

Training magazine's 43rd Annual
training 2020
conference & expo

**Learning & Talent
Management
Technology Trends for
2020 and Beyond**

Presented by:
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February 24th, 2020

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About the Speaker



Mr. Lee is President and CEO of Knowledge Management Solutions, Inc. KMSI provides learning, talent and performance management technology, Internet application hosting and professional services for many of the largest companies in the world.

Prior to founding KMSI in 2002, Mr. Lee served as an Executive Officer of General Physics Corporation (NYSE – GPX) for 12 years. Jack concurrently served as President of GP's largest subsidiary, General Physics Federal Systems, Inc. where he worked with government clients interested in leveraging emerging technologies to support the Department of Defense and other Federal agencies.

Before joining GP, Mr. Lee served as Executive Director for ManTech International. ManTech is a leading provider of innovative technologies and services for mission-critical national security programs supporting the United States Intelligence Community and the Department of Defense.

Mr. Lee served in the United States Navy for 9 years.



Session Overview

This one hour presentation will review the current and future industry trends that should be considered by learning and talent management professionals. Topics to be discussed include:

- The advancement and implementation of micro-learning programs.
- Reaching the next generation learner.
- Leveraging “big-data” strategies and digital communications technologies to enable real-time performance support.
- Deployment of micro-simulation strategies to exercise and assess personnel skills mastery.

Participants will be provided with access to a post-session survey to weigh-in on how the technologies addressed are relevant to their organizations and receive the results!

Reaching the Next Generation Learner

B

Idealists
Collectivists

- Person to person education and learning foundation
- Learn from others and thru programmed film/video

X

Materialistic
Competitive

- Concepts acquired thru branding
- Desire for status drives learning

Y

Globalist
Self-Oriented

- Need to experience to acquire basic skills
- Reliance on Internet for information consumption

Z

Born Digital
Social Media Addicts

- Committed ideologies that affect learning acceptance
- Reject “fixed” labels and methods

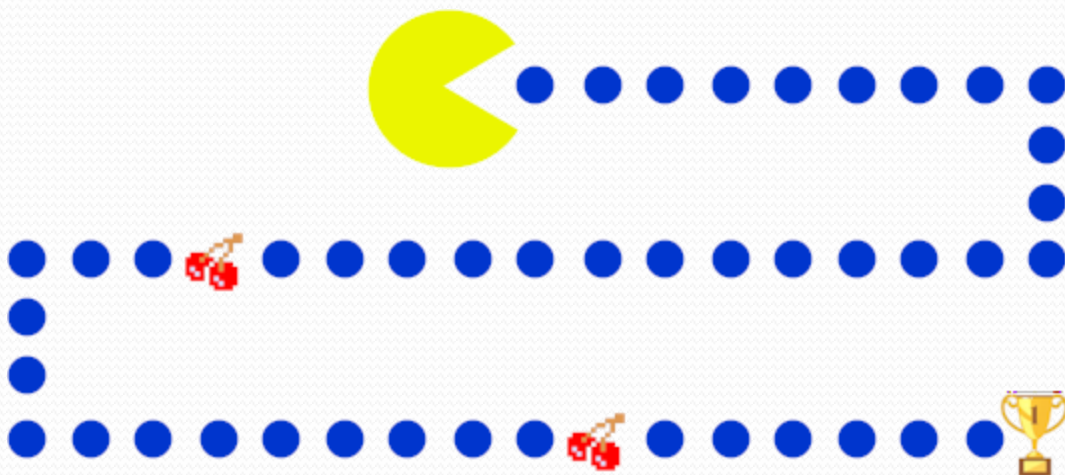
Real-time Performance Support

- Generations Y and Z will find an answer somewhere. Whether that answer is correct and supportive of the mission is dependent on the source.
- Organizations that have implemented disciplined knowledge management practices are positioned to meet this challenge.



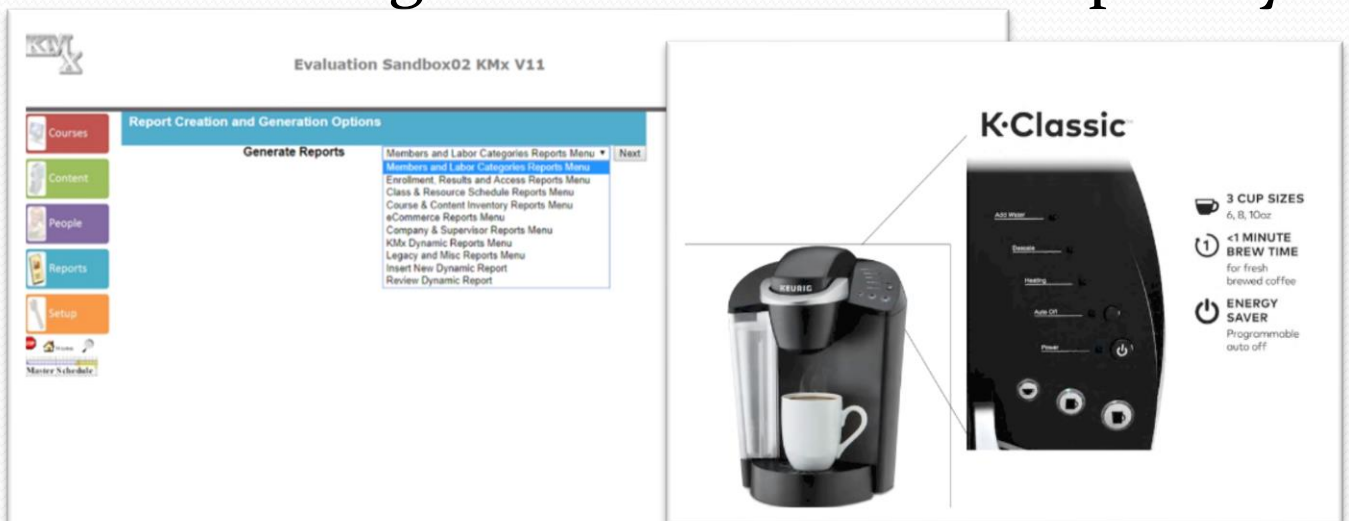
Micro-Learning

- Not just big courses broken up into small “digestible” content elements
- Just-in-time training
- Performance support
- Adaptive training
- Emergent requirements
- Assignment automation

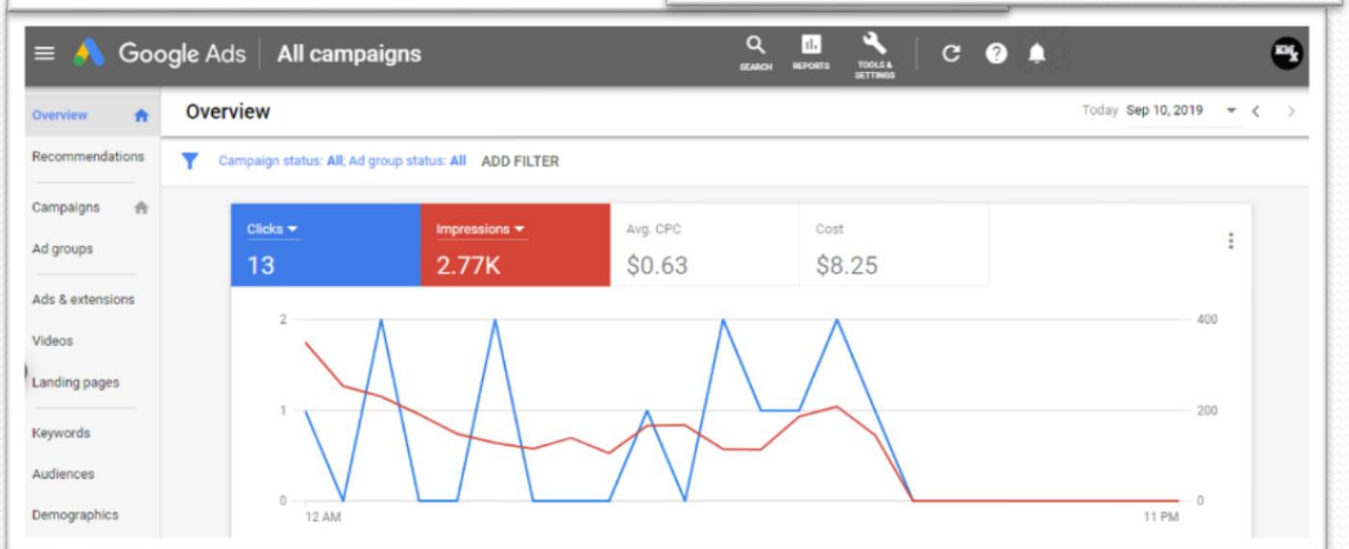


Micro-Simulations

- Skills mastery at the task level.
- Multiple modes of operation and increasing levels of scenario complexity.

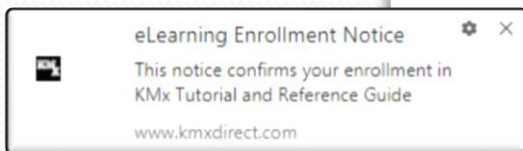


The image shows two side-by-side screenshots. The left screenshot is from a software interface titled "Evaluation Sandbox02 KMx V11". It features a sidebar with navigation options: Courses, Content, People, Reports, Setup, and Master Schedule. The main area is titled "Report Creation and Generation Options" and includes a "Generate Reports" section with a dropdown menu. The dropdown menu is open, showing options such as "Members and Labor Categories Reports Menu", "Enrollment, Results and Access Reports Menu", "Class & Resource Schedule Reports Menu", "Course & Content Inventory Reports Menu", "eCommerce Reports Menu", "Company & Supervisor Reports Menu", "KMx Dynamic Reports Menu", "Legacy and Misc Reports Menu", "Insert New Dynamic Report", and "Review Dynamic Report". The right screenshot shows a Keurig K-Classico coffee machine. The machine is black with a white cup on the tray. To the right of the machine, there are three bullet points: "3 CUP SIZES 6, 8, 10oz", "<1 MINUTE BREW TIME for fresh brewed coffee", and "ENERGY SAVER Programmable auto off".



Digital Communications Technologies

- Reduce reliance on email
- Integrated into lifestyle
- Extend to all user devices



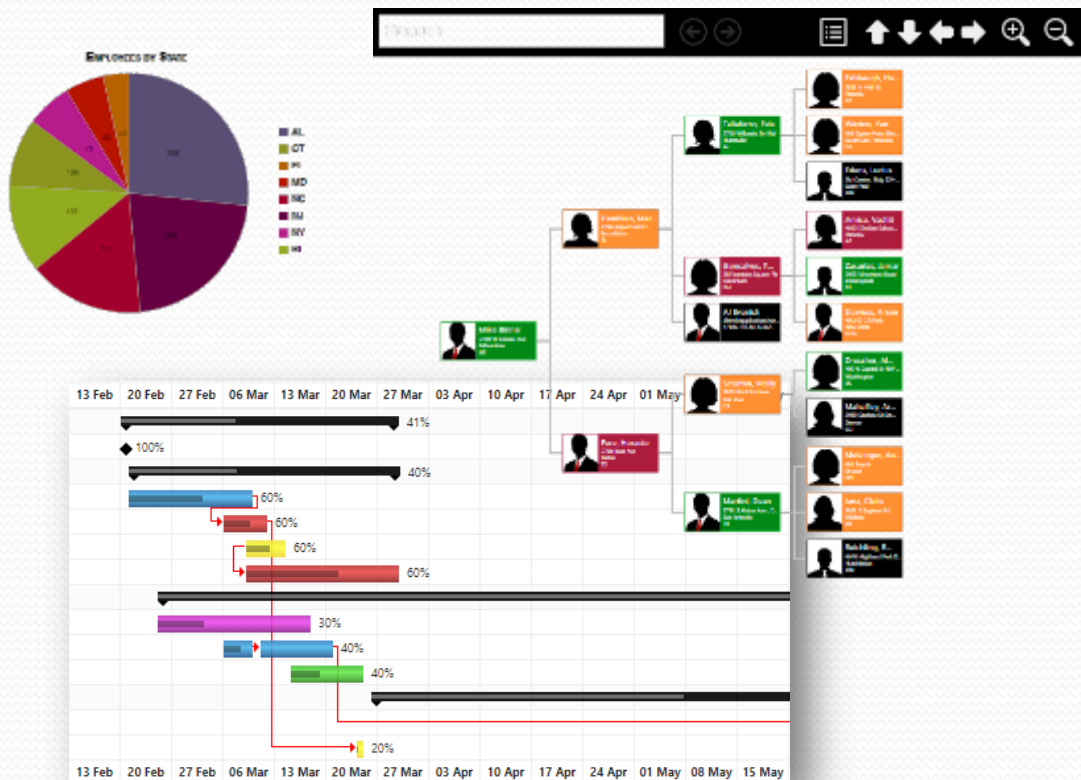
Apps Rule Gen Y & Z

- Specifications
- Process Guides
- Tutorials
- Notifications
- Communications
- Recognition
- Inspiration
- Authorization
- Schedule
- Integration
- Team Identity



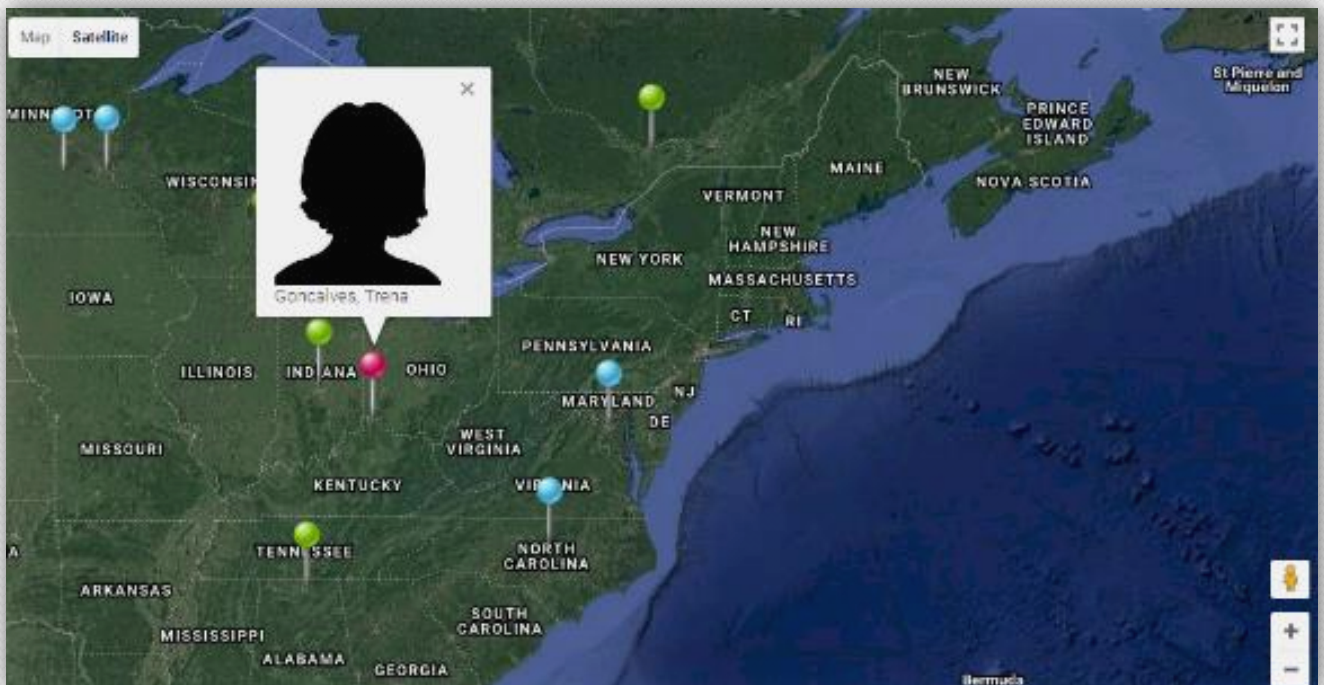
Leveraging “Big-Data” Strategies & Technology

- Personnel and organization visualizations utilizing internal and external data sources.
- Local data contextualized with global information.



Data Integration with External Technologies

- Management of large-scale programs.
- Identification of trends and opportunities.
- Comparative analysis with external and competitive source information.
- Visualization of performance indicators.



Summary with Q&A

- Technology is rapidly opening up new opportunities for training, education and talent management program improvement.
- Learners need and expect programs to be pertinent, exact, rewarding, concise and accessible.

