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MONTHLY NEWSLETTER

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LEARNING TECHNOLOGIES:
Artificial Intelligence & Machine Learning's Impact on L&D's Future

Caffeinated Learning:
Simple Strategies for Keeping Your Audience Awake, Engaged, & Learning

**TRAINING NEED INDICATORS
SNAP SHOT : PAN AFRICA**

Is Machine Learning & Artificial Intelligence going to CHANGE the future of Learning & Development?

We are all witness to disruptive changes in the landscape of work—both its definition and its level of technological augmentation are constantly being rewritten. And these changes are only accelerating.



Why Is Our World of Work Changing So Rapidly?

McKinsey research has shown that by using currently available technology we can already automate about **45 percent** of the work activities done in the United States. Once the technologies that process natural language reach an average level of human performance, another **13 percent** of work activities stand to be automated as well. Low interest rates have also made capital cheaper than people. If you combine these factors you'll see what's driving this automation acceleration in organizations—even beyond robotics in areas such as production and manufacturing.

We are entering the Fourth Industrial Revolution or the **Second Machine Age**

Think about this: In the first Machine Age we built machines, and taught or programmed them to do tasks. Now the machines are teaching themselves, and may even end up teaching us.

Let's Visit an Amazon Warehouse to Illustrate

If you were to visit an Amazon warehouse, you'd see it rearranging itself, almost as if by magic. Small Roomba-like robots that move freely around the warehouse lift and reposition huge cabinets—filled with anything from books to bikes and transport them to the best location. If a cabinet contains goods that need to be packed, it's transported to the packers. If it has goods that are frequently shipped, the cabinets get closer to the packers; if not, the cabinets are sent to the back of the room. Is anyone telling these roaming robots where to go and what to do? Nope. They're learning autonomously and programming themselves.

What Will This Second Machine Age Mean for Us?

In the last two centuries only dirty, dangerous, or dull jobs were automated. Today we're witnessing the automation of more sophisticated knowledge work. According to research by Oxford University, 47 percent of all jobs in the United States and around 33 percent of those in Europe are at high risk of being replaced by technology within the next two decades. For the near term, the **World Economic Forum predicts** that the United States alone will lose 5.1 million jobs by 2020.

All this means we need to make an abrupt turn and change our whole approach to the way we manage people, training, and learning. We know from experience that change is hard. We tend to grab onto the past and use it to design the future. The future is no longer about looking for continuity with the past and choosing shinier versions of existing technologies and trends. We believe that future starts with a simple prediction: We will transition training and learning from a managing hands world to one in which we are managing minds.

Managing Millennials: Busting Myths

In the workplace, where older and younger generations engage side by side on a daily basis, are we destined to hold opposing visions of what it means to be an effective, productive worker?

If you feel this way, you're not alone. Survey any random sampling of different demographic groups and you'll likely hear the same refrains:

- Older workers think younger workers are lazy, entitled, and narcissistic.
- Younger workers think their older colleagues are slow to adapt, inflexible, and stubborn.

Transforming Lazy Into Productivity

Myth 1: Millennials are lazy. From a traditional perspective, this is evidenced by Millennials' desire to work when and where they want and their struggle to commit to working for a set duration, within set hours, and in a set location.

From a modern perspective, it's not lazy; it's redefining productivity. The work done in a digital environment is often strategic, creative, innovative, and highly cognitive. Putting in the time and achieving work goals are separate actions and, in today's world, often mutually exclusive. Those who simply put in time may in fact be less productive than those who focus on doing what is needed to best achieve a work goal, which can include greater flexibility in work environment, hours, and location.

From Hand-Holding to Agility

Myth 3: Millennials require hand-holding. They want to be given the answers to everything right away, and they desire praise for even the smallest things. This runs counter to the traditional mindset of having the time to learn on the job and waiting for annual performance reviews.

From a modern perspective, it's not hand-holding; it's agility. The desire is actually to be agile instead of encumbered in today's information-overloaded world. Modern talent believes that they need frequent, meaningful feedback to course-correct and to focus on meeting work goals more efficiently, while maintaining job security.

From Authority Issues to Redefining Respect

Myth 5: Millennials have authority issues. From a traditional perspective, Millennials question or challenge their supervisors and other more experienced employees without hesitation, showing a lack of respect or sense of decorum for hierarchy, tenure, and elders in general.

From a modern perspective, growing up under the anonymity and transparency of the Internet, respect is not given solely because of categories like age, level, or role—it is given for what a person authentically contributes every day. Younger employees feel comfortable voicing new ideas, challenging others' thoughts, or skirting the chain of command to meet a need. They see that as a healthy route to innovation.



From Entitled to Entrepreneurial

Myth 2: Millennials are entitled. They have seemingly immediate expectations for things like salary, promotions, and workplace culture. From a traditional perspective, this can be perceived as entitled because modern talent's presumptions of rewards and career growth are different from those before.

From a modern perspective, growing up has inherently involved entrepreneurial spirit and the idea of pursuing one's full potential, both for yourself and for the organization's benefit.

From Disloyal to Purpose-Driven

Myth 4: Millennials are inherently disloyal. They leave companies within three years, if not less. Primed for instant gratification, if they aren't immediately given a promotion or a raise, they want to move on. They don't understand that it takes time to develop a career.

From a modern perspective, it's not disloyal; it's seeking purpose. This is a side effect of growing up during a global recession and is a call to action for corporations to be held to higher standards and earn back employee loyalty that they are no longer entitled to.

Caffeinated Learning:

Simple Strategies for Keeping Your Audience Awake, Engaged, and Learning

Research shows that participants have to be engaged to absorb and retain what you are sharing. When content is presented in "caffeinated" ways, listeners become participants, participants become learners, and learners return to work excited and able to implement your ideas.



Try using these 10 tricks to command your audience's attention:

1. Start off with something shocking.

Don't start off a presentation with something general and clunky, like a conventional introduction to your topic. Inspire a bit of interest right off the bat, and people will be desperate to know how you got there. You can also use surprising statistics or eye-opening facts in the same way.

2. Tell a story. Humans take naturally to stories. Narratives are an evolutionary social tool we use to convey experiences, so we find it far easier to listen and relate to a story than we do a list of facts or statements.

3. Go off script. It's a good idea to prepare your presentation in advance, and even practice it a few times so you can iron out all the kinks. But once you're on stage, you should probably abandon the cue cards altogether.

4. Use emotional inflections in your voice. If you aren't emotionally invested in whatever it is you're presenting, you probably shouldn't be the one presenting it.

5. Use the power of louds and softs. Speaking in one constant tone will bore your readers, even if you somehow manage to put some emotion behind it. Certainly, some sections or your presentation are more compelling or more important than others. Use the power of louds and softs to accentuate those differences.

10. Never read a slide. Last, but certainly not least, you should never read from a slide directly during the course of your presentation (assuming you have some kind of slideshow in the background). Your audience can see the slides for themselves. Reading those slides aloud insults their intelligence and makes your presentation flat-out boring. Say something different, and let your slides speak for themselves.

6. Alternate your pacing. Similarly, it's a good idea to vary your pacing. Talk fast when it comes to background information that most people already know, or when you recap sections from earlier, then slow way down when it comes time to hammer in an important piece of information. Use the power of silence, but don't become trapped in a predictable pattern of speech.

7. Call out individuals in the audience. This one demands a degree of improvisation, since you may not be able to predict the makeup or participation willingness of your audience until the day of your presentation. Try to get individual people involved in your presentation however you can.

8. Set up some jokes. Even the most serious of topics deserve some kind of humorous break. It's your job to help people find humor throughout your presentation. If you can get them laughing, or at least smiling, you'll keep their attention firm. Obviously, you'll want your jokes to be appropriate, but don't be afraid to push the boundaries--confident, unexpected humor tends to facilitate likeability.

9. Skip the data. If you can, avoid mentioning statistics and facts at all. Put them on a background slide for people to visualize independently of your presentation. People don't attend presentations to be read information they could read themselves. They want new insights and personally related beliefs.

INFOGRAPHIC

Switching to a Blended Learning Training

Blended learning is a method of teaching that combines traditional face to face instruction with online course delivery. While each individual method has weaknesses, when combined they cover for the weakness of the other, so you end up with the best of both the worlds.

Online Training

Is known as the faster and less costly alternative to traditional training. It is accessible from anywhere and at any time, perfect for a mobile workforce

Traditional Training

Is a more interactive. It allows for a conversation between instructors and learners. But it does require a large time commitment and for all learners to be in the same location



Combining the strengths of both learning types, blended learning's strengths is its ability to customize education to meet the needs of individuals. It is very adaptive and accessible to all types of learners. Learners can access information from anywhere and anytime. But still receive the valuable feedback from instructors through meetings or live webinars

Extra Benefits

In addition to being more effective, blended learning also teaches learners additional skills such as:

Digital citizenship



Self-directed learning



Information management skills



Web research and collaboration skills

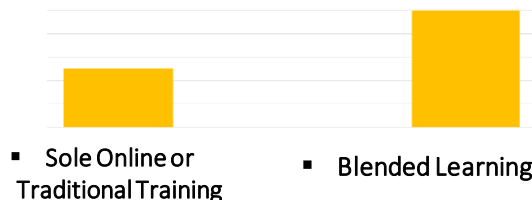


User Satisfaction

Not only is blended learning more effective than other types of learning, it also boasts higher ratings of satisfaction with learners and instructors

100%

Program Effectiveness



Studies have shown that a Blended Learning Program is more effective than a Solely Online or Solely Traditional program

Thank You !

Hope you enjoyed the read.

Please share your feedback &
suggestions on the Skills
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Tell us what you'd like to read
or learn about in the next issue
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Happy Learning !



By Saad Husain