
ABSORB CHANGE**

KEY TRENDS



**Survey: 7000+
business/HR leaders**

[www.uk.mercer.com/our-thinking/
career/global-talent-hr-trends.html](http://www.uk.mercer.com/our-thinking/career/global-talent-hr-trends.html)

Align work with future value

Moving people to roles with higher value creation potential, creating reskilling challenges

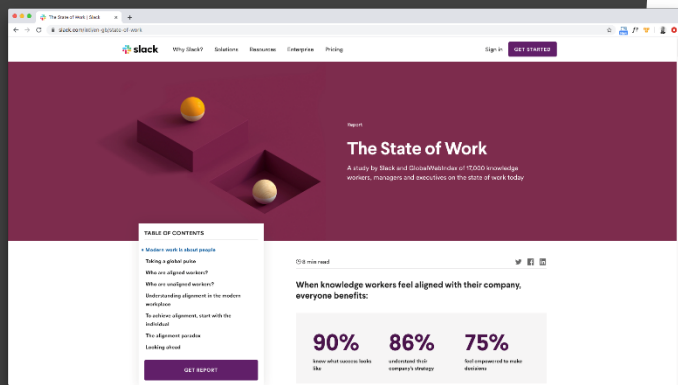
Curate the work experience

Ensuring people have the right tools and processes that make their work simple and intuitive

Deliver talent-led change

Redesigning structures, workflows that allow people to co-create, self-support and innovate freely

ENGAGEMENT MATTERS



Survey: 17,000 knowledge workers, managers and executives

slack.com/intl/en-gb/state-of-work

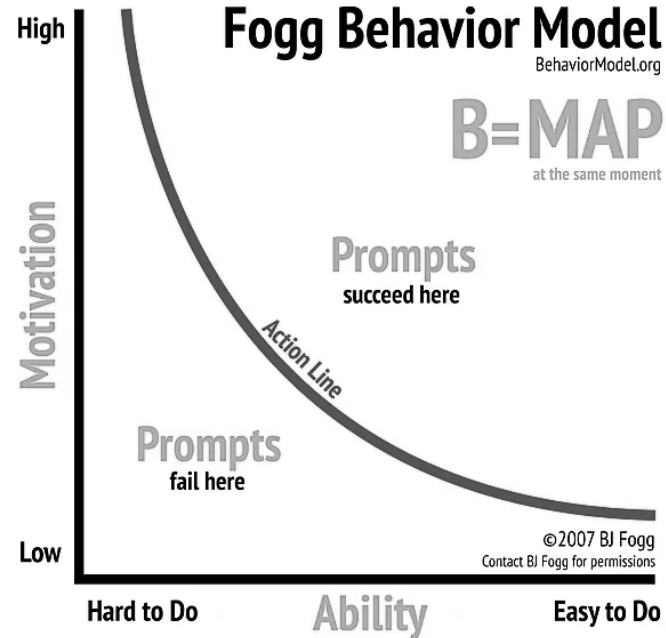
Aligned workers

Those who feel connected to their company's vision and strategy. They approach their work with optimistic **purpose** and feel empowered to **take action**.

Unaligned workers

Disconnected from their company's strategic objectives and more pessimistic about its future. They are more likely to **operate in silos** and **feel less empowered** to seize business opportunities.

WHAT REALLY DRIVES BEHAVIOR?



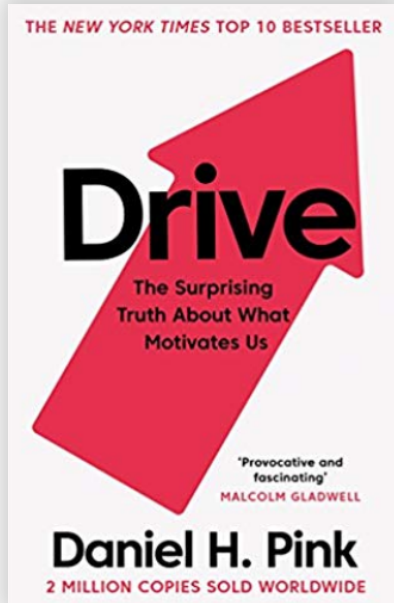
Three elements must converge at the same moment for a behavior to occur:

Motivation, Ability, and a Prompt.

When a behavior does not occur, *at least one of those three elements is missing.*

www.behaviormodel.org

DRIVE – DANIEL PINK



MASTERY

The urge to get better and better at something that matters

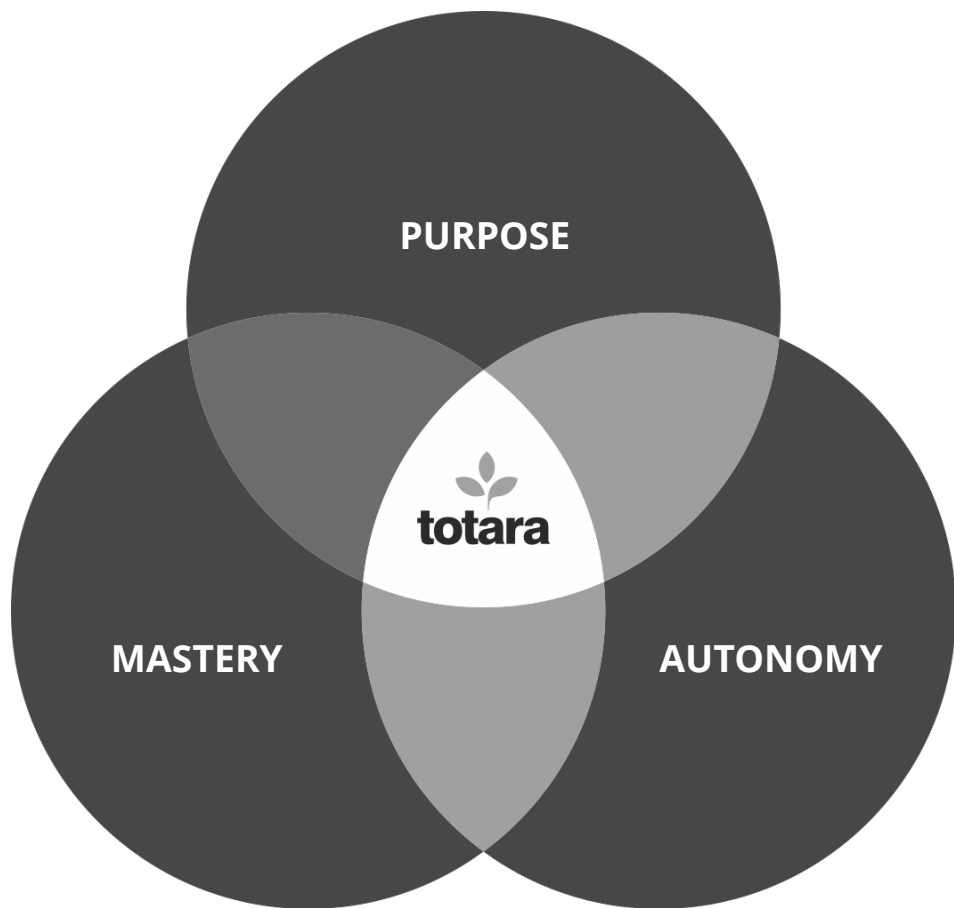
AUTONOMY

The desire to direct our own lives

PURPOSE

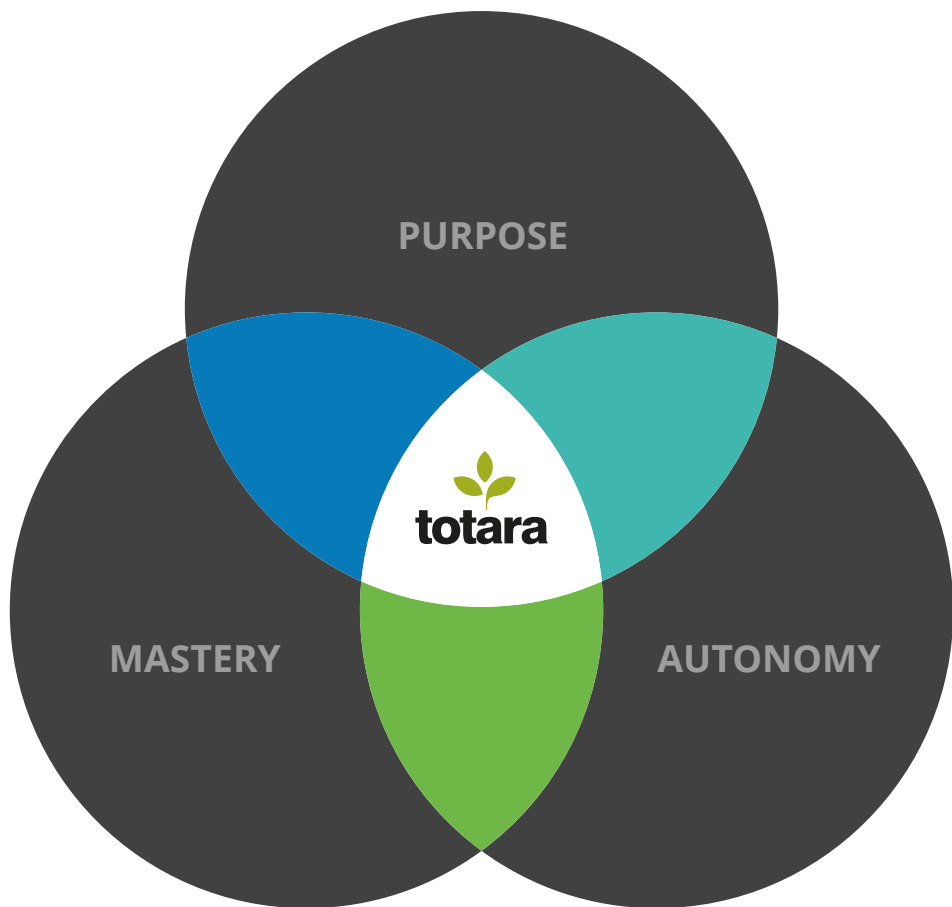
To do what we do in the service of something larger than ourselves

(Strong nod to Self Determination Theory:
Defines the three psychological needs as
competence, autonomy and relatedness)



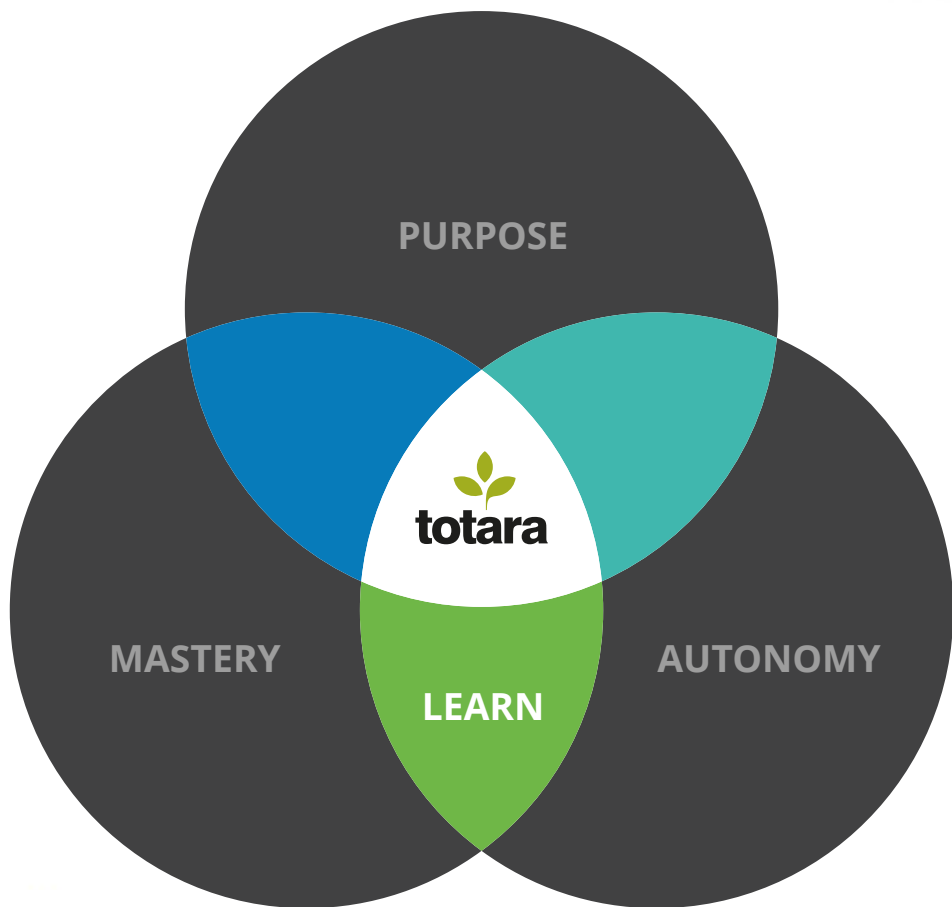
INTEGRATED ECOSYSTEM

The three legs of the stool that supports a motivated, aligned workforce:



INTEGRATED ECOSYSTEM

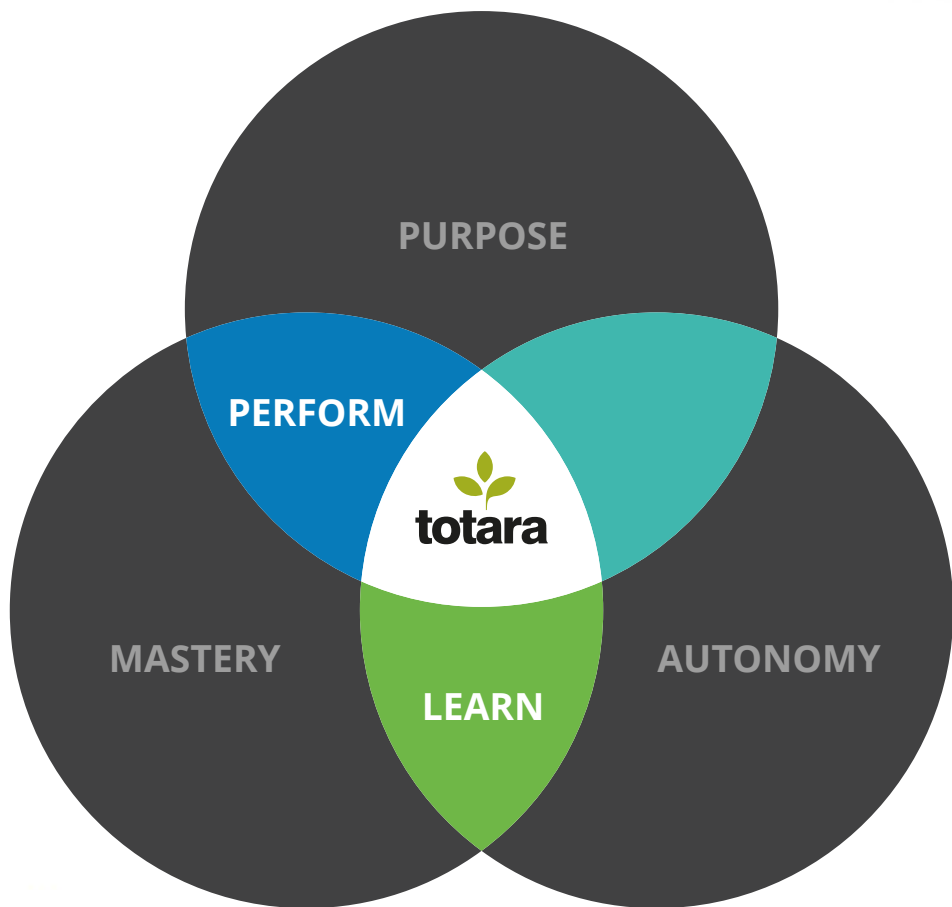
The three legs of the stool that supports a motivated, aligned workforce:



INTEGRATED ECOSYSTEM

The three legs of the stool that supports a motivated, aligned workforce:

LEARNING

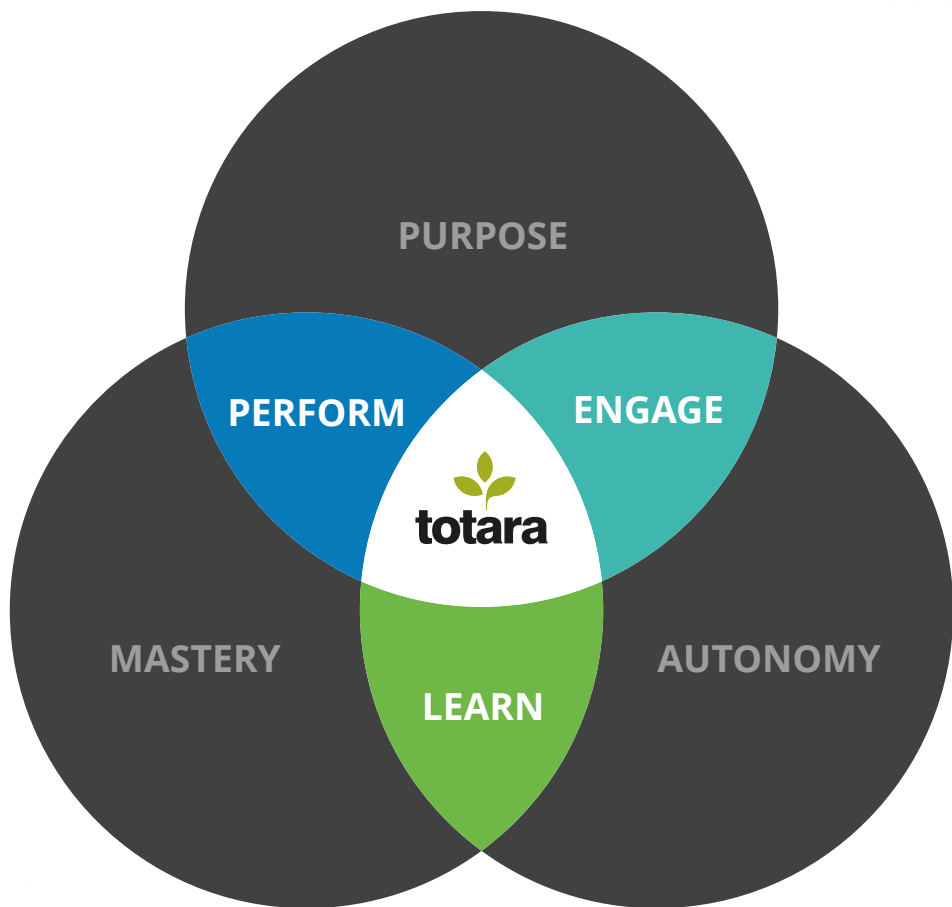


INTEGRATED ECOSYSTEM

The three legs of the stool that supports a motivated, aligned workforce:

LEARNING

PERFORMANCE



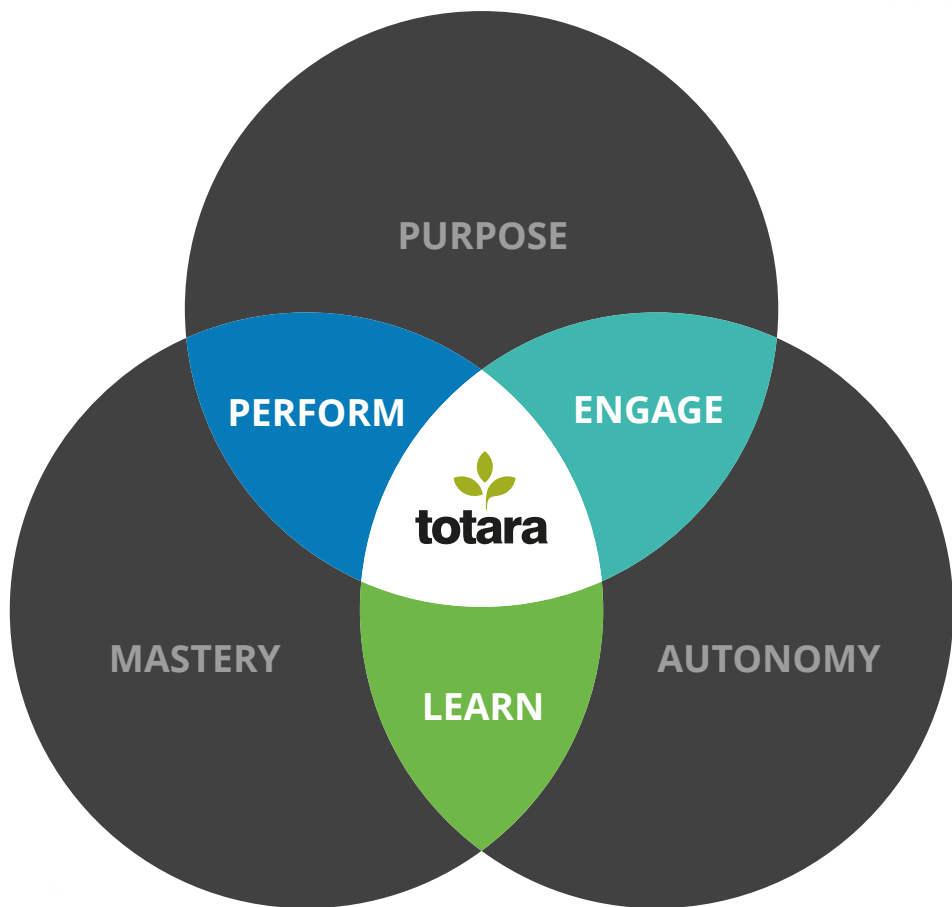
INTEGRATED ECOSYSTEM

The three legs of the stool that supports a motivated, aligned workforce:

LEARNING

PERFORMANCE

ENGAGEMENT



LEARNING

- Mastering new skills / behaviors
- Formal / directed
- Informal / self-directed

ENGAGEMENT

- Aligned with corporate goals
- Peer to peer collaboration
- Initiative and trust

PERFORMANCE

- Productive use of skills
- Continuous feedback
- Coach / mentor culture



- Competencies
- Appraisals and Check-ins
- 360° Feedback
- Reporting Dashboards
- Evidence Banks
- Goals and OKRs

Extensions

**BETTER
PERFORMANCE**

**EFFECTIVE
LEARNING**



- Online learning design / delivery
- Offline seminar management
- Assessment and certification
- Learning plans
- Program management
- Adaptive learning / personalisation
- Reporting
- Multitenancy
- Centralised notifications
- Compliance management
- Theme and UX improvements

Course
libraries

Plugins

**EMPLOYEE
ENGAGEMENT**

MOBILE APP

- Authentication
- Course access
- SCORM player



- Content creation/curation/sharing
- Collaborative workspaces
- Integration with MS Teams / Slack
- Informal learning
- Messaging and discussion
- Recognition
- Pulse surveys
- Action lists

**INTEGRATED
ECOSYSTEM**



FREEDOM



**FREEDOM
TO INNOVATE**



**FREEDOM
TO SAVE**

THE FOUR FREEDOMS



**FREEDOM
OF CHOICE**



**FREEDOM
TO LEARN**

Freedom to Learn

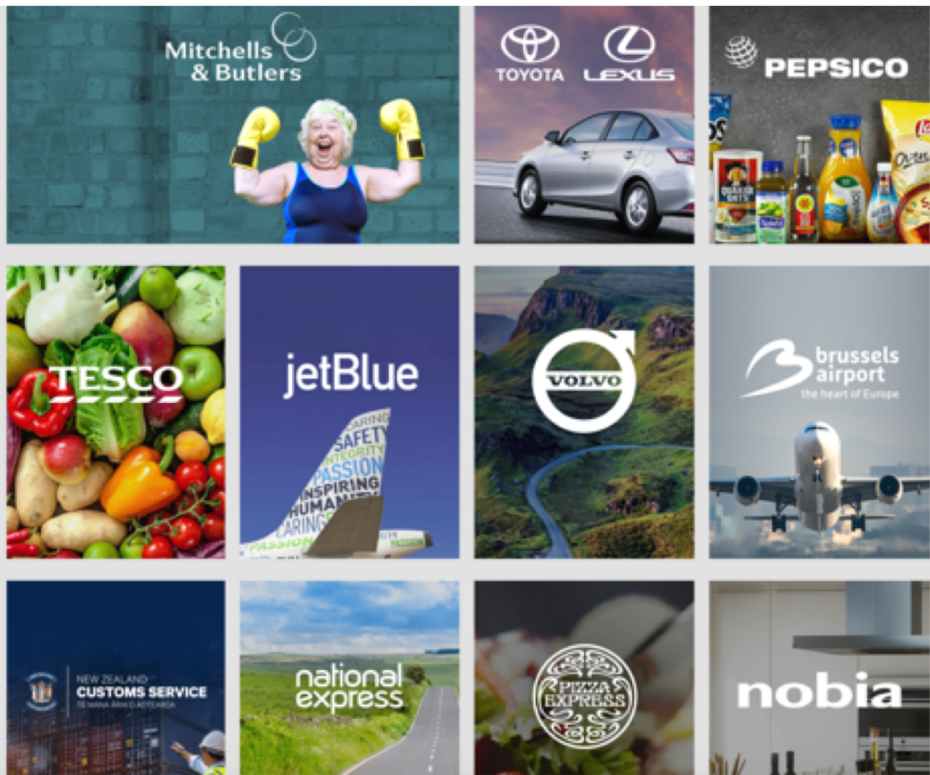
GLOBAL SUBSCRIBER BASE

1800+
ORGANISATIONS

16m+
USERS



OPEN TECHNOLOGY USED IN ALL SECTORS





OPEN SOURCE FLEXIBILITY DRIVING ADOPTION



Read full story here:

<https://governmentciomedia.com/usda-celebrates-open-source-benefits-learning-management-system>

USEFUL RESOURCES

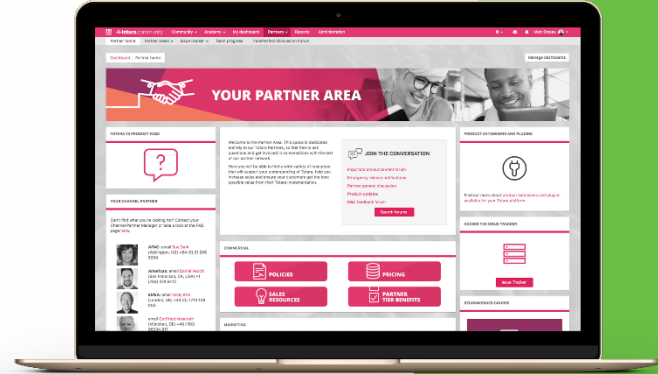
The strategic drivers behind open technology adoption:



freedoms.totaralearning.com



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