Next generation training
Who we train, what we train & how we train

Doha, 05/17/2017, IATA Cabin Safety Conference
Introduction

Why are we here

Things change!!!
Introduction

Why are we here
Introduction

One thing has stayed the same

It is still an awesome job with many challenges and responsibilities, but also lots of fun
Agenda

Topics for the workshop

– Creativity
– Trainees
– Leadership
– Culture
– Break
– Trends
– Technology
– Digital Learning
Creativity

- “Imagination is more important than knowledge” (Albert Einstein)

- “Creativity is just connecting things. When you ask creative people how they did something, they feel a little guilty because they didn’t really do it, they just saw something. It seemed obvious to them after a while.” (Steve Jobs)
Can you think of a way in which you put a sheet of paper (A1) on the floor so that when two people stand face to face on it, they won’t be able to touch one another? Cutting or tearing the paper is not allowed!
Introduction

Why is creativity important?

• There is a significant decline in creativity over the past years
• With new technologies people are less required to think outside the box
• According to a study by IBM – creativity and innovation are the two main assets CEOs are looking for when hiring new employees
• Are we still creative and innovative enough when developing our trainings?
Did great artists, writers and composers create something new?

Artists work with the same three primary colors, plus black and white. Writers all start with the same 26 letters. Beethoven and the Beatles used the same musical notes.

In all those cases, they’ve taken the familiar in a different direction. They didn’t reinvent the wheel. They just changed the wheel’s course.
Our trainees

Who do we train and who will we train?
Overview

How many generations do we have in this room?

- **Millennial** Born 1981-96
- **Boomer** Born 1946-64
- **Gen X** Born 1965-80
- **Silent** Born 1928-45
Building leaders for the next decade

“Even as Gen Y and Gen Z are altering the workplace, they may also be changing the traditional patterns of organizational leadership behavior that Generation X has gotten used to. As companies strive to build their leadership pipelines, it’s important to understand the gaps between how one generation wants to lead and how another generation wants to be led.”

Vinika D. Rao
Executive Director of INSEAD Emerging Markets Institute.
Leadership – what do they need and expect?

- Empathy
- Knowledge
- Charisma
- Open ears
- Ability to motivate others
Our trainees

What else do they expect?

• How does my work relate to the success of the company?
• Being part of decisions
• Loyalty
• Technology at work has to be as good as the technology they use
• Inspiration
TED-Talk

Sharing economy

Sharing knowledge for free with others – why not create your own TED-Talk?
Passenger - Crew
Does multiculturalism lead to misunderstanding?
Definition

Culture

• A shared system of beliefs (what is true), values (what is important), expectations, and behavior meanings (what is implied by engaging in a given action) developed by a group over time in order to meet the requirements of living and operating in a particular (geographical) niche. (Psychologist)

• It’s what I expect of myself and what I expect of others in the groups in which I live and work. (Medical practitioner)

• It’s the way we do things around here. (customs, procedures) (Business CEO)

• It is natural for people to believe that the culture in which they were socialized is the “way of the world” and that practices and beliefs are similar the world over, i.e. “the same as mine” (Ward, Bochner & Furnham, 2001).
Cultural Dimensions

Geert Hofstede

Germany in comparison with India

<table>
<thead>
<tr>
<th>Dimension</th>
<th>Germany</th>
<th>India</th>
</tr>
</thead>
<tbody>
<tr>
<td>Power Distance</td>
<td>35</td>
<td>77</td>
</tr>
<tr>
<td>Individualism</td>
<td>67</td>
<td>48</td>
</tr>
<tr>
<td>Masculinity</td>
<td>66</td>
<td>56</td>
</tr>
<tr>
<td>Uncertainty Avoidance</td>
<td>65</td>
<td>40</td>
</tr>
<tr>
<td>Long Term Orientation</td>
<td>83</td>
<td>51</td>
</tr>
<tr>
<td>Indulgence</td>
<td>40</td>
<td>26</td>
</tr>
</tbody>
</table>
Conclusion

New generation – new trainees

- We need to be creative.

- The more companies understand the shared and different expectations from their employees, the better they can develop/create a organizational culture, leadership philosophy and ultimately, better and more valuable trainings for their staff.
The future

**Some new trends**

*Virgin Atlantic* Is Now Allowing Passengers To Check-in On Facebook And Share Their Photos From 35,000 Feet...

A brand new app, created in conjunction with Jetlycts, will allow customers to check-in on Facebook for free and share their location and photos with friends and followers while mid-flight. The airline has also introduced #skyhightkette spots in the cabin so that passengers can take the perfect selfie onboard and share their experience.

Source: www.virginatlantic.com
The future

Some new trends

Cut back your cigarettes one by one.

Quitbit is a lighter that tracks all your smoking. It has a built in display and can wirelessly connect to the Quitbit app on your phone to provide feedback so you can make healthier decisions.

- Lights
  - Your cigarettes with a powerful heating coil, no gas or flames needed
- Seamless
  - Automatically tracks every time you have a cigarette

Source: www.quitbit.com
The future

Some new trends

Source: www.flowkey.com
The future

Some new trends

Introducing LinkedIn Learning
A revolution in learning. For the evolution of business.

Get a free demo

LinkedIn Learning, 2016
The future

Some new trends

Source: www.vessyl.com
The future

Some new trends

Source: www.Senergy.re
The future

Some new trends

Source: www.waverlylabs.com
The future

Some new trends

Robotics as delightful as finger-painting.

Works with: Dash or Dot

Source: www.makewonder.com
Now, what does that mean for us?

- There is plenty of technology and change out there
- We should start thinking how, when and where to use it
- We should be open for it
- Digital and continuous learning will be part of our future of learning
- New generations learn differently
- Do it right
Present and Past

We all know these kind of trainings
Some facts

If you ask people...

**Question:** “When you need to learn something to be successful at your job, which of the following are you most likely to do?”

1. **Learners need faster, easier answers**

- Google it and read or watch what I find: 69%
- Seek out a course on my own: 42%
- Ask L&D or HR for resources: 12%

*Source: Degreed, Bring Your Own Learning, 3/2015
Question: When you need to learn something to be successful at your job, which of the following are you most likely to do?*
Some facts

If you ask people...

Question: “In your opinion, which form of learning will be the most important one in the next three years?”
Some facts

**Top 200 Tools for Learning in 2016**

*Hart, 2016*

“A learning tool is any software or online tool or service that can be used for your own personal learning or for teaching or training.”

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**Top 200 Tools 2016**

1. YouTube
2. Google Search
3. Twitter
4. PowerPoint
5. Google Docs/Drive
6. Facebook
7. Skype
8. LinkedIn
9. WordPress
10. Dropbox
12. Yammer
13. WhatsApp
14. Proz
15. Kahoot

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**Top 200 Tools for Learning 2016: Overview**

It was in 2007 that I compiled the first Top 100 Tools for Learning from the votes of learning professionals worldwide and have done so every year since then. This year to mark the 10th anniversary I have compiled the Top 200 Tools for Learning 2016. The full list appears in the left-hand sidebar; follow the links to find out more about each of the tools. The slideset of the Top 200 Tools is embedded at the bottom of this page.

This year’s big news is that Twitter loses its No 1 place on the list after 7 years, but the Top 200 list contains a huge variety of tools - with many more new tools being included this year. So how are all these being used for learning? In order to address that question, I compiled a BEST OF BREED 2016 list in which I categorise the different tools, as well as sub-lists that show the popularity of the tools in different contexts.
Some facts

**Organizations will become networks**
Some ideas

The use of the new tablets

- mobile in the classroom
- social networking
- surveys
- blended learning
- virtual aircraft
An easy way for creating your own survey or quiz

Source: www.kahoot.it
From eLearning to digital learning in one generation

Evolution of L&D has been blindingly fast

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“The way people want to learn today can be described in one word: fast.” (Josh Bersin)
**Definition**

*Digital learning* is any type of learning that is facilitated by technology or instructional practice that makes effective use of technology. Digital learning occurs across all learning areas and encompasses the application of a wide spectrum of practices including blended, virtual and mobile learning. Digital learning gives the flexibility for the learner to decide when and where to learn.
Pros of digital learning

• Highly flexible as it can be undertaken anywhere and any time

• Cost-effective learning as there are no equipment, travel and other costs involved

• Highly creative teaching as it can make learning playful and provides single effort that caters to three types of learners (auditory learners, visual learners, and kinesthetic learners)

• Self-paced learning, which makes learners comfortable to tread the learning path at his/her own pace
Framework

Cons of digital learning

- Lack of structure and motivation may leave learners behind.

- Technological issues can be one of the problems as if they are not resolved it’s impossible to pursue online training.

- Lack of social interaction could make the learners feel isolated. If this is the case, collaborative forums and online discussions need to be active.

- Learning may be considered impersonal in the absence of an instructor by some learners.
Some ideas for digital learning

- Micro learning
- Learning apps
- Short videos / statements / updates (sporadically)
- Interactive videos
- Gamification
- Questions throughout the year
- Recurrent after the recurrent training
- QR codes throughout the training center and ops center
- Peer to peer support
- Augmented reality?
## Explosive Growth in Micro Learning

<table>
<thead>
<tr>
<th>Micro-Learning</th>
<th>Macro-Learning</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>I need help now.</strong></td>
<td><strong>I want to learn something new.</strong></td>
</tr>
<tr>
<td>• 2 minutes or less</td>
<td>• Several hours or days</td>
</tr>
<tr>
<td>• Topic or problem based</td>
<td>• Definitions, concepts, principles, and practice</td>
</tr>
<tr>
<td>• Search by asking a question</td>
<td>• Exercises graded by others</td>
</tr>
<tr>
<td>• Video or text</td>
<td>• People to talk with, learn from</td>
</tr>
<tr>
<td>• Indexed and searchable</td>
<td>• Coaching and support needed</td>
</tr>
<tr>
<td>• Content rated for quality and utility</td>
<td></td>
</tr>
<tr>
<td><strong>Is the content useful and accurate?</strong></td>
<td><strong>Is the author authoritative and educational?</strong></td>
</tr>
<tr>
<td>Videos, articles, code samples, tools</td>
<td>Courses, classes, MOOCs, programs</td>
</tr>
</tbody>
</table>
Solution - 3 simple steps:

Repetition, Spacing, Questioning
For developing a good digital learning environment

- Be creative
- Create emotions
- Integrate new methods
- Be open for new technologies
- Use it wisely and where it makes sense
- Combine it (classroom, simulator,...)
- Think about the trainees
- Think about the trainers
- Connect people / activate people
Next generation training

Conclusion

Be ready for a new way of learning in the future!!
Thank you.

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