

11TH BLENDED LEARNING & INNOVATION SUMMIT

TOOLS, STRATEGIES, AND INSPIRATION TO MOVE YOUR LEARNING AND DEVELOPMENT INITIATIVES TO THE NEXT LEVEL



24 - 27
FEBRUARY 2020

RYDGES SYDNEY CENTRAL

LEARN FROM



Jane Kelly
Chief
Human Resource
Officer



Anne Le Blanc
General Manager,
Learning &
Development



Graham Gubbels
Head of Learning
& Development



Felicity Laczina
Chief People
Officer



Renault Phong
Director, Strategic
Workforce Planning
& Organisational
Development



Sarah-Jane Tasker
Acting
Manager Talent,
Development &
Performance



Andres Jonmundsson
Senior Manager,
Learning & Development



Glenn Carter
Global Head
of Learning &
Development



Caroline Truran
Manager, Learning
& Development



Bettina Sammut
Director, People,
Culture & Learning



Beth Hall
Head of
Cotton On
Group UNI



Shane Jefferey
Learning Manager



**Captain
Matthew Gray**
Former Head
of Training &
Checking,
Qantas



Martin Dumbrell
Technical Training
Manager



Michael Semmler
Learning &
Development
Specialist



Toni Donaghy
Learning &
Development
Manager



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HARNESS THE ULTIMATE BLEND

Learning can happen continuously, on-demand, and in the moments that are most meaningful to us. And in a world of accessible information and immediate connectivity, blended learning no longer means supplementing formal education with additional materials. Which means our role as L&D professionals must also change. How can we refocus, add value, and support employee development and performance?

Join us for two days of inspirational and innovative keynotes, case studies, and interactive panel discussions as we explore the past, present and future of blended learning. You'll walk away with substantial strategies for achieving the ultimate blend for your organisation.

- ▶ **Empower** employees to prioritise learning & own their professional development
- ▶ **Build** effective, flexible & engaging on-demand learning materials
- ▶ **Develop** strategies to boost employee engagement
- ▶ **Leverage** personalised learning techniques to improve buy-in

WHO WILL ATTEND?

- ▶ Learning and Development Managers
- ▶ Learning / OD HR Consultants
- ▶ Training Coordinators
- ▶ Internal Trainer / Adviser on Training and Learning
- ▶ eLearning / Social Learning
- ▶ Training Facilitators
- ▶ Technology Assisted Learning Professionals
- ▶ Organisational Development
- ▶ Talent and Capability Development
- ▶ Human Resources / People
- ▶ Learning Centres
- ▶ Learning Management System Administrators
- ▶ Instructional Designers
- ▶ Curriculum Development Professionals

PRE-SUMMIT WORKSHOP

24 FEBRUARY

BLENDING LEARNING - ADOPTING THE RIGHT APPROACH

Blended learning no longer means supplementing formal learning with additional materials. The whole thing has been flipped, including our role as L&D professionals. So how do we refocus? How do we add value in the context of employee development and performance?

In this interactive workshop, you will identify what blended learning means for your organisation. You'll also explore learning approaches, strategies for engaging stakeholders, and how to evaluate your approach post-implementation.

Prepare your organisation for blended learning

- ▶ Explore how you can use a blended learning approach in your organisation
- ▶ Leverage blended learning to enhance the employee learning experience
- ▶ Identify clear learning objectives and performance goals for your blended approach

Develop a relevant blended learning approach for your organisation

- ▶ Implement an efficient and sustainable mix of learning strategies
- ▶ Develop appropriate and useful material for traditional and online learning
- ▶ Strategies for retaining the human element in your blended approach

Integrate blended learning in your L&D strategy

- ▶ Foster a practical learning ecosystem
- ▶ Engage your employees in the learning process
- ▶ Maximise stakeholder engagement for widespread buy-in

Evaluate your blended learning approach

- ▶ Discover best practice for providing feedback to learners and trainers
- ▶ Develop an in-depth understanding of how best to evaluate ROI
- ▶ Establish strategies for restructuring an unsuccessful L&D approach

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Cynthia Painter
Coach, Trainer, Speaker
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BEYOND BLENDED LEARNING

KEYNOTE

9:00 - 9:50

Technologies that support learning are hitting the market at an increasingly frequent pace - and organisations are quick to snap them up. But sometimes this leaves us with too much choice. We all want to stay ahead of the curve, but we must assess the practical application of technology before making a decision. Anne will give you the tools to communicate your L&D approach in a business-smart manner to improve your engagement across your organisation.

Anne Le Blanc

General Manager, Learning & Development
Telstra



EMPLOYEE-LED UPSKILLING

CASE STUDY

9:50 - 10:40

Employees expect rapid and accessible professional development. Organisations face continuous change triggered by digital transformation. Perhaps it's time to rethink your L&D strategy - and how you can track it. Martin will share his experience developing and implementing an app which allows KONE's operative employees to take charge of their professional development and provides the opportunity for continuous upskilling.

Martin Dumbrell

Technical Training Manager
KONE



MORNING TEA

10:40 - 10:55

CLOSING THE SKILLS GAP

CASE STUDY

10:55 - 11:45

The ripple effect of emerging technologies leaves skill requirements in a state of flux. In 2020, L&D professionals will need to spend more time identifying and closing skills gaps while exploring new engagement tactics to inspire the modern learner. Shane will share how AbbVie identifies, assess and close skill gaps, and how you can empower your employees to take charge of their learning.

Shane Jeffery

Learning Manager
AbbVie



DEVELOPING YOUR BLEND FROM SCRATCH

CASE STUDY

11:45 - 12:35

With the increase in company size comes the challenge of ensuring that employees, regardless of responsibilities and where they are located, have the resources they need to learn and grow. Andres Jonmundsson was hired by iNova Pharmaceuticals in Jan 2019 to build and grow their learning & development infrastructure, in which he has developed a program of great blend from face to face learning to micro learning videos.

Andres Jonmundsson

Senior Manager Learning & Development
iNova Pharmaceuticals



LUNCH

12:35 - 1:35

BLENDING LEARNING ACROSS GENERATIONS

PANEL

1:35 - 2:35

Today's workforce is a cross-section of ages and backgrounds, leaving hierarchical organisational structures outdated. Empowering structures that champion flexible work and employee-led development are becoming the norm. The challenge is learning to harness the difference in generational expectations. In this interactive discussion, our panellists will explore the differences and similarities between generations and how this affects L&D.

Glenn Carter

Global Head of Learning & Development
Atlassian



Bettina Sammut

Director, People, Culture & Learning
Taronga Conservation Society Australia



Renault Phong

Director, Strategic Workforce Planning & Organisational Development
NSW Department of Industry



COMBINE "ANYWHERE, ANYTIME, ANY DEVICE" LEARNING WITH TRADITIONAL LEARNING

CASE STUDY

2:35 - 3:15

Online and traditional education are interwoven trails leading to the same destination. Both have their benefits and drawbacks, but how can we ensure the right blend? Jane will share insight from Super Retail Groups' learning and development strategy, the bumps they experienced along the way, and how they successfully blended both strategies.

Jane Kelly

Chief Human Resource Officer
Super Retail Group



AFTERNOON TEA

3:15 - 3:30

ENGAGE THE LEARNER & OWN YOUR APPROACH

THINK TANK

3:30 - 4:30

Our chair will lead a guided think-tank to discuss the challenges that can affect learner engagement, then brainstorm practical solutions to implement in your team and organisation.

DRINKS & CANAPÉS

4:30 - 5:30

Continue to network while you enjoy complimentary refreshments.

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BOOST EMPLOYEE ENGAGEMENT THROUGH GAMIFICATION & VR

KEYNOTE 9:00 - 10:00

No matter how big your company or type of industry, companies often miss the opportunity to engage new hires. L&D professionals can make this happen by turning this routine process into a positive and engaging experience. Graham will share his experience overhauling MediBank's compliance training and explore how gamification and virtual reality can boost employee engagement.

Graham Gubbels
General Manager, Head of Learning & Development
Medibank



FACE-TO-FACE TO ONLINE - TRANSFORMING DEFENCE LEARNING & DEVELOPMENT

CASE STUDY 10:00 - 11:00

Advances in technology and the rapid expansion of accessible, high-quality online services have seen L&D move away from its traditional roots and begin to focus on online learning.

MORNING TEA 11:00 - 11:15

JOIN THE REVOLUTION - INDUSTRY 4.0 & THE LEARNING ECOSYSTEM

CASE STUDY 11:15 - 12:15

In light of the fourth industrial revolution, organisations must harness learning agility at the individual and organisational level to achieve their goals and build the requisite skills of the future. L&D must continue to act as an enabler by creating a learning ecosystem, using a range of strategies to support learning agility. Felicity and Marnie will share their experiences in implementing the first step in their new L&D program, which focuses on stimulating soft skills and agile learning culture.

Felicity Laczina
Chief People Officer
Sarah-Jane Tasker
Acting Manager Talent, Development & Performance
Newcastle Permanent Building Society



LUNCH 12:15 - 1:15

IS PERSONALISATION THE FUTURE OF L&D? PANEL

1:15 - 2:15

Personalisation-fueled by advances in machine learning-is said to be changing the face of corporate learning. Employees can browse topics and courses tailored to their interests, behaviours, and goals. But is this the right direction for every organisation, and how can we measure employee engagement? In this interactive discussion, our panellists will share their experiences with on-demand learning approaches and explore whether personalisation is the future of L&D.

Caroline Truran
Manager, Learning & Development
CBRE



Beth Hall
Head of Cotton On Group UNI
Cotton On Group



Toni Donaghy
Learning & Development Manager
UnitingCare



Michael Semmler
Learning & Development Specialist
Bluescope Steel



MASTER THE FUTURE OF LEARNING IN YOUR ORGANISATION CASE STUDY

2:15 - 3:15

With an increase in global travel, the demand for pilots is higher than ever. So too is the pressure for L&D managers to meet the changing needs of the business and compress turnaround time on learning programs. Matthew will share how Qantas has dealt with this challenge head-on and discuss the future of their training pathways. Discover how you can leverage personalised learning methods to achieve greater success.

Matthew Gray
Former Head of Training & Checking
Qantas

AFTERNOON TEA 3:15 - 3:30

HARNESS THE ULTIMATE BLEND ROUNDTABLE

3:30 - 4:30

In this interactive roundtable session, you will reflect on the knowledge you've acquired over the conference, identify future learning opportunities for your organisation, and develop a plan for implementation when you return to work.

For extended program information please visit
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POST-SUMMIT WORKSHOP

27 FEBRUARY 2020

KNOW YOUR LEARNER - INCREASE EMPLOYEE ENGAGEMENT

Any learning and development strategy that fails to capture the hearts and minds of its participants represents a missed opportunity to nurture talent. Understanding your learner's wants and needs is the first step in engaging them in the process. Explore strategies for gaining employee buy-in, discover the benefits of employee-led learning, and overcome common learning barriers for increased employee engagement.

Gain employee buy-in for your L&D approach

- ▶ Understand what employees need and how they want it delivered
- ▶ Develop strategies for increasing value recognition in your learning approach
- ▶ Adopt a personalised learning approach for improved employee engagement

Develop a strategy for employee-led learning

- ▶ Leverage team learning to infuse value into work-life
- ▶ Encourage collaboration through social platforms and informal learning activities
- ▶ Create personalised learning pathways for continuous employee development

Overcome common barriers to workplace learning

- ▶ Identify barriers and common objections to learning in your organisation
- ▶ Foster a sustainable learning culture to address and overcome potential barriers
- ▶ Make employees accountable for their professional development pathways

Maintain engagement in your approach post-implementation

- ▶ Ensure open communication and accessible feedback channels
- ▶ Involve employees in the content development of future learning programs
- ▶ Celebrate individual and team success for increased motivation

EXPERT FACILITATOR



Lisa Harrison
Capability Consultant
The Learning Pyramid



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