

SU103: Developing the Framework and Architecture for an Effective Learning Organization

Lance Dublin
CEO & Chief Solution Architect
ASTD ICE 2011

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Agenda

- Getting Started
- Learning Organization 2020
- Learning Framework
- Learning Architecture
- Wrap-up/Q&A

TODAY IS ABOUT CHALLENGING AND BEING CHALLENGED!

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Strategic Thinking & Services

for assessing, planning, designing, and implementing:



Lance Dublin

- Corporate learning strategies & programs
- Organizational and technological change initiatives
- Organizational development and redesign programs

Over 30 years of experience in adult education and training, motivation and innovation, communication and change leadership.

Founder and CEO of Dublin Group, a leading training development and change implementation company

Author and speaker at national and international conferences

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Inspiration



Organic architecture is a philosophy of architecture which promotes harmony between human habitation and the natural world through design approaches so sympathetic and well integrated with its site that buildings, furnishings, and surroundings become part of a unified, interrelated composition.

Frank Lloyd Wright

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Challenges



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Workers = Learner




- > **Greatest Generation/Traditionalists: (60s)**
 - > Honor, hard-work, compliance
 - > Goal - To build a legacy
 - > Communications - Telephone and letters/mail
- > **Baby Boomers: (50s)**
 - > Personal growth, youthfulness, equality, ambition, collaboration
 - > Goal - To put their stamp on things
 - > Communications - Voicemail and email
- > **Generation X: (40s)**
 - > Independence, pragmatism, results-driven, flexibility, adaptive
 - > Goal - To maintain independence in all areas of their lives
 - > Communications - Chat/IM and groups
- > **Millennial: (30s)**
 - > Confident, optimistic, civic minded, innovative, diversity focused, techno-savvy
 - > Goal - To find work and create a life that is meaningful
 - > Communications - Text and networks
- > **Gen 2020 (20s)**
 - > World citizens
 - > Goal - To connect
 - > Communications - Crowdsourcing

(Adapted from: n-gen People Performance & Workforce 2020)

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IMMIGRANTS

NATIVES

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Millennial Mindset

(Adapted from: n-gen People Performance & Workforce 2020)

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Learning Requirements

In 1956, Benjamin Bloom headed a group of educational psychologists who developed a classification of levels of intellectual behavior important in learning. During the 1990's a new group of cognitive psychologists, led by Lorin Anderson (a former student of Bloom's), updated the taxonomy reflecting relevance to 21st century work. The graphic is a representation of the NEW verbage associated with the long familiar Bloom's Taxonomy. Note the change from Nouns to Verbs to describe the different levels of the taxonomy.

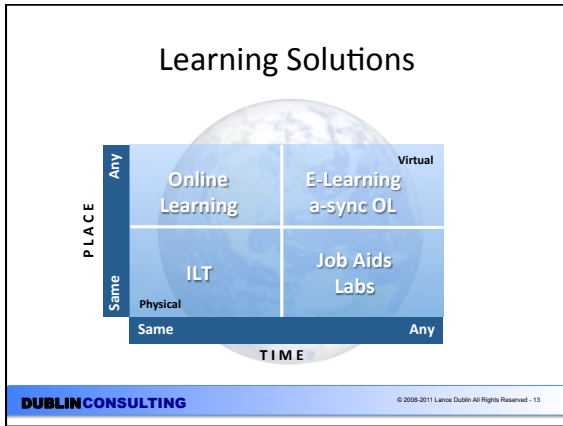
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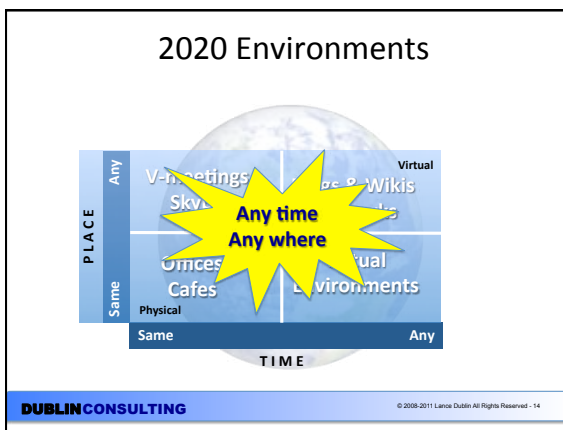
The Learning World

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Learning Hasn't Change

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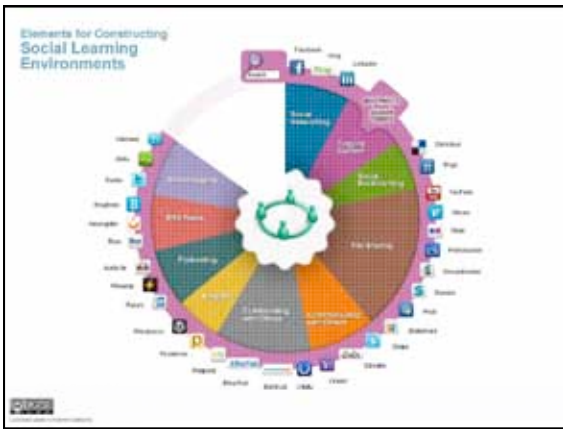






Social Media Landscape

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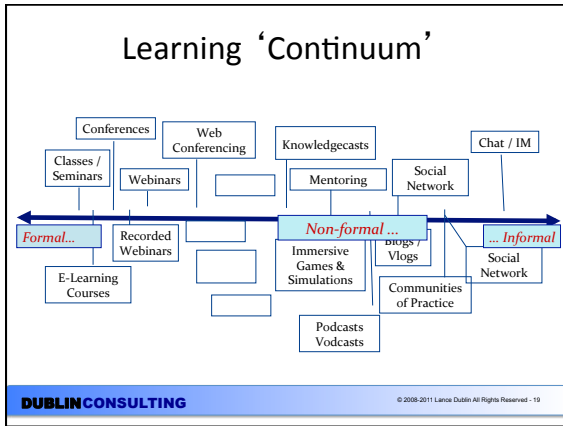


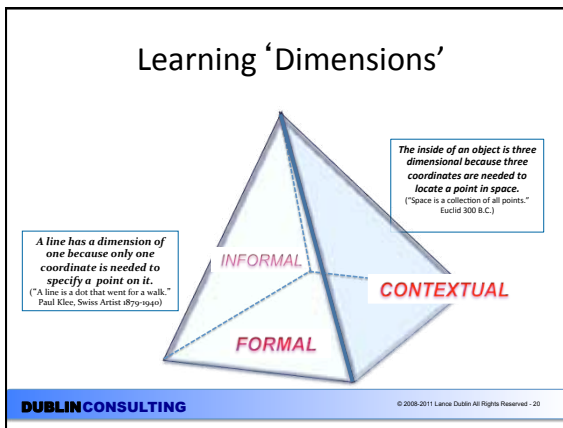
10 Hot Global Trends IT Pros Need to Know

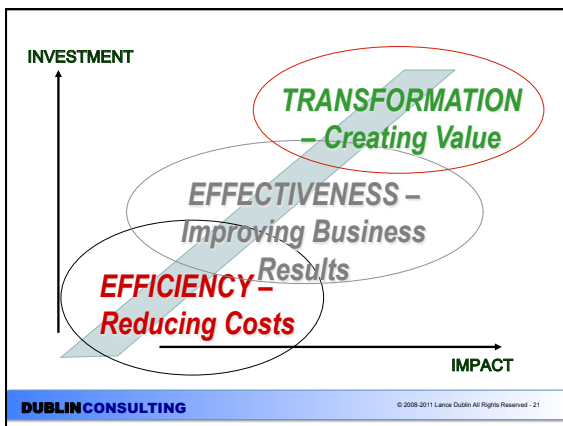
3 Social Media-based Learning Will Increase

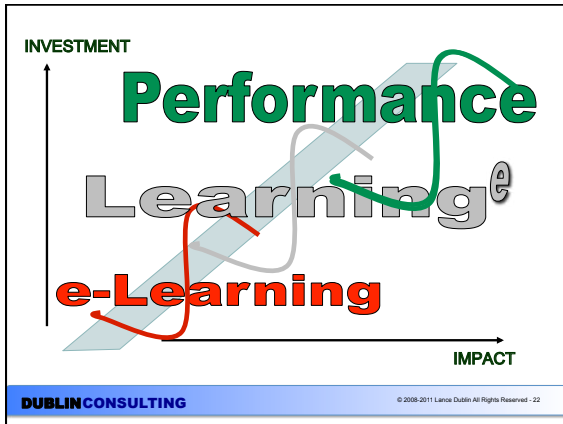
Organizations will shift formal training programs to emphasize a more effective use of social learning technologies, such as wikis, blogs, videos, and podcasts, and community approaches, such as coaching and mentoring.

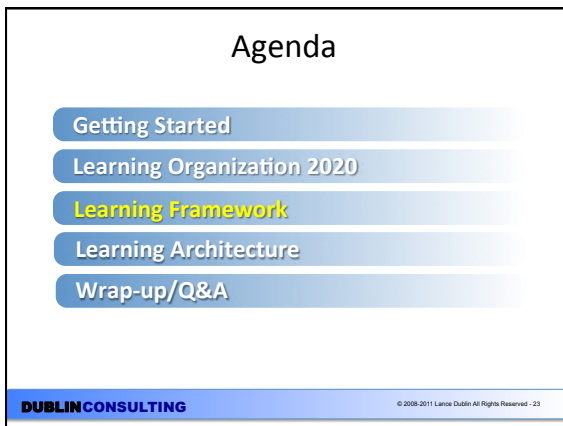
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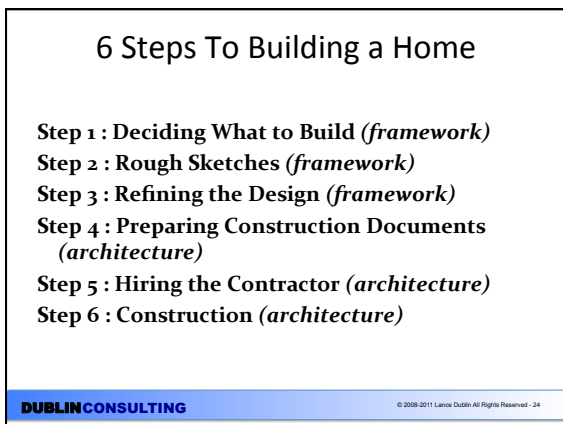













'Hard' Benefits


- Savings (e.g., costs)
 - Expenses
 - Duplication
- Positive ROI
 - Business results



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Soft Benefits

- Focus
- Access
- Convenience
- Flexibility
- Retention
- Learner experience
- Governance
- Timeliness
- Learner experience
- Data, reporting and analytics

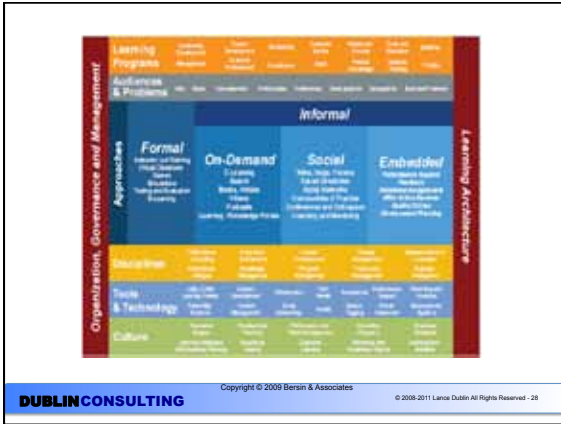


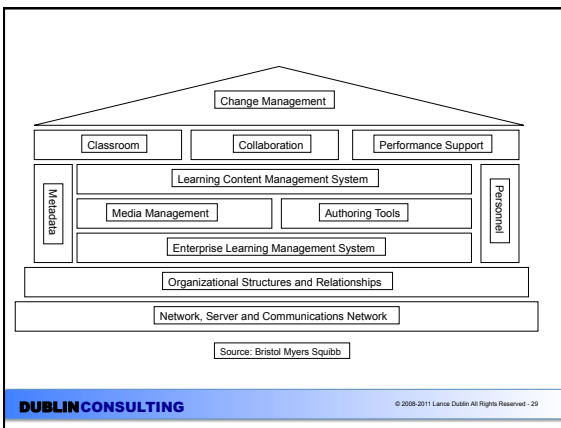
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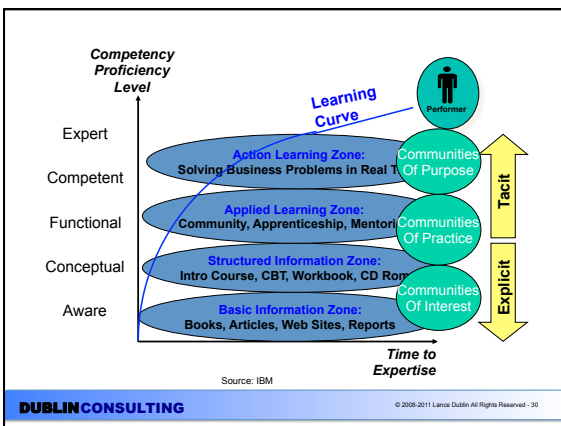
Requirements: Example

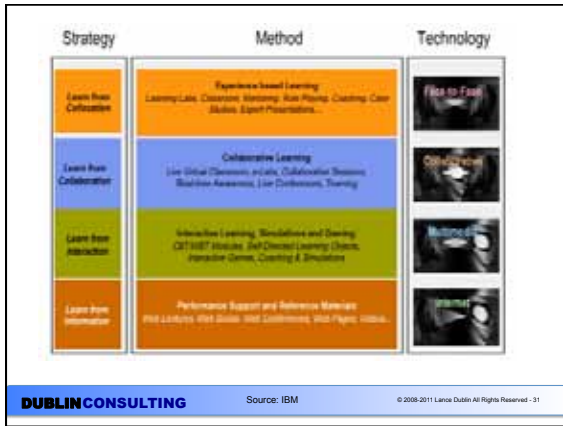
1. Manage talent and learning across the enterprise to remain competitive and meet our growth targets.
2. Develop one common enterprise learning and development framework and supporting architecture to maximize learning and development efficiency, effectiveness, and value.
3. Scope
 - All internal businesses and functions. This includes talent management, development and all formal and informal learning provided through the LMS or external providers.
 - All internal employees
 - All internal and external learning development and delivery tools and technologies; LMS/LCMS; performance support tools; learning processes and systems; governance structure; measurement and metrics; decision criteria; internal and external learning content (formal and informal); learning vendors

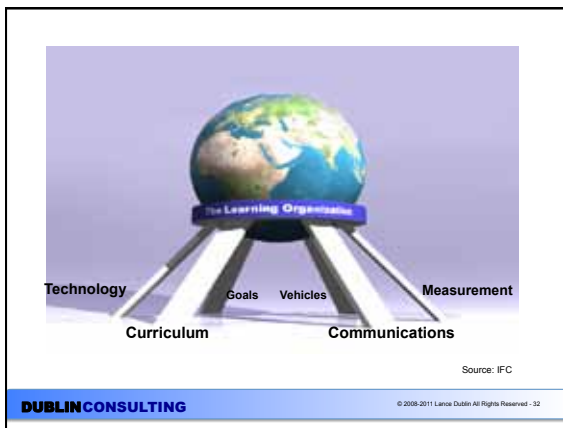
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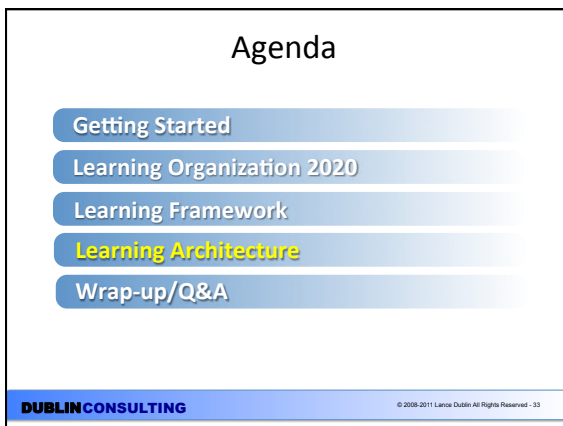












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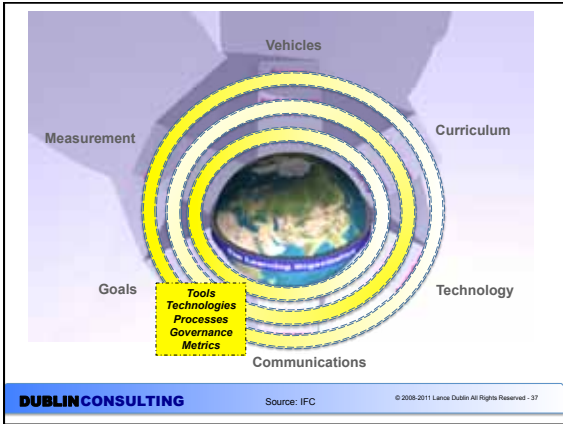
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Source: Schwab

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Thank you!

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