

**EMPOWER
ACCELERATE
TRANSFORM**
HR and Learning Redefined

2016 **Skillssoft**
PERSPECTIVES
a global event

Monday

Tuesday

Wednesday

Thursday

Strategy, ROI, Value

● Skillsoft customer and product sessions

● SumTotal customer and product sessions

Monday, May 9, 2016

1 p.m.

4:30 p.m.

Full Length Workshops

1 p.m.

4:30 p.m.

● **Ignite Your Purpose: Driving Performance at all Levels**

Whether you're seeking to gain support from executive stakeholders, increase management involvement, make an impact to learners, reaffirm your talent development mission, or recharge your individual goals... purpose is a foundational element to success. In this workshop we will share tools and resources to:

- Reexamine your company's goals and how your talent development team is aligning to them to drive organizational performance
- Partner with management to build talent and learning programs that drive team and individual performance
- Inspire your talent development colleagues to team with you on collective goals and mission
- Clearly define your individual purpose and how you can find motivation in the day-to-day activities of your role

Strategy, ROI, Value

Shawn Baglin
Learning Technology
Enablement Manager
Dolby Labs

Ann Cantrell
Customer
Success
Consultant
Skillsoft

Liz Dail
Customer Success
Consultant
Skillsoft

Brenda Sands
Learning & Development Specialist
FedEx

Monday

Tuesday

Wednesday

Thursday

3 p.m.

4:30 p.m.

Mix-N-Match Workshops

3 p.m.

4:30 p.m.

● **Measuring Efficiency, Effectiveness and Outcomes of your Programs**

Measuring the number of participants and their reactions to a learning program do not tell you if a program is successfully changing the performance of your organization. Talent development Leaders must also be able to articulate the effectiveness and business outcomes of their programs -- but it doesn't have to be a complex and resource-intensive project to do so. In this workshop, participants will learn:

- Why it is so critical to move beyond efficiency data
- How to collect effectiveness data, particularly the leading indicator of success: application rate
- How to collect outcomes data (Skillsoft's Value Impact Analysis)
- How efficiencies, effectiveness and outcomes data come together to tell a complete story of value that will enable learning leaders to influence smarter, faster and better business decisions

Sarah Bosin

Senior Customer Success
Consultant
Skillsoft

Brian Dall

Senior Global Training Manager
Diamond Resorts International

Kelly Harper

Director Brand Customer
Learning
BMO Financial Group

Leslie Positeri

Senior Training and
Development Specialist
*Lawrence Livermore National
Laboratory*

Kristin Thomas

Customer Success Consultant
Skillsoft

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Tuesday, May 10, 2016

1:15 p.m.

2:15 p.m.

Breakout Sessions 1

1:15 p.m.

2:15 p.m.

●● **Breakout Sessions 1 | American Cancer Society's Journey to Becoming a Self-Developing Organization**

Today's market is driven by the growing trends of the millennial movement and generational gaps. As the millennial generation grows to take over the majority of the job market employers are faced with challenges to meet them where they are and yet still provide opportunities to meet the other generations cohabitating with the millennials. A Self-Developing Organizations strives to encourage the end user to be in control of their own development which in turn makes the organization self-develop as well. American Cancer Society has experienced this shift in the market and have taken on the journey to provide learners with the content and technology needed to drive their own learning experience, reduce their skills gaps and enhance their performance.

During this session attendees will explore:

- The steps American Cancer Society is taking to adopt the Self-Developing Organization methodology
- How other organizations can do the same and some lessons learned
- The results that American Cancer Society has seen since the launch of the Self-Developing Organization

Who should attend: Anyone interested in learning more about a Self-Developing Organization.

Kate Brownsey

Learning Consultant, Enterprise Support
American Cancer Society

Angela Rose

Director, Talent Process and Systems
American Cancer Society

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2:30 p.m.

3:30 p.m.

Breakout Sessions 2

2:30 p.m.

3:30 p.m.

● ● **Breakout Sessions 2 | How to Gather the Right Evidence to Measure Business Impact**

For many years, the Chief Learning Officer of Capgemini could proudly report the cost of a learning hour, the ratio of L&D professionals per 1000-employee, or how many people their high-priority programs reached; however, it was very difficult to demonstrate the actual value of learning to the business. After years of focused efforts, Capgemini now uses a pragmatic and cost-effective approach to measure the business impact of learning. Join Capgemini as they share steps for setting up a similar evaluation capability in your organization! And they will also review the lessons they learned so you can avoid the same pitfalls!

During this session attendees will:

- Understand the pillars of the Capgemini effectiveness framework, including the evaluation levels and types of data collected
- Recognize the importance of moving the conversation with stakeholders from cost to value
- Develop a pragmatic measurement approach for your learning program by leveraging the framework provided by Capgemini

Who should attend: Learning business partners and learning executives who interact with the business on business terms and have to translate the business problems into a learning solution.

Regis Chasse

Director of Curriculum, Capgemini University
Capgemini

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4 p.m.

5 p.m.

Breakout Sessions 3

4 p.m.

5 p.m.

● **Breakout Sessions 3 | Collaborative Curation: Using the PwC Talent Framework as a 'Prism' for Curating Skillsoft Content**

The Skillsoft Custom Services team played an integral role in assisting PwC in curating a high quality, effective learning response to the rollout of a new PwC Talent Framework. Incorporating keywords, single sign-on, and branding, the curation approach is a success story of teamwork, innovation, and a great partnership. The US Learning maps, the result of the partnership, are now touted around the globe as leading edge examples of successful curation, and have advanced our curation approach exponentially. This has also resulted in the employment of librarians to help with the curation at PwC.

During this session attendees will:

- Learn how Skillsoft's Custom Services team can play a key role in effectively curating a broad and deep range of assets against a custom talent framework
- Discover the importance of effective curation to an overall learning strategy - 'less is more' is a watchword we have found useful, both in terms of clicks and content. Successful curation is a foundational block of an effective user experience
- See examples of PwC's learning maps; their processes; their utilities (like single sign on); and hear some of their user feedback and how they are incorporating that into 'Wave 2' of the Global Learning maps

Who should attend: Senior level leaders who are interested in taking their content to a new level of curation.

Candace Haynes

Managing Director
PwC

Alyssa Levi

Digital Librarian
PwC

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Wednesday, May 11, 2016

1:30 p.m.

2:30 p.m.

Breakout Sessions 4

1:30 p.m.

2:30 p.m.

● **Breakout Sessions 4 | Enhancing Business Impact Through eLearning**

Learning and Talent Development teams do a marvelous job of providing learning opportunities and developing talent. But, when it comes to articulating business impact of those investments with chief executives, it becomes a nightmare for teams. The team at UST-Global believes that getting business impact out of elearning will not happen by itself and it needs to be intentional. That is what prompted UST-Global to arrive at and successfully implement a 4-step model, "SEMA": Strategize, Establish, Measure, Articulate. In a world overwhelmed with data and information, first 3 steps can reap benefits only when they are appropriately, crisply and contextually articulated (final step) and shared relevant stakeholders (internal/external). Customizing each step to specific needs of the different types of stakeholders in an organisation (from Employees, to CxOs, each with different needs and perceptions about Learning Investments) is very important too.

During this session attendees will:

- Learn how to maximize the Business Impact of their elearning program
- Explore on how to leverage on elearning programs in different training domains
- Gain insight on the 4-step SEMA model which aligns L&D Efforts to business impact

Who should attend: Learning professionals who are accountable for learning investments, who need to justify the investment or are looking for best practices and innovative ways to present a business case on learning investments.

Dr. Madana Kumar, PhD

Global Head – Learning and Development
UST Global

2:40 p.m.

3:40 p.m.

Breakout Sessions 5

2:40 p.m.

3:40 p.m.

● **Breakout Sessions 5 | Moving the Needle: How to Get the L&D Results You Want With Skillsoft's Learning Growth Model**

Low utilization rates. Disappointing engagement survey results. A negative return on investment. Not exactly the story you want to tell your leadership team, is it? Faced with these very challenges, Vectren Corporation, a Midwestern energy holding company, embarked on a journey to turn their learning and development programs around. Using Skillsoft's Learning Growth Model (LGM) as their guide, the Vectren team charted a strategy aimed at elevating their overall LGM score to a "best practice" level (70%) by the end of 2015, followed by the lofty goal of "best-in-class" (80%) by 2016. The initial results: jumping 20 points from 63% to 83% - after a mere four months! How did they do it? Thanks to a close partnership with Skillsoft, Vectren was able to leverage several resources such as customizing Professional Advantage and Leadership Advantage to their competencies and capitalizing on marketing materials in Client Community. These efforts ultimately led to the launch of their "Passport to Knowledge" competency development program, which has transformed the company's approach to online learning.

During this session attendees will learn:

- How to use Skillsoft's Learning Growth Model to increase executive support, user adoption and value
- How to create a compelling marketing campaign with resources in Client Community
- How customizing Professional and Leadership Advantage portals can enhance the overall learning experience

Who should attend: Those with a new and/or existing L&D program that is not producing desired results, as well as those interested in using marketing materials in Client Community more effectively.

Katie Sims

Learning, Development & HR Employee Services Administrator
Vectren Corporation

2:40 p.m.

3:40 p.m.

● **Breakout Sessions 5 | Innovative Employee Benefits to Encourage Self-Development through Learning and Unlimited Vacation Policies**

ASCOM has focused their employee benefits in areas that appeal to the generational span of Generation X, Baby Boomers and Millennials that they have in their organization. ASCOM has been using Skillsoft as a benefit for their employees who largely are self-learners by integrating learning into the regular work schedule. They have also moved from a defined number of vacation days per year to a policy whereby employees may take as much vacation as they need, however the work still has to get done. How to sell the idea to your management team, your corporate office and most importantly to your managers and employees. This will move your Total Rewards into the 21st Century and really resonate with Millennials in your talent acquisition efforts.

During this session attendees will learn:

- How to enliven their suite of benefit offerings
- The positive dollar impact of such an innovation
- The positive boost to it brings to employee engagement

Who should attendee: Learning and Talent Business Partners and Executives interested in innovative benefits to provide to their organization.

Peter Keeble

Vice President Human Resources
Ascom Networking Testing

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Thursday, May 12, 2016

11 a.m.

12:30 p.m.

Mix-N-Match Workshops

11 a.m.

12:30 p.m.

●● **Charting What's Next for Your Learning and Talent Strategy**

Industry research shows that agile organizations with a strong learning and talent possess an advantage that translates to higher business performance. An organization that thrives in today's environment rapidly acquires and applies knowledge to cultivate an evergreen source of talent. This type of business velocity must be fueled by a workforce that is pervasively developing. Because of this reality, maturing your organization's enterprise learning and talent strategy has become a business imperative. In order to mature, organizations must first understand where they are. By using the Skillsoft five-stage benchmarking framework, an organization can discern their current stage of maturity. Each stage of the framework is characterized by talent and learning indicators that have been thoughtfully designed Skillsoft observing the progression of thousands of organizations representing wide ranges of size, geography and industry sector. During this workshop, attendees will be introduced to the most current version of Skillsoft's benchmarking framework, be able to diagnose their current stage and receive prescriptions for advancing to the next level. Clients who are familiar with Skillsoft's Learning Growth Model will want to see how the model has evolved to encompass the broader scope of learning and talent.

Brent Colescott

Director
Business Strategy & Transformation
SumTotal, A Skillsoft Company

Ann Cantrell

Customer Success Consultant
Skillsoft

Kieran King

Global Vice President
Loyalty Strategy
Skillsoft

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Agenda subject to change without notice

Monday

Tuesday

Wednesday

Thursday

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Thursday

