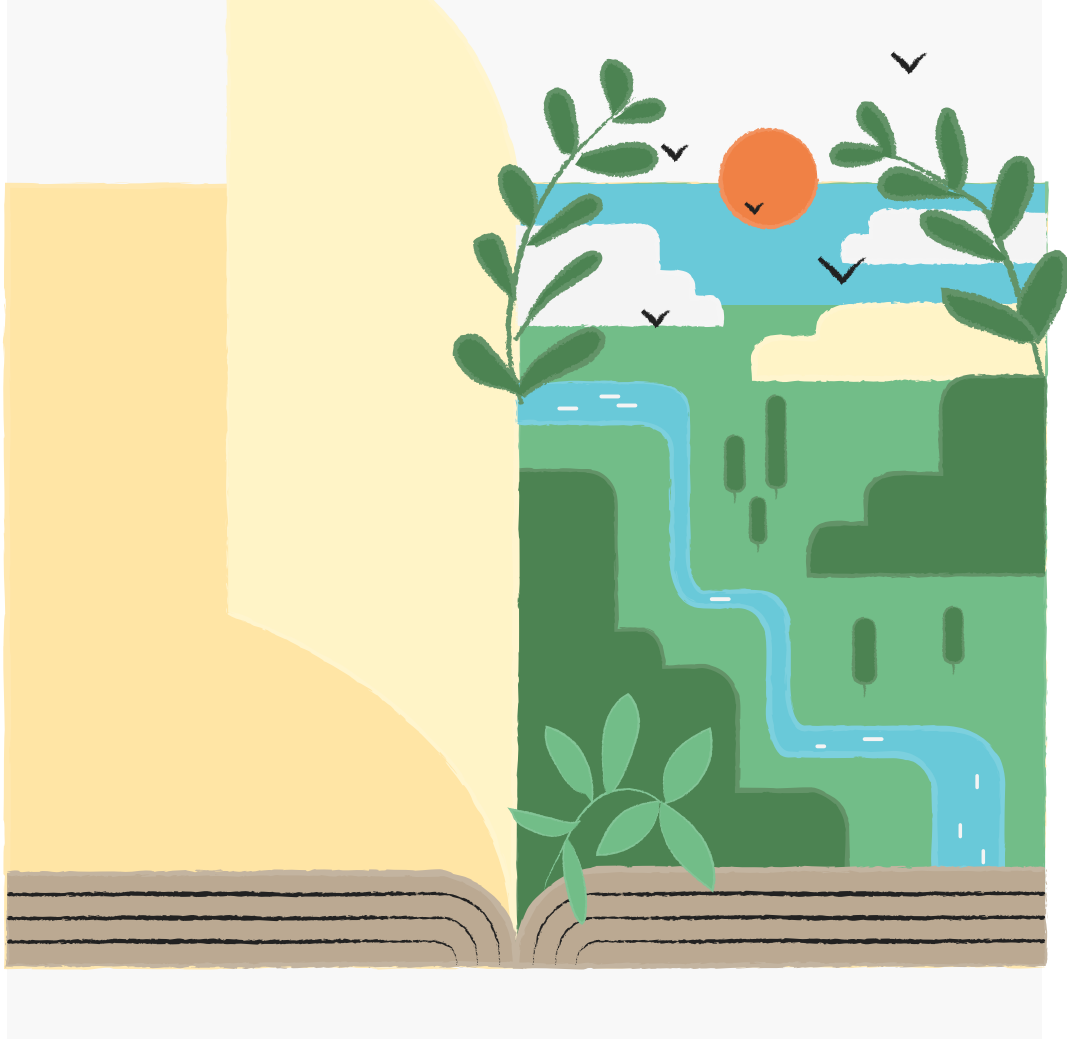


A Modern Learning Journey: The Guidebook



An Expert Guide from

 thinqi

Contents

1.

Pg 1. About Thingi

2.

Pg 5. Welcome

3.

Pg 7. Learning Outcomes

4.

Pg 9. What Does Modern Learning Look Like?

5.

Pg 15. Who Is the Modern Learner?

6.

Pg 27. Modern Learning: A Packing List

7.

Pg 31. Why Has Learning Changed in the Workplace?

8.

Pg 43. Embracing the Culture (of Learning)

9.

Pg 53. Summary

10.

Pg 59. Contact Details & Further Reading









01

About Thinqi

Thinqi is a next-generation LMS that lets you deliver engaging and effective modern learning experiences. It's the easiest way to maximise the performance of your people and organisation.

With a global community of over 2,000,000 users, Thinqi is helping organisations to:

-  Measure greater ROI in their L&D programmes
-  Gain greater support and trust for L&D activity from their leadership team
-  Engage their learners with great content and experiences
-  Prove the benefit of modern learning

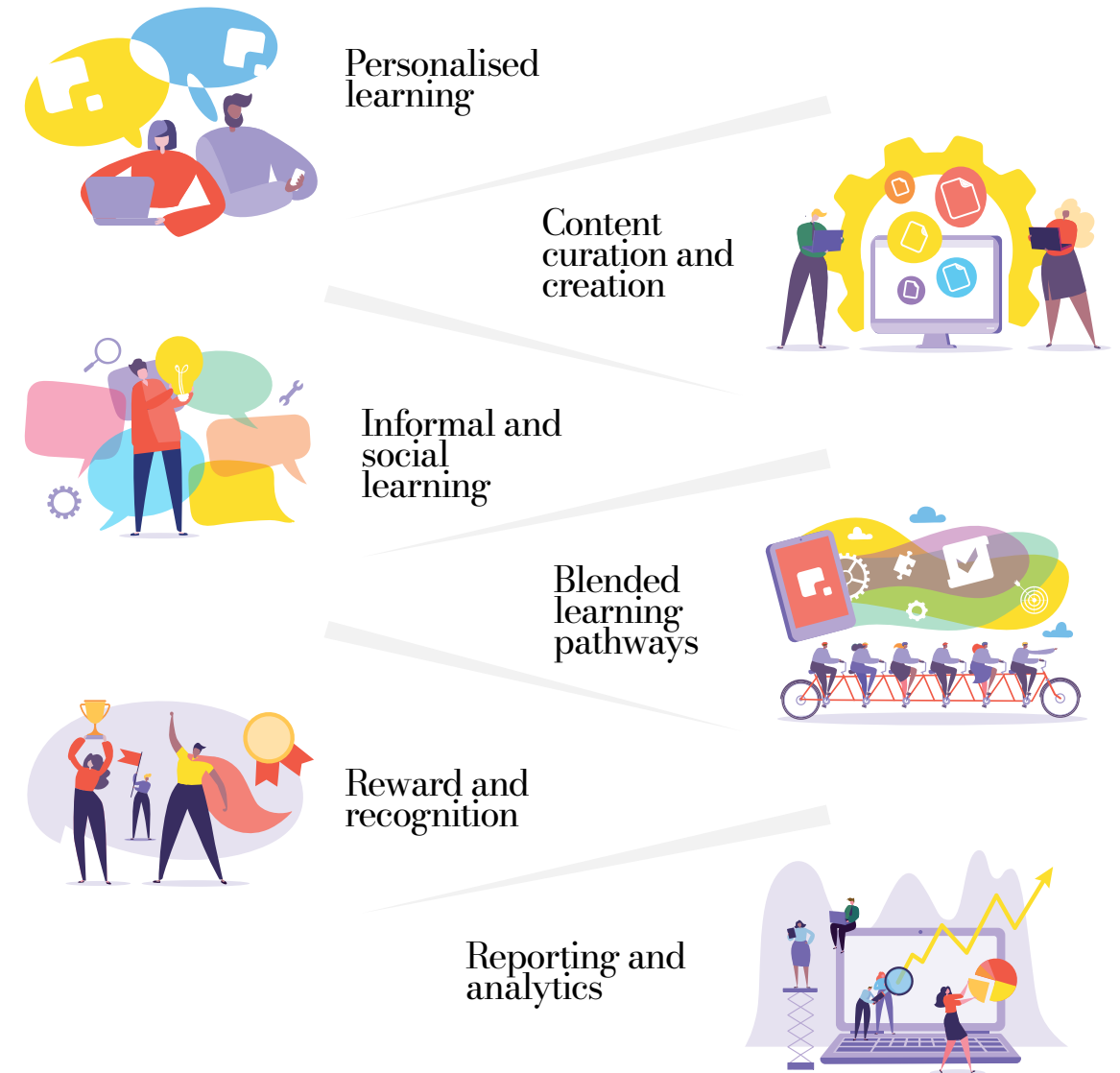
“What sets Thinqi apart is the level of support offered, which is essential when considering an LMS. With Thinqi, it’s not just a software purchase, it’s the beginning of a relationship that will help steer your entire L&D programme”

- **Jacqueline Rawlinson - Digital Learning Manager, JustMortgages**



Thinqi lets you deliver your blend, your way, whilst giving your people a dynamic and responsive learning environment to take ownership of their development.

Thinqi gives you:



Thinqi empowers organisations and their people to flourish, adapt fast and embrace the new knowledge and skills needed to succeed.

Never stop learning.

Welcome



The learning landscape of the modern workforce is undergoing a radical transformation. Learners are becoming more independent and skills requirements are evolving, bringing fresh challenges for organisations to face.

If you're going to overcome these challenges and navigate the modern learning landscape, you're going to have to acquaint yourself with what modern learning looks like, speak the modern learner's language and discover the changes you'll need to make in order to ensure it's smooth sailing all the way for your L&D.

This handy guidebook has everything you need to help you prepare for your journey into modern learning.



03

Learning Outcomes

Any good learning activity should have clear learning objectives. Here's an outline of what you should come away with from this guide.

01

Describe

What the modern learning landscape looks like.

02

Identify

The needs of the modern learner.

03

Explain

Why learning has changed in the workplace.

04

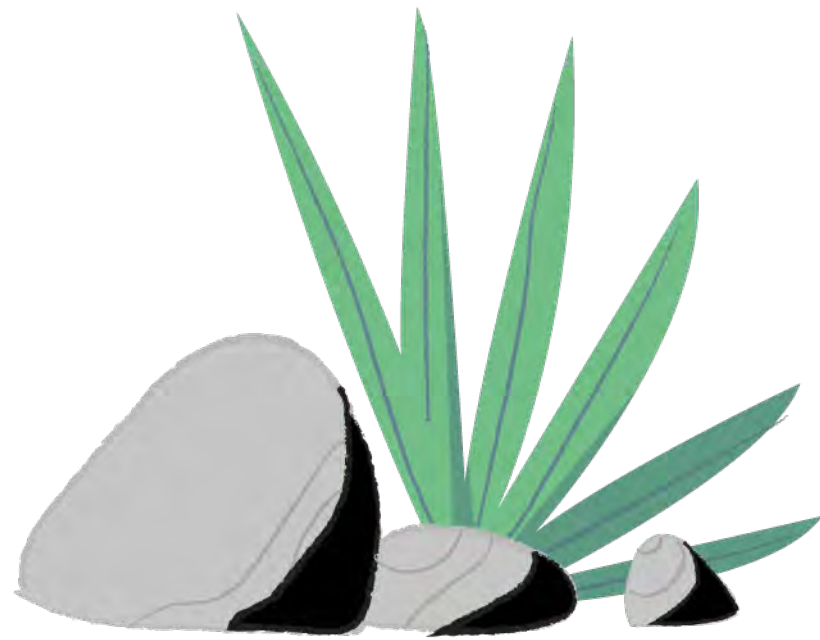
Summarise

The ways you can cultivate a culture of learning in the modern workplace.

What Does Modern Learning Look Like?



Before we begin our journey, we need to stop and map out exactly what the modern learning landscape looks like. If we were to ask you to present your vision of modern learning, what route would you take in order to gain a greater understanding of the subject?



Chances are you'd start by opening a tab on your computer or unlocking your mobile device (if you're not reading this expert guide on your mobile already), tapping the term quickly into a search engine and scrolling through the relevant articles.

Boom, up pops your first answer, quicker than a turbo-powered jumbo jet.

It comes as no surprise then that research by Google has shown that **70% of employees will now use search engines to learn what they need for their jobs** and that a staggering **91% of smartphone users will turn to their devices for ideas when completing a task.**

Think about all the different ways you can use your phone outside of just texting and calling, and how these can offer potential learning opportunities.

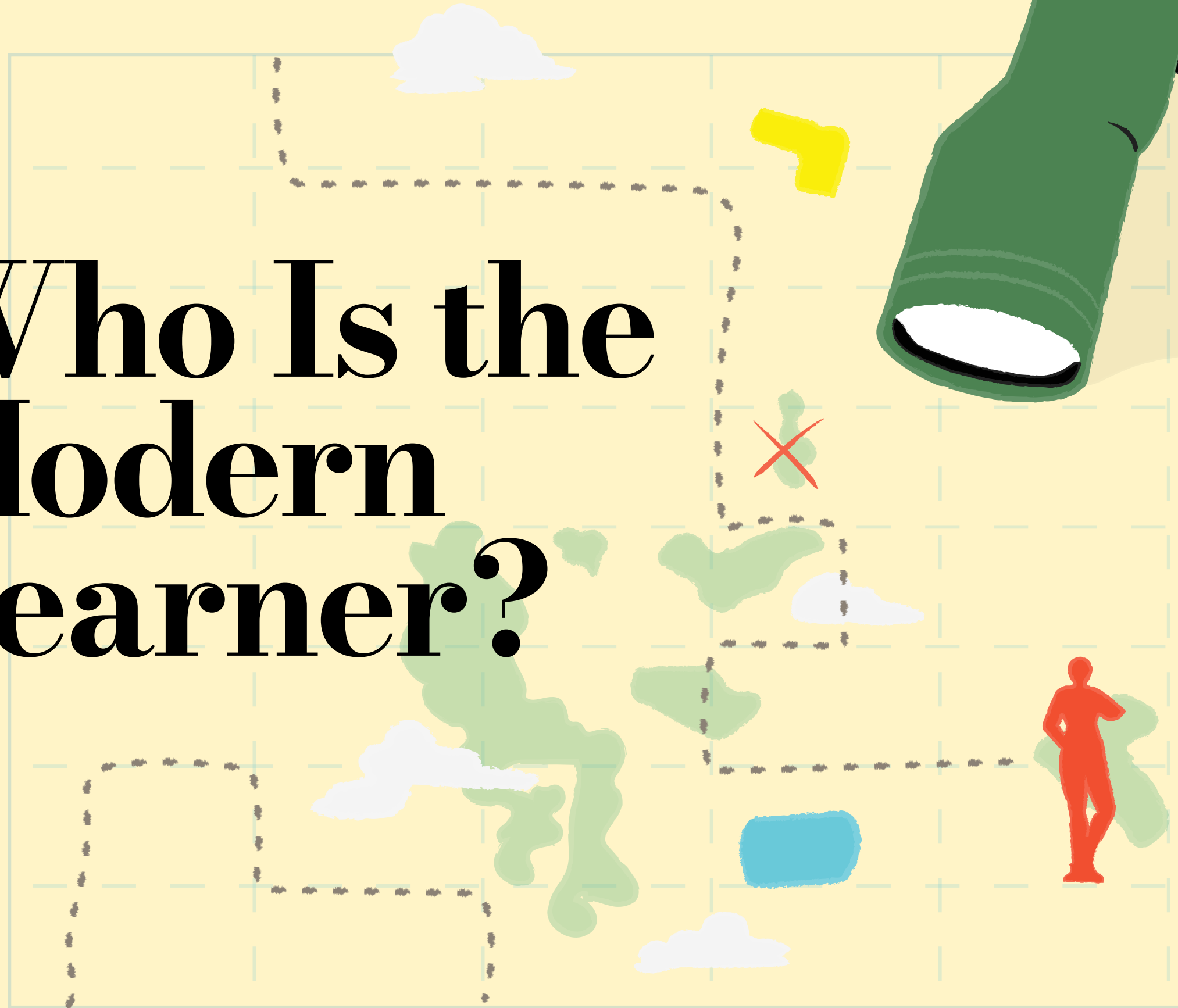
Social Media
Websites
Apps
Maps
Articles
E-books
Podcasts



You don't have to travel far to learn what you need to nowadays when there's a wealth of information and communication options available right at your fingertips.

Technology has totally transformed the learning landscape.

Who Is the Modern Learner?





The modern learning landscape is high-tech, high-speed and always 'on'. It's a city that literally never sleeps.

So, what about its inhabitants, the modern learners? Let's take a look at the modern learner in its natural habitat.

Overwhelmed



Distracted

Impatient



The modern learner is busy. Tap them on the shoulder to ask for directions and you might find that they appear distracted and impatient. Just trying to communicate with them might push them into overwhelm, what with all those emails they're trying to answer, apps they're running, deadlines they're trying to hit and places they need to be.



This is why they've come to settle in the modern learning landscape. The modern learner wants:

Flexibility in how they learn

Learning that's accessible regardless of geographical location

More control over their own development

To learn from managers and peers, not just experts

A range of options as to how they learn - not just formal, face-to-face training

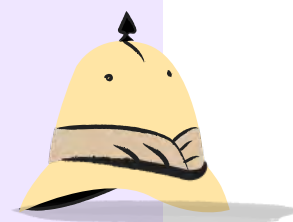
Learning that's available on-demand



What's more, research by Deloitte reveals that a mere **1% of a typical working week is all that employees have to focus on training and development.**

It is therefore neither time- nor cost-efficient for businesses to pull workers into the classroom for face-to-face training for large periods of time. Instead, today's employees need learning that's:

- 🌿 **Untethered**
- 🌿 **On-demand**
- 🌿 **Collaborative**
- 🌿 **Empowered**



Take millennials, for example – who, according to PwC, will make up **50% of the global workforce by 2020**. It is this generation of workers who are far more likely to:

- Turn to YouTube to learn how to do something rather than consult a book
- Learn a new skill for work, such as a language, via apps like Duolingo
- Use cloud-based collaborative tools such as Slack to communicate with colleagues
- Carry out work-based qualification assessments online

So, if you're going to journey into the modern learning landscape, what's the most important item you need to take with you? If it's not sunscreen, mosquito spray and a clean and brightly-coloured beach towel, surely then it must be top-of-the-range technology...right?



Modern Learning: A Packing List








Well, it's thanks to technology that there are now more options than ever for the learner to take control of their own learning. But is that really all we need to cater to the learner in the modern workplace?

Unfortunately, as much as we all seek a quick-fix option, just throwing a few high-tech additions into your workplace isn't going to cut it. To build an effective learning culture, it's the actual learning that must remain the focus, rather than the technological tools themselves.

Some other things that you will want to equip yourself with, and which we'll be exploring more in-depth in this expert guide, include:



Packing List

-  Coaching for employees to become more independent
-  Tools that enable collaboration (this is where an effective blended learning ecosystem like Thinqi can really work)
-  Measurable learning to inform the curriculum
-  L&D managers who can drive learner engagement
-  Informal content libraries

Why Has Learning Changed in the Workplace?

Just as travel guidebooks need constant revising to keep up with the pace of change, we need to also step back and examine how and why learning has changed in the workplace.

Fasten up your boots and adjust your time zones: we're going to be looking at what's changed from the traditional, formal learning environment to how it looks now.



Learning in the Workplace of the Past

- A formal, top-down system where learners themselves have very little control of their own development.
- Largely centralised around traditional classroom learning.
- Often delivered in the form of 'chalk and talk' style presentations.
- E-learning not that dissimilar to classroom format – just moves the click-through slides onto a computer screen.
- Largely 'enforced'.

Learning in the Modern Workplace

- More accommodating of informal learning, allowing learners more control of their own development.
- Incorporates a mix of formal and informal learning, whenever and wherever suits.
- Often a blend of face-to-face and digital learning ('blended' learning).
- Blended learning ecosystems, such as Thinqi, offer a more engaging and effective learning experience.
- Supports rather than enforces learning.

It's probably not news to you that traditional, formal learning is not enough to keep up with the demands of the modern learner. Nor did the early days of e-learning see technology being used to its full potential; it only moved the standardised, static old methods of learning onto a digital platform.

Employees were still away from their jobs for long periods of time completing assessments and reading through content, only this time in front of a screen.



Early technology did, however, pave the way for a new framework of learning in the workplace altogether. This is especially important when we consider the 70/20/10 model of learning, which suggests that:



70%

of learning is experiential, occurring through daily tasks, challenges and practice

20%

of learning is social, occurring with and through other people

10%

of learning is formal, occurring through structured training courses and programmes

As technology grows in the workplace, businesses and organisations are changing rapidly, which means that people need to be learning constantly to bridge any gaps created by digitalisation.

What's more, people are now increasingly looking to do this on their own as they aren't getting what they want from employers.



People spend up to 5 times more time on self-directed learning than L&D-led learning every week and 61% would put in even more time if they received professional credit for the effort.

Source: Degreed

What Are the Barriers to Modern Learning?

Okay, so we know what the modern learner wants, and we know why the learning landscape has changed, but what barriers are we facing as modern L&D practitioners? Why do we still see so much resistance to learning?

According to Towards Maturity's 2019 report *The Transformation Journey*, "the modern worker is more engaged with learning than their L&D colleagues think. It is clear from the data that they are embracing developments in organisational learning; they are connecting, collaborating and often enthused by technology regardless of age or job role."

So why now, when we turn the corner onto the next street, do we find a modern learner with arms crossed and brow furrowed, refusing to get on board with learning?



The More Time in a Role, the More Resistance to Learning

The report found that employees that have been in their role longer are more difficult to satisfy when it comes to learning. In fact, 50% of this group report that learning in their organisation is:

- Irrelevant
- Uninspiring
- Lacking clarity



This is where having a solid learning culture is key. Everybody needs to see the value of learning and the relevance it has to their roles.

Now that we've taken in all the sights (and insights) of the modern workplace, it's down to you, intrepid L&D practitioner, to take steps to support learning, encourage independence and provide your learners with collaboration tools.

All set and ready to start talking culture? Fasten your seatbelts and let's go.



Embracing the Culture (of Learning)

What's a journey without delving into the culture? And we're not talking about sampling tapas on Las Ramblas or scaling the heights of Machu Picchu.

We're talking about learning culture.

A learning culture is...



"...an environment that supports and encourages the collective discovery, sharing and application of knowledge. Learning is manifested in every aspect of organisational life. Staff are continuously learning as individuals, in teams (and other small work groups), as a whole organisation, and in relation to their communities."

- Stephen J. Gill

(Author of 'Developing a Learning Culture in Nonprofit Organisations')



Put simply, an organisation with a strong learning culture is one in which learning is an active part of daily working life for every individual throughout the entire organisation.

Organisations are now adopting a more integrated learning approach which blends the traditional framework with workplace-based, informal learning. Think about your own list of priorities when it comes to the skills you most want to develop in your organisation. Is collaboration one of them?

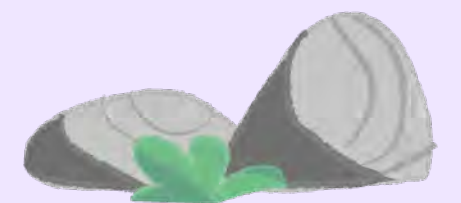


75%
of organisations
now consider
facilitating
collaboration
as the L&D skill
they most want
to develop.

Source - Towards Maturity

Often, working through problems with others can provide fresh ideas and perspectives. This is why collaboration is so important to building a culture of learning in the modern workplace – everyone has to be working towards a shared vision of success. The learning must be relevant to the business.

In a world where learners are increasingly turning to informal learning and digital tools, how can we encourage collaboration and foster a healthy learning culture?



Stop here.

We're going to have to wait for the next modern learning train to the next sightseeing stop of our tour: the Informal Learning Library, available as our next expert guide.

Can't wait until then and want something to prepare yourself for what's in store? Then check out our blog, **'Learning in the Modern Workplace: The Value of Informal Learning Libraries'**.



10

Summary

That's a lot to take in, so, here's a quick summary of what's been covered:



01

Technology has totally transformed the learning landscape and the skills required by employees are changing.

02

Modern learners are overwhelmed, distracted and impatient. They want bite-sized learning, whenever and wherever they need it.

03

Learner engagement is a major issue across many organisations.

04

Building a learning culture is key - everyone needs to see the relevance of learning and work together towards shared aims.

05

The role of L&D is having to adapt in response to the changing learning landscape.

And remember...

You need to really understand your learners and adapt the learning to their busy and fast-paced lifestyles. When **only 1% of a typical work week is all that employees have to focus on training and development**, you need to ensure that the learning you're delivering is manageable, engaging and, above all, relevant.

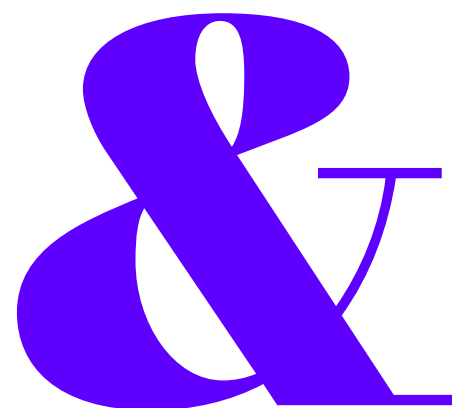


Next, you're going to learn some simple steps to increase learner engagement, curate relevant content to support a more self-led learning journey, and measure the impact of learning interventions (as well as allowing it to inform your curriculum before the learning is rolled out). Only then will you truly be equipped to deal with the fresh challenges that organisations face in the modern workplace.



09

Contact Details



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 [CDSM Interactive Solutions](https://www.linkedin.com/company/CDSM-Interactive-Solutions)



Further Reading

5 Key Tactics to Make Digital Learning Work in Your Organisation



Learning in the Modern Workplace Part 1: What Does Modern Learning Look Like?



Learning in the Modern Workplace Part 2: The Value of Informal Learning Libraries



Learning in the Modern Workplace Part 3: Why is Engagement so Important?



Learning in the Modern Workplace Part 4: Using Measurement to Inform Your Curriculum

