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CORPORATE EDUCATION
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Using technology to embed learning in work

Keynote speaker – Charles Jennings



Please join us for a workshop with global learning leader Charles Jennings and talented Australian digital learning practitioners to discuss case studies about using technology to embed learning in your organisation.

Date/time

Friday, 6 March, 2015
9.00 am–4.30 pm

Location

DeakinPrime
Level 3, 550 Bourke Street,
Melbourne

Bookings

Click www.elearning.org.au/events/one-day-workshop-featuring-keynote-speaker-charles-jennings to book now

Topic: Supporting breakthrough performance in the workplace with 70:20:10

Overview: Organisations that are able to accelerate the development of their workforces to deliver 'breakthrough performance' will succeed in our constantly changing and increasingly competitive world. Those that cannot do this will fail.

To compound the challenge, an increasing body of evidence points to the fact that what got us here won't get us there. The old methods are not good enough, and can never be good enough. If we are to build high performance at speed we need to develop new and innovative ways to extend learning into the workflow. This is the major challenge facing L&D professionals today.

Charles will discuss the critical mindset changes required to meet this challenge and to adapt to the new world where work and learning are intermingled. He will explain the steps that need to be taken to support moving from a 'push' model of learning to a more effective 'pull-and-push' model – and the practical changes required to do this well. He also will discuss how the 70:20:10 framework is being used to create cultures of continuous learning and to expand the role of L&D well beyond 'blended'.

Charles Jennings is one of the world's leading thinkers and practitioners in innovative learning and development. He specialises in strategic consultancy helping clients with challenges particularly in the areas of the 70:20:10 framework.

Charles has more than 35 years' experience in the fields of strategic performance improvement and capability building. He spent many years researching innovative approaches as university professor and researcher and has also held senior role in business, as a chief learning officer and as a member of leadership and HR management teams in global companies.

For seven years until the end of 2008 he was the **Chief Learning Officer for Reuters and Thomson Reuters** where he had responsibility for developing company wide strategy and leading a 350-strong team of learning professionals for the firm's 55,000 workforce.

Charles now works as a consultant helping organisations develop effective learning strategies based on 70:20:10. Additionally, Charles is a director of the Internet Time Alliance, a multinational think-tank that helps organisations 'work smarter' and exploit emerging practice in informal and social learning.



Arun Pradhan

Digital Learning Solutions Manager, DeakinPrime

Case study: *Medibank onboarding program – Out of the classroom and on to the job*

Overview: *The Medibank onboarding program represents a dynamic example of 70:20:10, providing a supported approach to on-the-job and informal learning. Key elements include a badging system that guides and tracks learner progress; full integration of coaching from the ground up; hundreds of micro-learning/ just-in-time assets including videos, PDFs, online forms and elearning modules; and an intuitive digital interface that presents these assets when and where learners need them most. A finalist in the eLearning industry Excellence Awards, the program has received ongoing positive feedback from participants and stakeholders.*

With over 16 years' of experience in elearning in the corporate and higher education sectors, Arun brings a wealth of knowledge to his role in managing DeakinPrime's digital learning solutions.

Aligning with DeakinPrime's holistic approach to training and education, Arun works with other team members to design solutions that use best practice elearning approaches, emerging technologies, and social and informal learning techniques, to address core business and training requirements.

Arun enjoys collaborating with subject matter experts and business stakeholders to reinvent traditional training content into innovative, blended learning solutions. He has a particular passion for encouraging learner motivation to create engaging experiences with long-lasting outcomes.

Prior to joining DeakinPrime, Arun held multiple roles as a senior elearning instructional designer, a project manager, a lecturer in multimedia at Monash University, and, at the beginning of his career, the lead interface designer for one of Australia's earliest learning management systems. He brings to the role a passion for technology, a flair for instructional design, and a strong ability in multimedia and visual design.



Cameron Hodkinson

Digital Learning Specialist, CGU

Topic: *The data of tomorrow, today – Trading analytic gymnastics for a pocket sized crystal ball*

Overview: From electrified books in the 1900s and adaptive "push button education" in the 1950s to the robotic tutors of the 80s, the predicted (and sometimes real) evolution of technology assisted learning has been a rich and fruitful journey. However, understanding the impacts that these advances have (and will have) on learner engagement, personal growth, and workplace proficiency is often a complex and rather unscientific undertaking.

Fortunately the next wave of predictions, including mechanisms such as Experience API, are finally becoming a reality, shedding some much needed light on learner activity and its impact on workplace performance, irrespective of device or context. In this session, Cameron will unpack some of the key challenges faced by today's data loving organisation, and will share real world insights into the design, implementation and use of powerful analytic tools and methodologies.

With over 10 years digital and education experience, Cameron is a passionate creative who is focused on the development of visually engaging, meaningful and educational digital products and experiences.

Professionally Cameron has been a key contributor to the successful development of several large scale digital programs for the Australian education, banking and government sectors, and is passionate about delivering creative approaches to digital education and product development. Cameron also has practical experience in the strategic design and implementation of Experience API (TinCan), and is a strong advocate for the re-invention of workplace learning with these technologies in mind.



Cheryle Walker

Digital and Future Learning Strategist

Topic: *Blended learning – Where do virtual classrooms fit?*

Overview: *The virtual classroom (LIVE online learning) has been around for decades. In fact it was pioneered in Australia by the Alice Springs School of the Air in 1944. The virtual classroom has played a part in K-12 education, higher education, and workplace learning, but has it found its right place in the blend of learning resources and opportunities? This session will explore best practices in blending virtual classrooms in both formal and informal learning landscapes in work environments. Prepare to be delighted by the scope and range of deployment of virtual classrooms.*

Cheryle Walker is an innovative and endlessly optimistic learning and development strategist with a career history in sales, marketing and business development. She has worked and played in the oil, manufacturing, franchising, retail, fast food, bakery, directories advertising and financial services industries.

In her most significant career role at National Australia Bank, Cheryle initiated and successfully operationalized three new digital learning channels that met core business objectives with measurable results.

A Master's degree in Training and Development was just the beginning of Cheryle's desire to lead and follow in the design of learning experiences and environments. Her approach is to challenge traditional paradigms, open the social opportunities, explore technology and democratise learning within a corporate structure.

More recently Cheryle has participated in a Global Change Agents program at Harvard University, and is keen to champion social change within the corporate arena, particularly the opportunity of developing responsive learning cultures in large organisations.

Cheryle now innovates as an independent consultant working with her clients to move strategic agendas into operational success.



Craig Simon

Sales Manager and Head of Digital Learning, TP3

Case study: *Connecting with words – Using technology to increase customer service*

Overview: *Telstra were wanting to create a learning program to bring consistency and friendliness to the written and spoken communications of staff and contractors. The program's modules provide learners with the knowledge, tools, resources, confidence and desire to connect with colleagues and customers through words. An overarching objective was that learners be able to 'tell and write a simple story well, and often', and, in so doing, 'sound like Telstra'. This case study examines how this was achieved and will discuss the outcomes.*

Before co-founding the award-winning eLearning company Purple Learning, a TP3 company, Craig served in a number of senior postings with leading organisations including PeopleSoft, Sun Microsystems and Apple Computer. Craig is an in-demand public speaker, a leading learning authority and a true multimodal learning specialist with experience dating back to the beginning of simulated learning in Australia.

This workshop is convened by the eLearning Industry Association to support best practice in learning solutions.