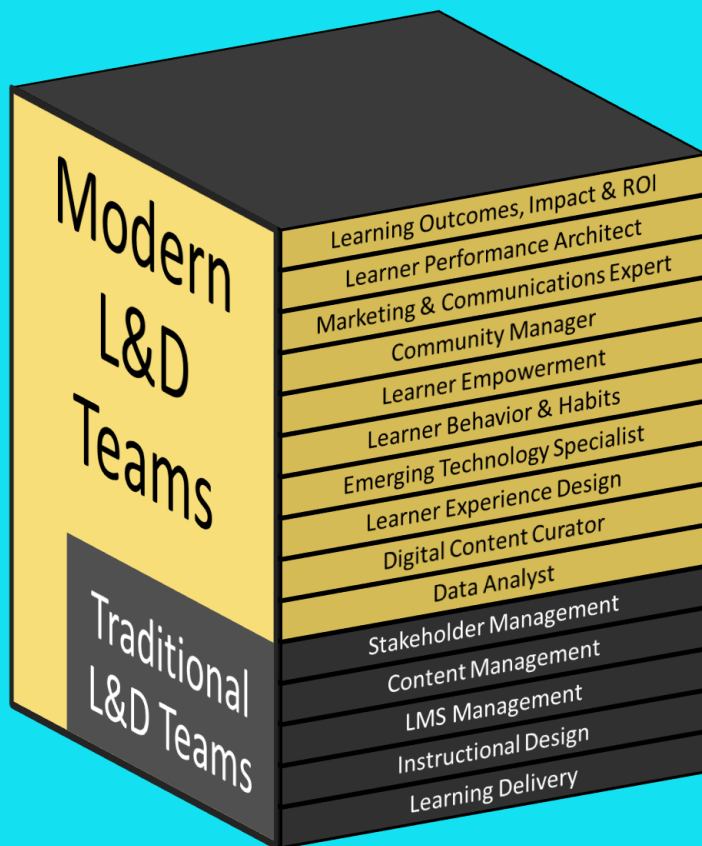


# Reimagining L&D Capabilities

## Driving Continuous Consumer-Centric Learning



Create a credible differentiator for your organization by adopting design thinking, to transform L&D from a '**process developer and maintainer**' to a '**learner experience architect**.'

**28th May to 12th June 2021** 3 Weeks, Every Friday and Saturday, 10.30 AM to 2.00 PM IST)

**17 June - 2 July 2021**, 3 Weeks, Every Friday and Saturday, 7.00 PM to 10.30 PM IST)

The pandemic, race to innovation in a global economy, changes in work, advances in technology, employee – learners in the driver's seat, and the constant competitive necessity to reskill and upskill is disrupting corporate learning. This opens up new opportunities for L&D to reinvent themselves and take the lead, by moving beyond offerings programs to curating the learning experiences and creating a **culture of continuous learning**.

## L&D Professional: At the Tipping Point

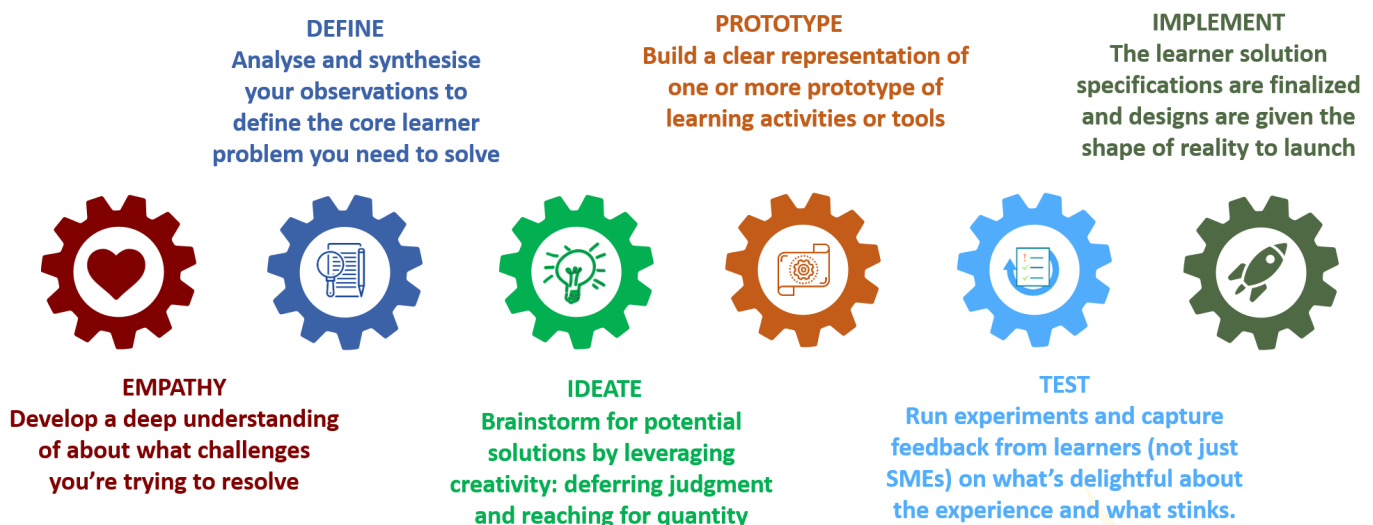
**T**oday's L&D professional is being asked to balance competing demands from leadership, managers, and employees alike. They must play a critical role in helping organisation transition to a remote workforce, shape future workforce strategy, deliver hyper-relevant content to support time-starved employees, while playing catch-up to a decreasing shelf-life of skills, shift from in-person events to virtual environment and increase engagement with learning programs catering to multi-generational learners with varied schedules and learning preferences.

### *Does any of this sound familiar to you?*

This expectation might sound easy to deliver, but the challenges of time, budget, limited resources, fuzzy needs, shifting priorities, work-learning dichotomy, program focus vs organisational focus, and resistance to change are well known. A well-worn adage reminds us that if we want different results while solving a problem, we need to do things differently - and that means we need to think differently.

## Enter Design Thinking

The **people-centric approach** of Design Thinking gives us that opportunity to solve problems and provide great user (or in our case a learner) experiences while achieving business outcomes. It seeks to find the sweet spot between the learner, organisation, and technology. It is a highly iterative process and the phases include empathy, definition, ideation, prototyping, testing and implementation, as shown below.



## This Workshop is for Those Who Want to

- Change the way L&D team thinks of itself, is seen in the organisation, and how it functions,
- Gain in-depth understanding of the learning ecosystem and identify areas to create impact,
- Adopt a learning architecture that supports an expanded vision for development,
- Get crystal clear on what are the problem you are trying to solve,
- The art of listening to your learners -Personalize learning for the employee at every stage in their careers, and align resources to the learner's schedules, preferences and skill development needs,
- Create effective engaging, compelling, and personalized learner-driven experiences to accelerate learning adoption,
- Make learning a habit by putting resources in place to help the workforce make learning a habit, not just an episodic event,
- Get social with learning by building a community that shares learning across the organisation,
- Measure traction and take action to ensure that learning is effective and that the learning investment is optimized.



### What Does Design Thinking Look Like in L&D?

Design Thinking starts with the learner - not the tasks we want them to do or the info we want them to know.

L&D's goal as a designer is to keep learners moving through the learning journey by meeting their needs and providing value at each step along the way, ensuring it is easy to use or access, and is enjoyable.

Design Thinking uses a variety of tools, templates, and canvases to create a visual representation that gets every stakeholder on the same page, and transform big ideas into action. The outcome is alignment with business goals, effectiveness of learning methods.

### Here's How it Works:

This workshop is a blend of interactive multi-lectures, group work, individual practice.

- Five weeks of weekly four hours, virtual, face-to-face practical sessions with the Design Facilitators
- Design tool practice, exercises, and reflection each week
- Prompted weekly discussion with peers and facilitators
- Focus on conversations and the holistic context ensures you can overcome the barriers that usually get in your way
- Action plan templates ensure you leave with prioritized, well-thought-out actions you're ready to implement!

# Workshop Facilitators



## **Dr. Vidya Priya Rao , Core Facilitator**

Founder, Innovatus Marketers Touchpoint LLP

Vidya helps companies harness their power of innovation and brings a unique view on how modern companies must operate. She blends in-depth real-world leadership, with teaching experience as visiting faculty in business schools, to help organisations transform their culture, business models and operations to become resilient. She uses a combination of engaging stories, evidence-based approach and practical techniques, with human-centric goals, cross-departmental collaboration and customised hands-on sessions, to achieve desired objectives.

Contact Vidya at:

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## **Hormazd Mistry , Core Facilitator**

Founder & CEO, Sarosh Consulting

Hormazd Mistry, ATD Master Trainer™, is an expert in Talent Development who helps transform L&D Professionals & Teams to deliver High Business Impact. Hormazd is an L&D Measurement Expert and a ROI Professional for the ROI Institute®. With a passion for L&D, Hormazd has worked in different roles in various L&D verticals. He has delivered over 25,000 hours of training on various topics including but not limited to technical, TTT, leadership, soft skills, customer service, behavioral training, etc. with high Business Impact.

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## **Innovatus Marketers**

**Touchpoint LLP (IMT)** is a

strategy, design and innovation consultancy, based in Mumbai, India. The focus is on building resilient organisations - those

who are naturally agile, people-centric and innovative. We work with established organisations and emerging leaders to grow into people-first problem-solvers, minimise complexity and build innovation capabilities. We help build capacity from insight to action - by identifying opportunities, reframe problems testing prototypes and launching solutions. We help create new physical and digital products, brands, services and environments; deliver exceptional customer experience and employee engagement; define business models; develop high performance cultures; create positive change and accelerate growth. We customize our programs to meet your needs - and to focus where you can make the biggest difference.



**Sarosh Consulting** is a Talent Development

consultancy, based in Mumbai, India. Sarosh Consulting specializes in working with & developing skills/talents of Learning Professionals to help them deliver Learning Solutions with High Business Impact. Be it the corporate sector or the educational sector, our solutions enable Learning Professionals to be highly skilled in knowledge transfers & be true success enablers.

Sarosh Consulting, in partnership with the ROI Institute®, has launched ROI Institute India to help measure the impact and ROI of learning programs in India.