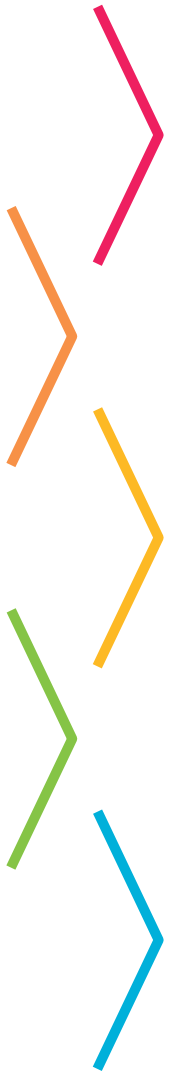


Training in the New Normal

May 2021

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Today's context

Social Distancing

- > We are at the beginning of Wave 3
- > Restrictions re how many learners can be in a class
- > Social distancing protocols do work

New World of Work

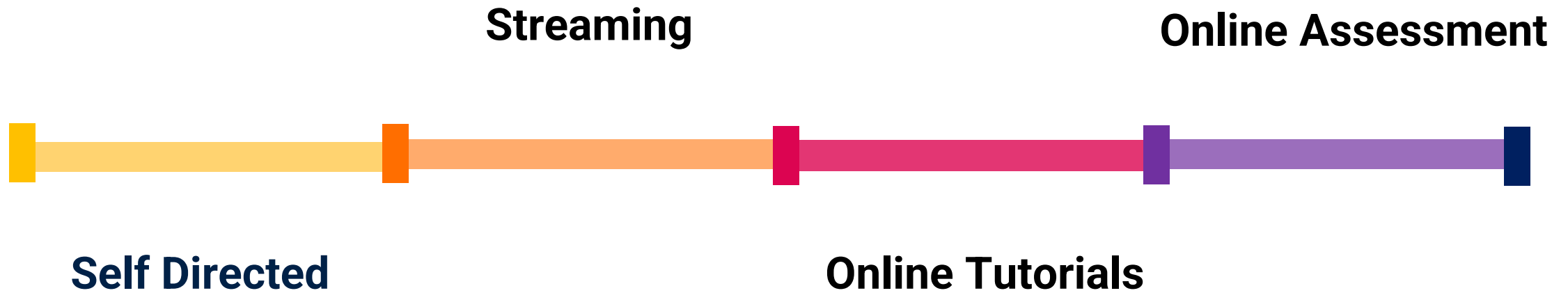
- > The future of the office is a hybrid (office + remote work)
- > Learning when and where needed
- > New skills required
- > The challenge of onboarding new talent

Digitalisation

- > Streamlining & automation of work processes
- > An opportunity to reduce the administrative burden
- > Richer medium, multichannel communications



A continuum of delivery methods



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Principles of Adult Learning

1. Adults are internally motivated and self-directed
2. Adults bring life experiences and knowledge to learning experiences
3. Adults are goal oriented,
4. Adults are relevancy oriented
5. Adults are practical
6. Adult learners like to be respected

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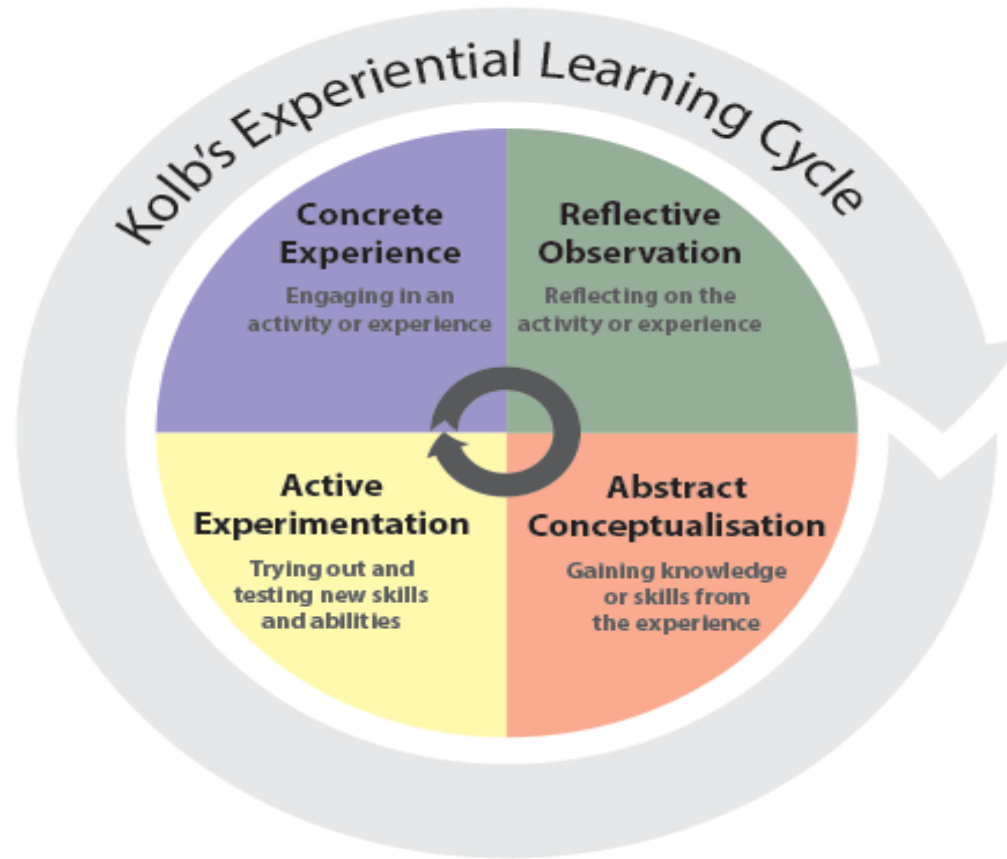
Malcolm Knowles



How to best learn

Sessions: Chunks of Learning

1. Learning Activities



2. Debriefing & Discussion

4. Assessment Tasks

3. Revisit Theory

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Flipped Classroom

Traditional Model

- > An educator teaches lessons directly to students from textbooks inside the classrooms and controls the full flow of class discussions

What is it?

- > A Flipped Classroom is a **blended learning strategy and learner-centered approach** that fundamentally utilizes technology to impart education.
- > Encourages learners to do research and **prepare beforehand** at home prior to their teaching during the class periods and allows **students to collaborate** via online discussions.

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Common Challenges

1 | **COMPLETION RATE**
eLearning is challenging

6 | **TECHNOLOGY**
Connectivity & Uptime

2 | **SOCIAL INTERACTION**
Isolation & Peer Learning

ENGAGEMENT
Preaching vs Teaching

SAQA ALIGNED
How to meet SETA requirements?



5 | **FACILITATION**
A new game

3

4



COMPLETION RATE

eLearning is challenging

Challenge

- > Traditional eLearning has very low completion rates
- > Requires highly motivated and mature learners

Responses

- > Facilitation in online classes
- > Excellent learning material
- > Exiting multimedia
- > Good learner support and project management

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SOCIAL INTERACTION

Isolation & Peer Learning

Challenge

- > Working from home is lonely
- > Classroom interaction is missing

Responses

- > Caring facilitators
- > Online Breakaway Groups, team work
- > Make it personal, share personal issues, events, anecdotes, humour
- > Camera on/off
- > WhatsApp groups





ENGAGEMENT

Preaching vs Teaching

Challenge

- > eLearning used to be mostly one way
- > How to get people to participate
- > Work vs Attendance

Responses

- > High energy facilitators
- > Excellent learning material
- > Project based learning
- > Close learner support
- > Tap into learners competitiveness
- > Track attendance & participation
- > Openness to people's problems

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SAQA ALIGNED

How to meet SETA requirements?

Challenge

- > How to build PoEs, project mx changes, new processes, new admin skills
- > Get learners to complete tasks
- > How to monitor progress
- > How to comply with SETAs/their availability

Responses

- > Real time tracking & reporting, client needs
- > Online simplifies the process and reduces turn-around time
- > System & processes must be designed around SAQA requirements ie assessments, moderation etc





FACILITATION

A new game

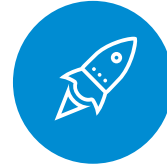
Challenge

- > Streaming is new & daunting
- > Quality of facilitation is more important than ever
- > Upskilling facilitators

Responses

- > Encourage trainers, hand holding
- > Training & coaching, regular interaction
- > Chunk sized, Kolbs cycle
- > Class time to clarify to discuss

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TECHNOLOGY

Connectivity & Uptime

Challenge

- > Load-shedding
- > Connectivity, data, equipment
- > Support learners & facilitators
- > Systems development ongoing

Responses

- > Admin team plays a technical role
- > Mechanisms to escalate issues, responsiveness
- > Recording sessions
- > Make docs downloadable/ circulate them
- > Remediation time/sessions



Skills in Demand



1

Digital

Programming
Networks
Robotics
Artificial Intelligence
Data Analytics
UI/UX
Security
Internet of Things

2

Leadership

Strategy
Leading Remotely
Technological Literacy
Performance Mx
Communications
Authenticity
Compassion

3

Soft Skills

Self Management
Personal Mastery
Resilience
Agility
Mindfulness



Discussion





Learning will never be the same again

The future of learning is here and now - both online and facilitator led

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