



# THE SEGUE

Key Learning Trends For 2019

 **KNOLSKAPE**  
INSIGHTS CENTRE

In 2018, we at the KNOLSKAPE Insights Centre conducted extensive research on areas related to learning effectiveness, digital transformation and learning modes. Going into 2019, here we share our top takeaways. The following insights are extrapolated from what we learned in 2018. These are gleaned from our conversations with key stakeholders in the learning fraternity as well as extensive surveys conducted throughout the year.

1

## Learning modes

In 2018, organizations of all hues experimented with multiple learning formats. Firms were faced with a plethora of options for learning, including learning experience platforms, blended learning modes, self-paced learning formats, and classroom-based learning, to name a few. However, no one clear mode of learning stood out from these and other options. Going into 2019, we believe organizations will continue with their experiments, thereby gaining a better understanding of what works for them and what doesn't, given the unique cultural and industry context of each firm. We do however believe that self-paced learning modes bring with them the unique advantage of reach and flexibility that other modes do not. In 20019, well-designed, engaging and community-led self-paced learning formats will empower both the learner and learning manager alike.

2

## Outcome driven learning

While adoption and completion rates of learning platforms continue to be dismal, irrespective of the technology being deployed, learning professionals recognized the need to showcase learning ROI to critical stakeholders. With greater involvement from the business, and targeted investments into L&D, we expect this trend to continue into 2019.

3

## Digital capabilities building

Contrary to perception, digital is not just about the technology or technical skills. Without the right mindset and behaviours, professionals may struggle to adopt technology trends and effectively utilize the tools at their disposal. Learning managers who worked closely with their business counterparts in upskilling their executives for digital readiness in 2018, will see their efforts bear fruit in 2019.

4

## JIT learning v/s deep skilling

Learning in the flow of work was all the rage in 2018. However, executives also realize that to meaningfully acquire a new skill (say negotiation), it is not enough to merely watch a bite-sized video on the subject and walk into a high-stakes meeting. Meaningful skill acquisition takes time and effort. Firms and learning managers who recognize this reality will likely invest in targeted learning interventions that build deep skills, going into the new year.

5

## Technology trends

While there is a lot of talk about AI and VR in learning, a key technology trend often gets missed out, i.e. AR. With Google's ARCore already supporting a wide variety of Android mobile devices and Apple's ARKit coming into the mainstream, we can expect a lot of development happening in this space across all industries. Some firms already utilize AR as a part of some of their training programs. It is easy to see how they can adopt these in industries such as manufacturing where training on complex machinery can be more effectively delivered via AR. We feel that AR/VR kits will be bundled as part of employee onboarding experience very soon.

6

## Learning Culture

Almost every learning professional we spoke to, recognized the need to identify, work with and positively evolve the learning culture of the organization. This became especially important in 2018 given the explosion of technology tools that hit the market. We can rest assured that this trend will continue well into 2019, which means that without the right culture, learning professionals may struggle to roll out meaningful learning interventions at scale.

7

## Aligning learning needs to business strategy

Organizations that aligned their learning goals to overall business strategy saw greater gains from their L&D spends. We expect this trend to continue into 2019, which means that L&D teams will need to upskill themselves in order to cue in to business realities.

8

## Learning analytics tools

Does your learning platform present a unified view of the learning and assessments data across all employee levels in the organization? This capability can add to the arsenal of L&D professionals, thereby allowing them to take targeted talent development decisions. We expect unified platforms with robust analytical capabilities to evolve in 2019, thereby enabling better streamlining and analysis of data by learning professionals.

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