



TULSER

Is it time for a fresh approach to building L&D capability?

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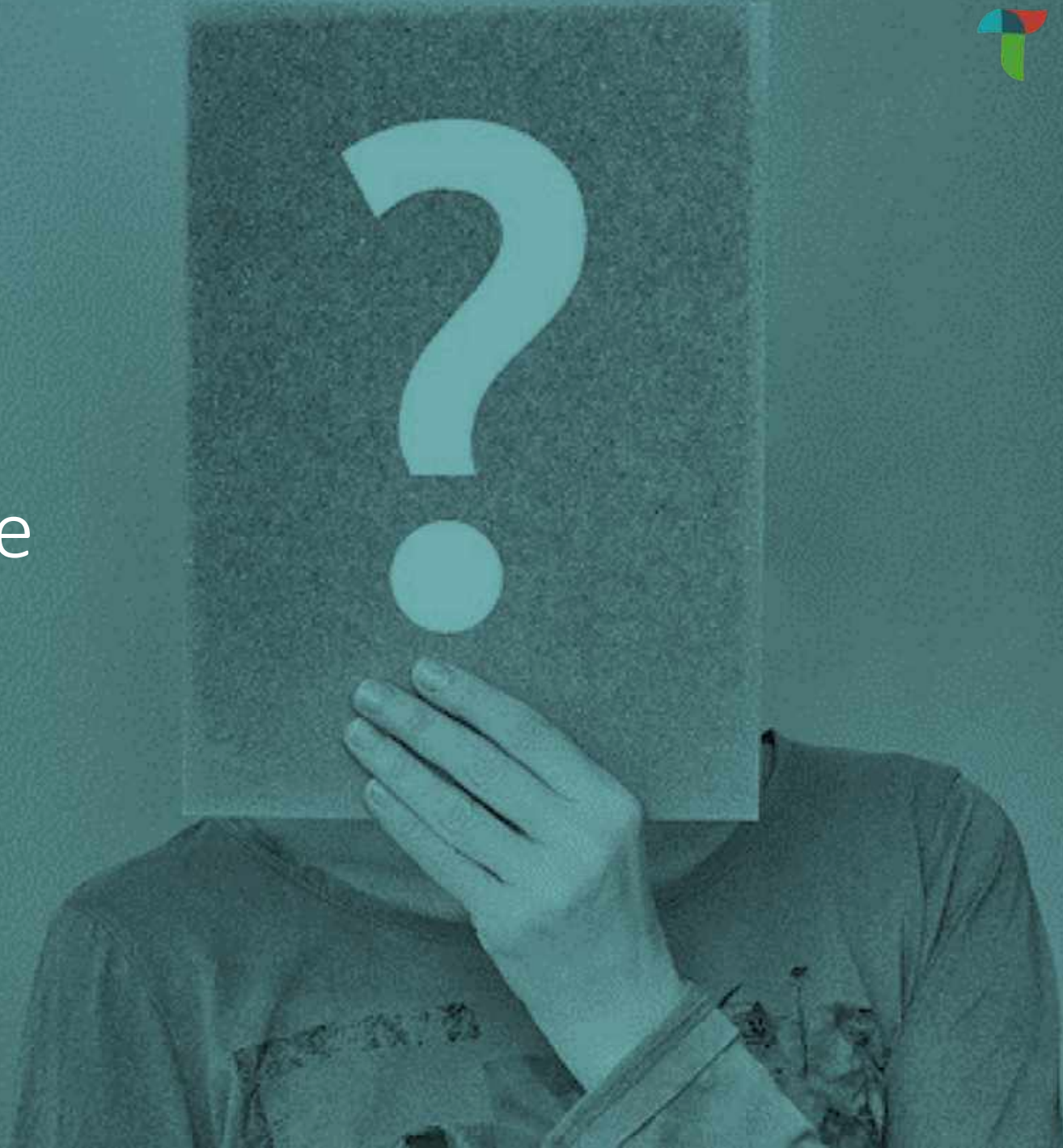
TULSER

Tulser helps organisations
redefine and reinvent the
ways that they deliver
business critical value
through L&D

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What new opportunities
have you had to add value
back to the business in
the last 6 months?

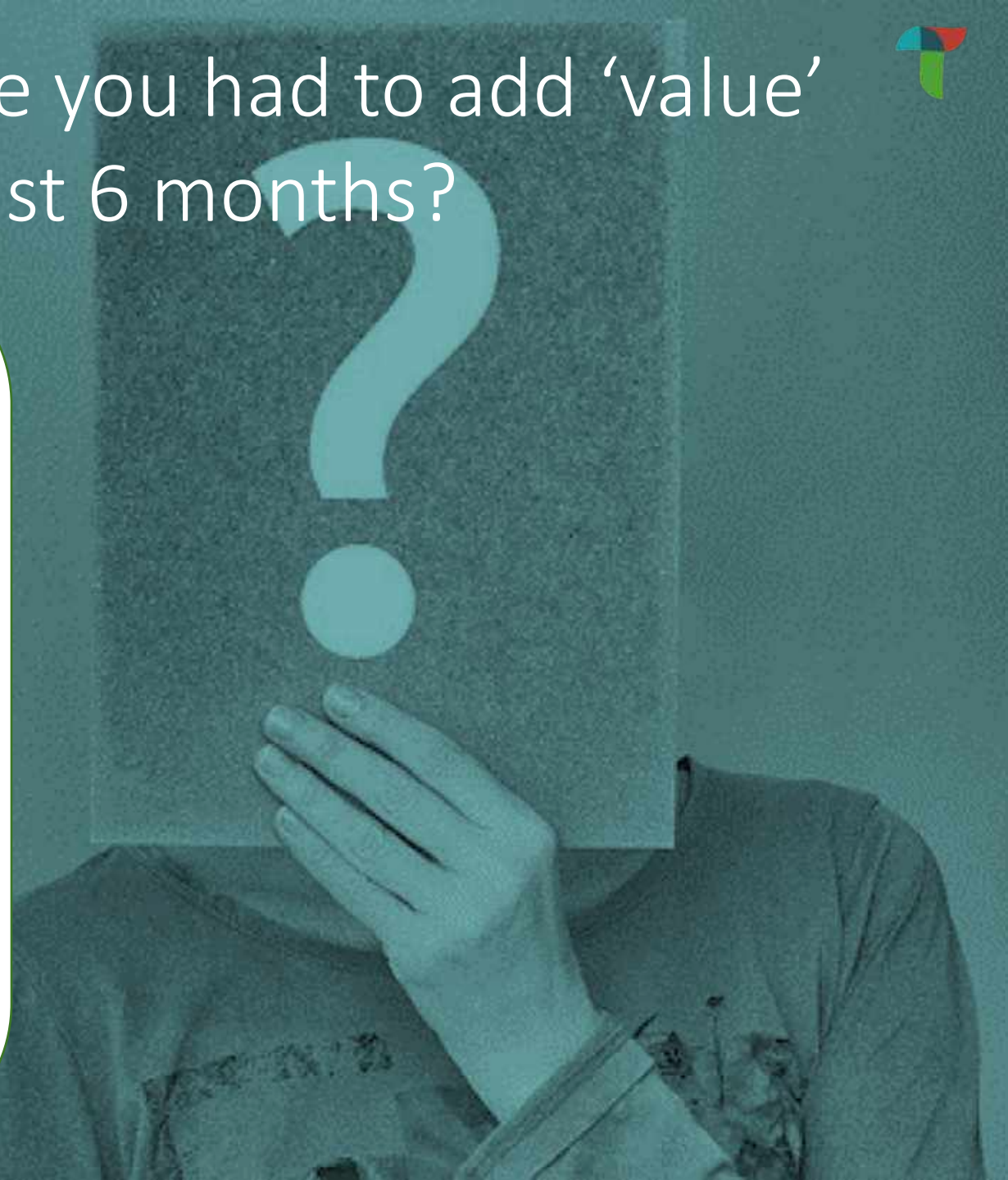


What new opportunities have you had to add 'value' back to the business in the last 6 months?



Summary of participant feedback:

- 'Supporting new capabilities for home working'
- Revisiting evaluation processes
- 'Helping an organisation do experiential learning while working from home'
- 'defining business processes and aligning them to business outcomes'
- 'Helped organization in Crisis Leadership'
- 'Helping managers to support their teams in a remote working environment'
- 'Focusing on how we support colleagues apply learning rather than focus on content.'
- 'In the training delivery context, the value was in moving to live-online delivery'
- 'Help the Employee Wellbeing'



A personal journey to
understand how learning
adds business value –

Research provides
consistent hints of
possible but
fundamentally different
process and action is
needed

Pivot
point

1 Transactional L&D

2 Performing L&D

3 Proactive performance strategy

4 High performing culture of learning

Business impact:
Productivity
Innovation
Speed of change

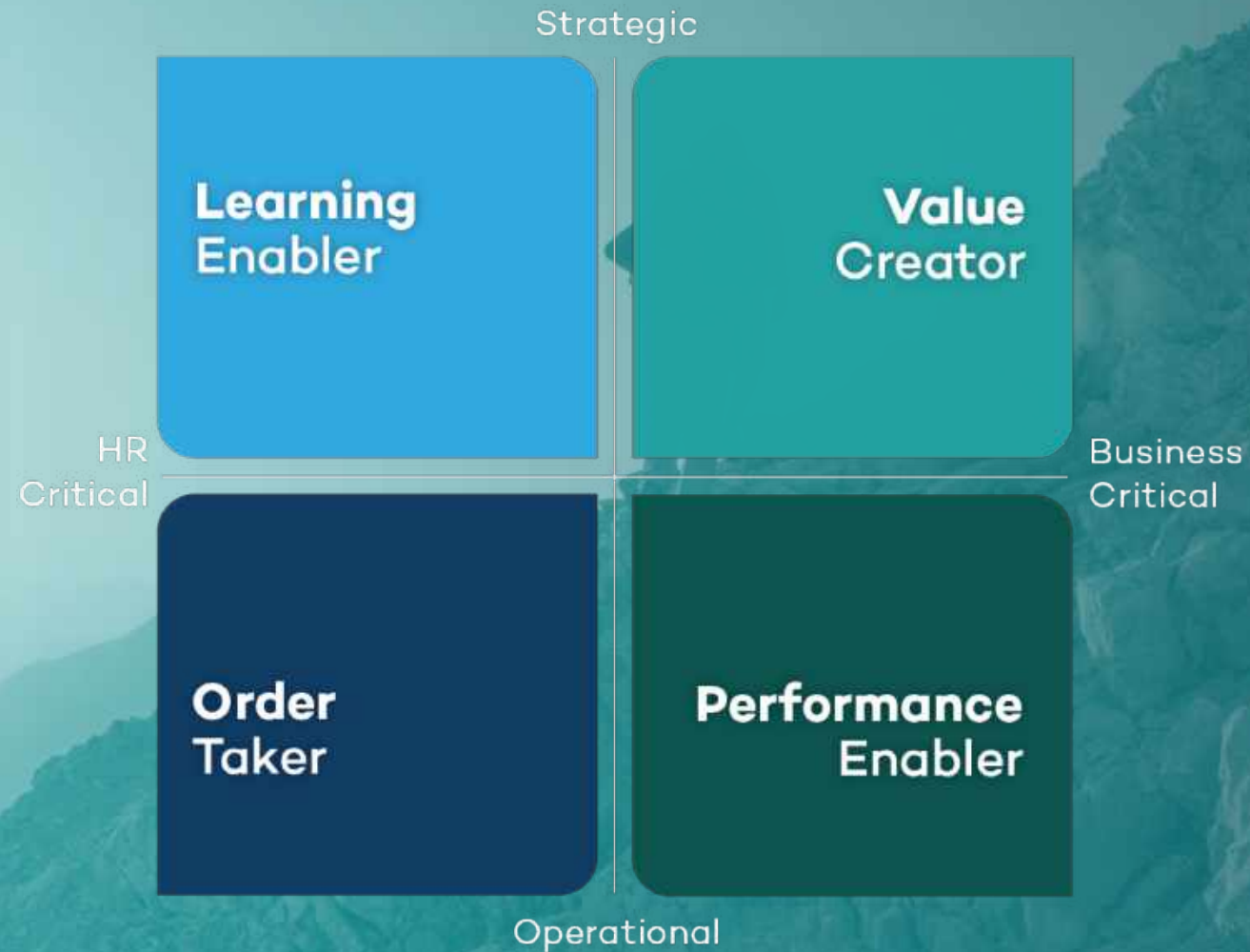
Learning impact
Engagement, adoption



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Fresh thinking: Four new Business Models for L&D

Jos Arets





Capability (keɪpəˈbɪlɪtɪ)

The power to generate an outcome with the capacity/ability available



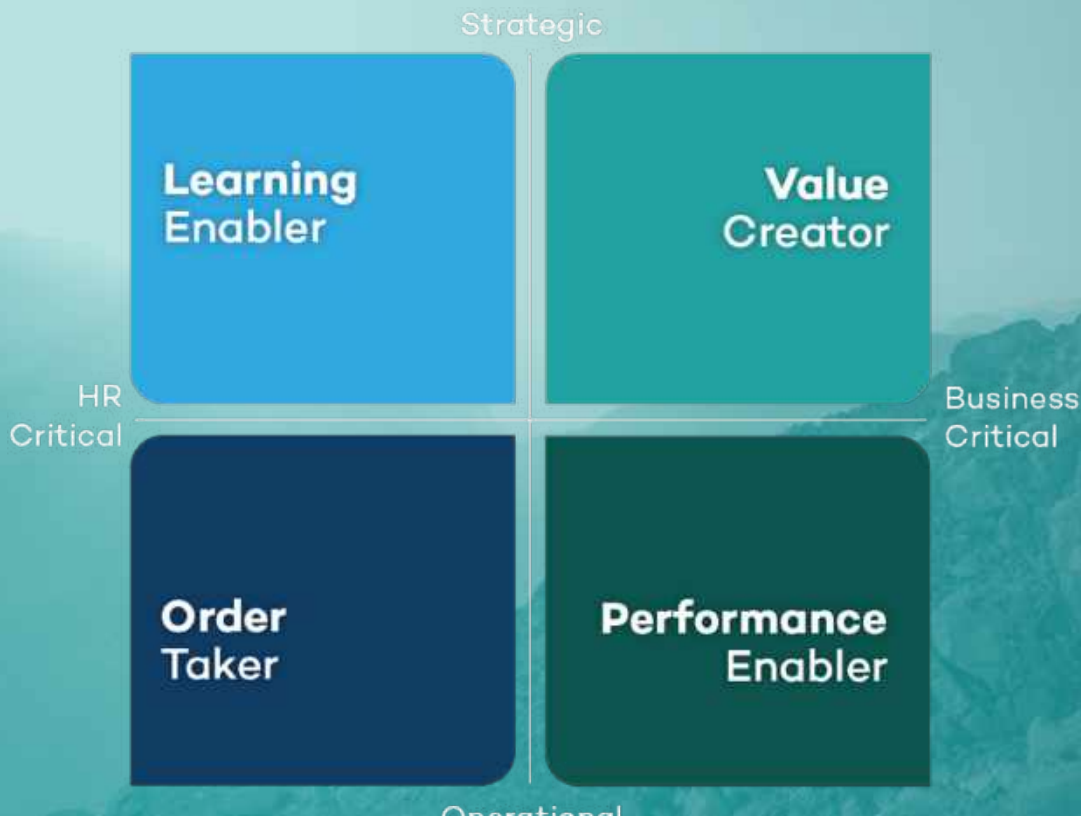
New opportunities for adding value

Has L&D got the capability to make the most of them?

Tell us your thoughts in the chat



New opportunities for
adding value
Has L&D got the capability
to make the most of them?



Summary of participant feedback:

‘Learning teams are well prepared - the business is NOT...they do not always respect L&D as a profession. ‘

‘Mixed I would say’

‘I think the one thing that is missing is in-depth performance analysis’

‘Not much. Too many want to keep the old delivery models’

‘So many different types of L&D professional and team, in so many different places on this journey (cop out answer!’

‘Battling the status quo is a challenge for many’

‘Lack of data awareness is a big issue. People don't know what good looks like, let alone how to improve it’.



Options

New knowledge

more books and free resources than ever before

New Skills

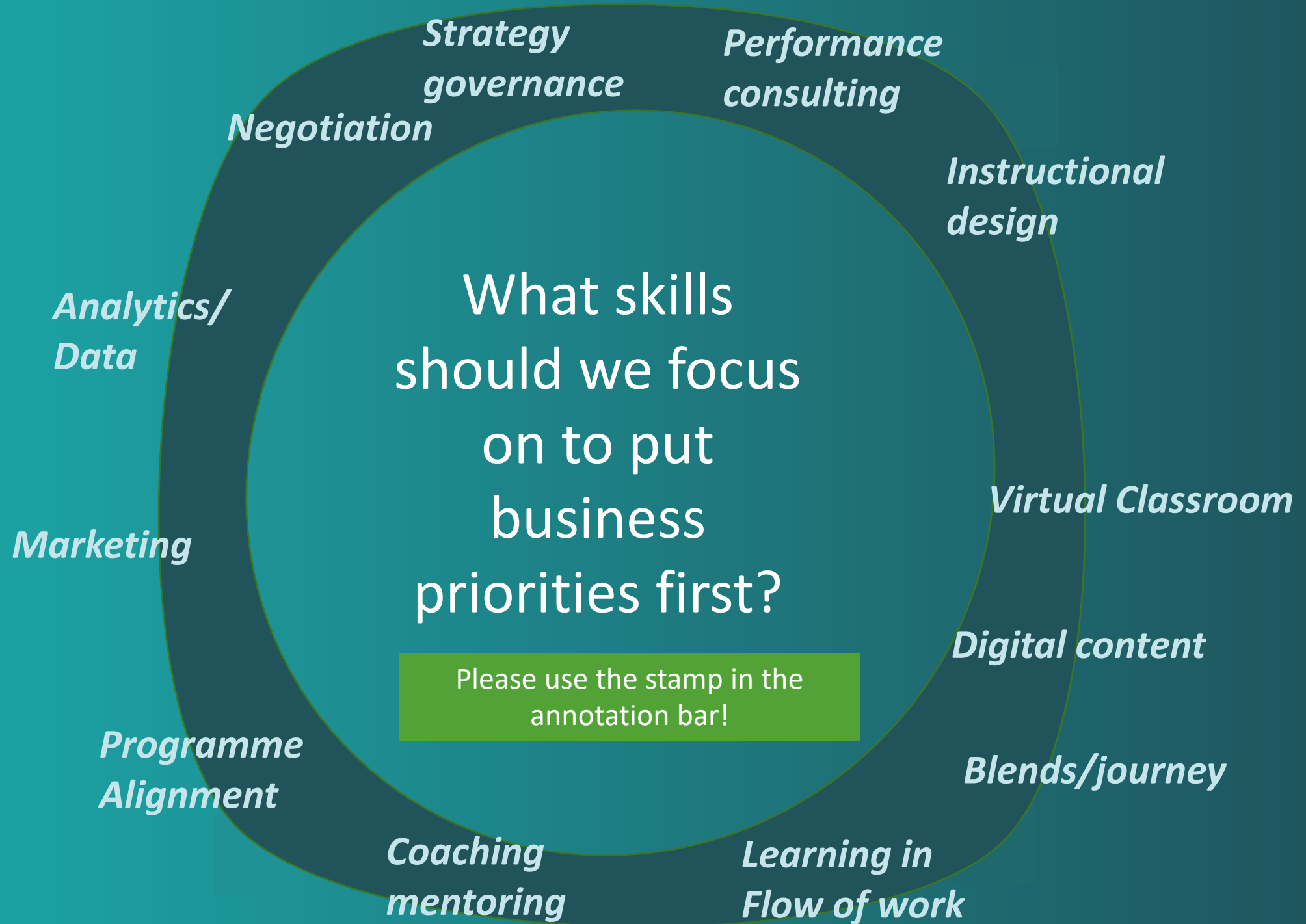
Detailed capability maps (LPI and Emerald works)

New Methods

Is it time for a new approach?



The illusion of knowing



Business skills -
production, sales etc.

Strategy
governance

Performance
consulting

Negotiation

Instructional
design

Analytics/
Data

What skills
should we focus
on to put
business
priorities first?

Please use the stamp in the
annotation bar!

Marketing

Virtual Classroom

Digital content

Programme
Alignment

Blends/journey

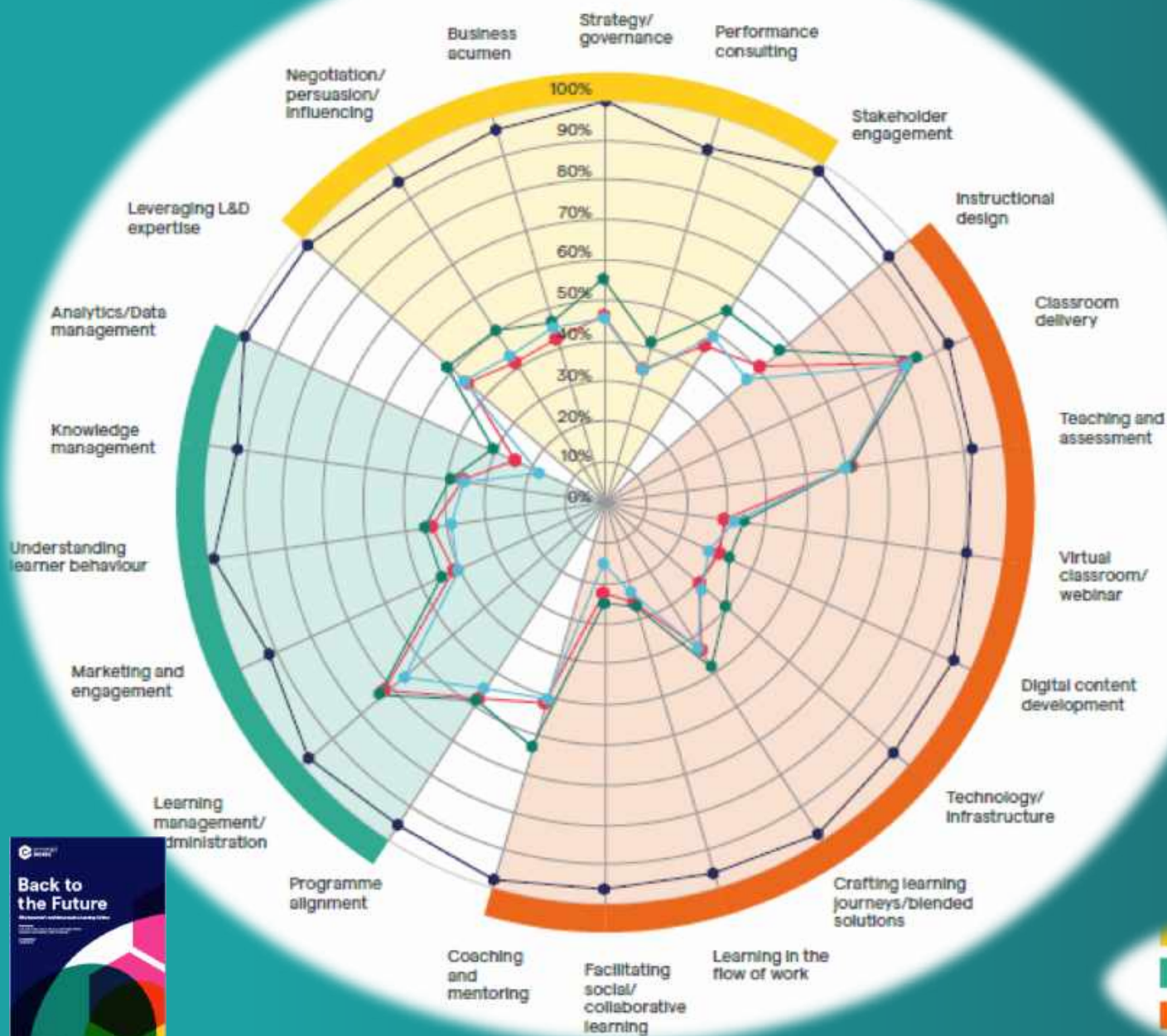
Coaching
mentoring

Learning in
Flow of work





L&D Profession – Capability Map



The challenge with a competency focus

so little progress being made on building skill, let alone impact!

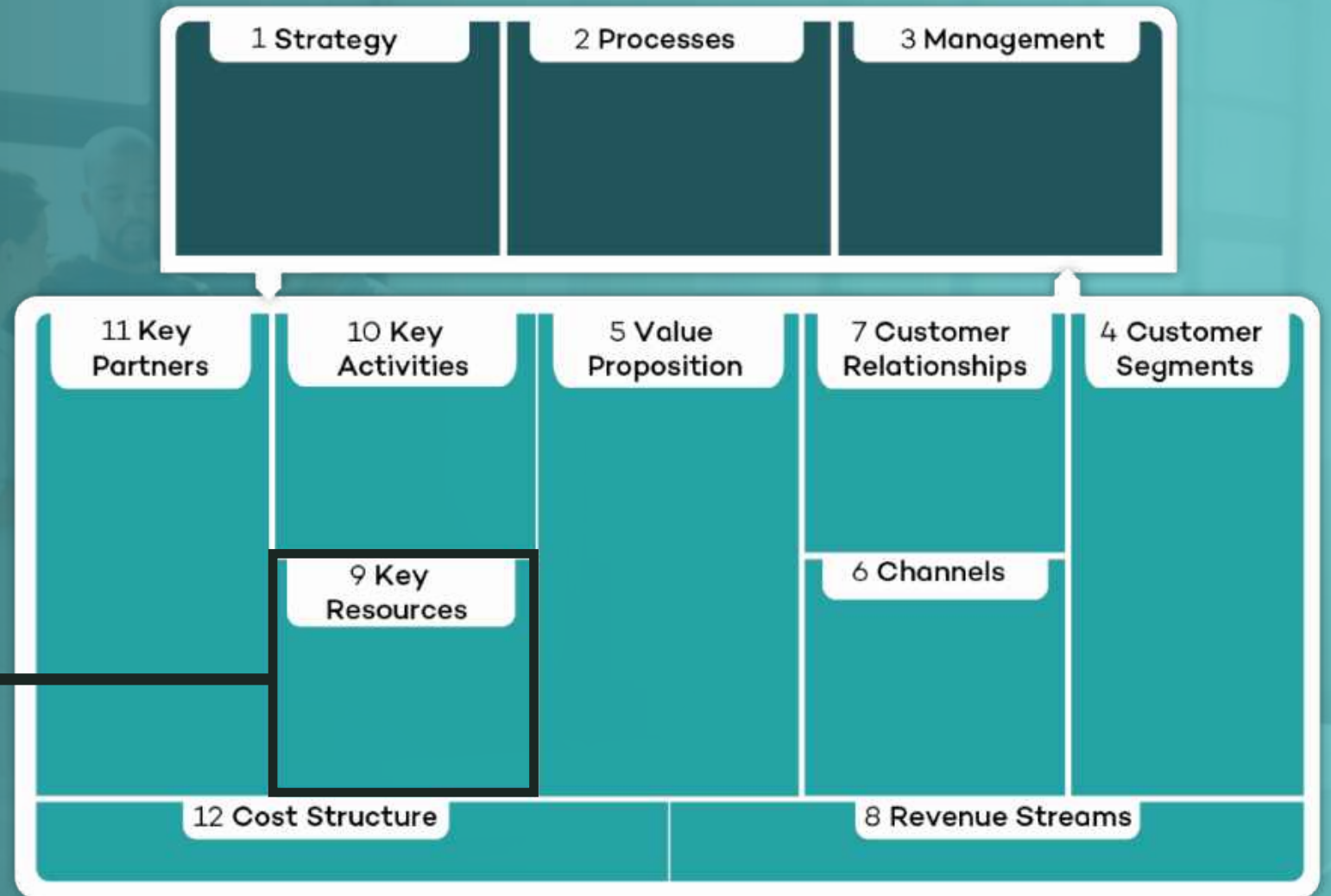


Time for a change: Method for building capability





Balancing the L&D Business Model Canvas



Capability building is an important activity to make sure your **key resources**, L&D professionals are ready to implement performance-based learning and the methodology behind it.



Method (/məθəd/)

particular procedure for accomplishing or approaching something, especially a systematic or established one

We need a L&D methodology built in the workflow:

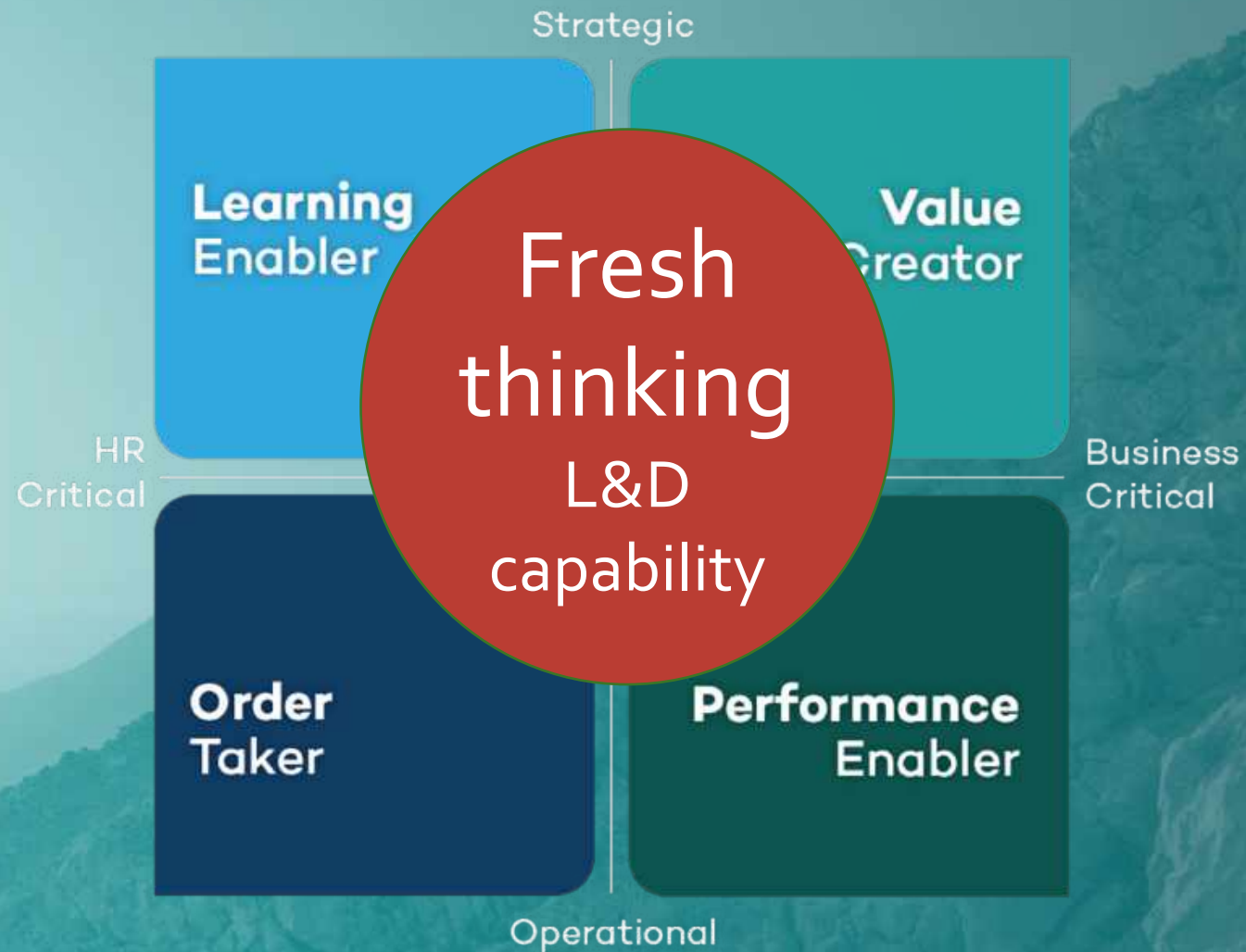
1. Start with the end in mind
2. Critical tasks
3. Common method/ vocabulary across stakeholders
4. Cross discipline
5. End to end process

Proven Methodology



Proven Methodology Proven Results







Capability (keɪpəˈbɪlɪti)

The power to generate an outcome with the capacity/ability available



Taking action on L&D
Capability

What do we need to:

Stop?

Start?

Accelerate?

Tell us your thoughts in the chat

Taking action on L&D Capability

Some participant perspectives:

What does L&D need to stop?

Being complicit in reinforcing the status quo

Stop rushing in with learning solutions

Focusing on L&D skills and competencies

What does L&D need to Start?

Changing our language

Be bold, be brave, challenge, innovate

need to develop safe places to fail/ o how to design safe spaces where people can make mistakes and then T.O.A.S.T their mistakes.
“Time Out and Stock Take”

allow teams to succeed, leave our ego aside - team coaching may be a variant

Embracing processes and principles from other disciplines

What does L&D need to Accelerate?

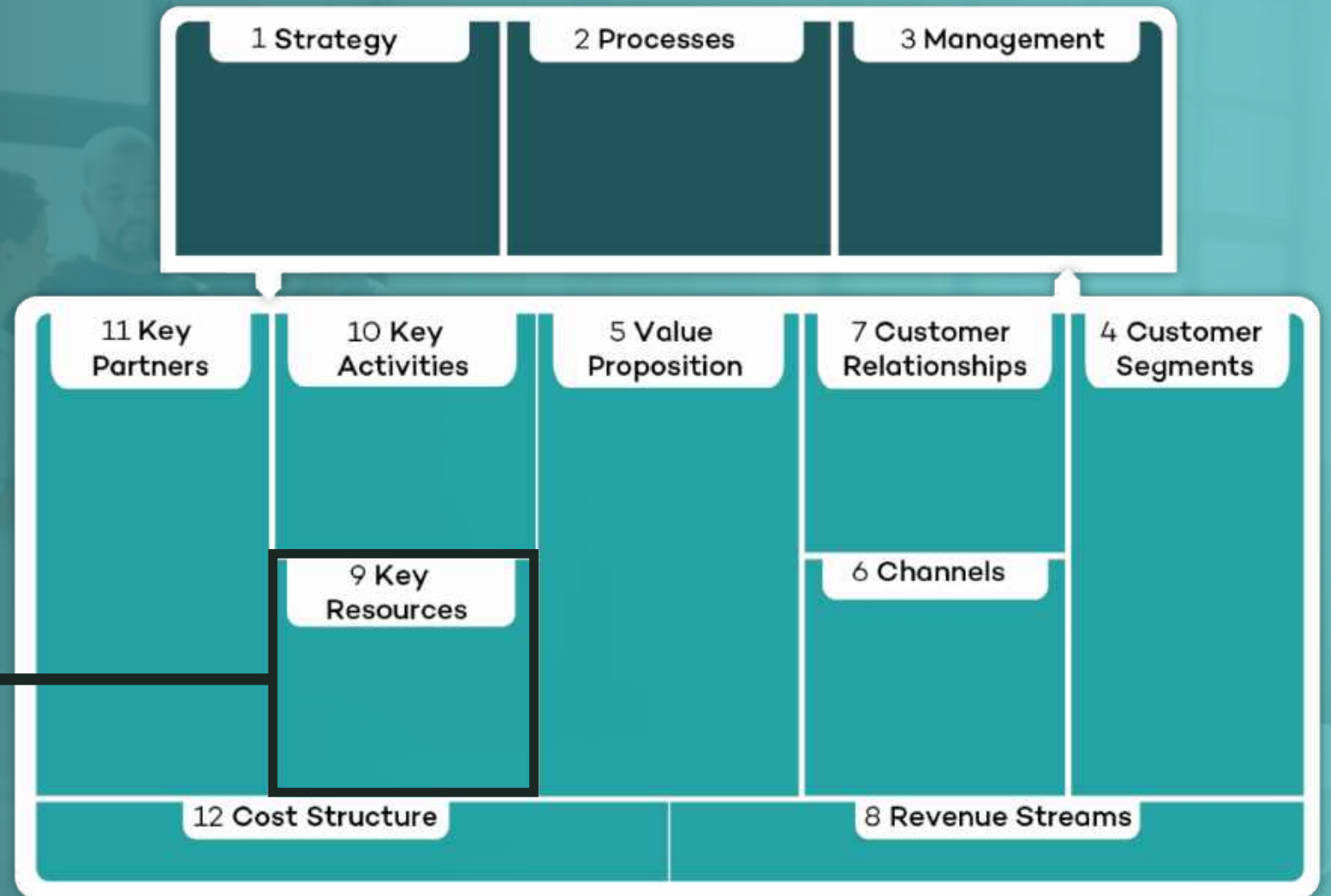
Focus on business acumen
Speak truth to power, as L&D practitioner

always thinking bigger - looking at the horizon. Not very so much the small detail :/

most learning is from experience and collaboration... so how do we leverage learning from this?
Enabling and leveraging continuous improvement using data, experimentation

enable people to make the best decision given the situation





Find out more:



TULSER

Expert programme



TULSER

Capability building
Performance-based
Learning

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