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OPENSESAME + MERIDIAN KNOWLEDGE SOLUTIONS

What's hot (and what's not) in learning and development

Meet today's panelists



Carrie Barnett
Strategic Partner Manager
OpenSesame



Sean Osborne
SVP of Product
Meridian Knowledge Solutions





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Meridian By The Numbers



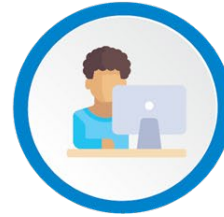
**+7 Million
Users Worldwide**



**350+
Deployments**



**High Customer
Retention Rates**



**Over 20
Years in learning**



**Key Strategic
Partners for Growth**

Global Sentiment Survey



Key takeaways

Reskilling/upskilling tops everyone's agenda

For the first time, an option needs to be added to the survey next thought to #1 for each of 3 areas of employment work (New L&D, L&D, and HR).

Four main topics voted for the global top 3 options:

Topic	2021	2020
Reskilling/upskilling	23%	18%
AI	18%	15%
Automation	15%	12%
Additional training	12%	10%

Contents

- PG 08 THE CHOICES - The 13 options voted for by respondents across global
- PG 11 THE VIEW ACROSS WORKSPACES - Respondents' views varied according to their work
- PG 12 FIVE YEARS OF GSS - How does survey five years of global GSS data
- PG 13 THE DEATH OF DATA? - For two years, data has dominated the results. What next?
- PG 14 RAPID REVIEW - What other topics and trends hidden in...

What's next?

While these options may be well-documented to advantage in a few advanced organisations, for the majority of survey respondents, they are an aspiration rather than something that can be deployed with ease. Only 10% of the L&D and HR teams voted for the demand of a Covid or post-Covid world.

While these options may be well-documented to advantage in a few advanced organisations, for the majority of survey respondents, they are an aspiration rather than something that can be deployed with ease. Only 10% of the L&D and HR teams voted for the demand of a Covid or post-Covid world.

Topic	2021	2020
AI	18%	15%
Automation	15%	12%
Reskilling/upskilling	23%	18%
Additional training	12%	10%
Learning and development	10%	8%
Employee engagement	8%	7%
Leadership and management	7%	6%
Health and safety	6%	5%
Work-life balance	5%	4%
Flexibility	4%	3%
Remote working	3%	2%
Virtual reality	2%	1%
Augmented reality	1%	0%
Blockchain	0%	0%
Quantum computing	0%	0%
Cloud computing	0%	0%
Big data	0%	0%
Artificial intelligence	0%	0%
Internet of things	0%	0%
Blockchain	0%	0%
Quantum computing	0%	0%
Cloud computing	0%	0%
Big data	0%	0%
Artificial intelligence	0%	0%
Internet of things	0%	0%

Full or share of votes 2020-2021

Despite the difficulties we face coping with Covid-19, and its major impact on people's lives, 2021 represents a huge opportunity for L&D. Major institutions, governments and employers globally are - perhaps uniquely - aligned on the importance of learning and development. The question is: how will L&D seize this chance to gain the strategic influence it deserves?

Download in Taylor, Global Sentiment Survey 2021: 07





**Results
from 2021**



**Key
themes**



**The Covid
effect**



**Where
next?**



Conclusions





1



Results from 2021

“What will be hot in workplace L&D in 2021?”

- Year 8
- Choose 3 options from 16
- > 3,000 voters
- 95 countries



What do you think will be hot in workplace L&D in 2021?

Artificial intelligence

Coaching/mentoring

Collaborative/social learning

Consulting more deeply with the business

Curation

Learning analytics

Learning experience platforms

Micro learning

Performance support

Personalization/adaptive delivery

Mobile delivery

Neuroscience/cognitive science

Reskilling/upskilling*

Showing value

Virtual and augmented reality

Other

**new in 2021*

Results for 2021

GSS 2021		Δ%
1. Reskilling/upskilling (new)	13.0%	new
2. Collaborative/social learning (3)	9.4%	↑
3. Learning analytics (1)	8.8%	↓
4. Personalization/adaptive delivery (2)	8.7%	↓
5. Learning experience platforms (4)	7.4%	↓
6. Coaching/mentoring (8)	7.0%	↔
7. Micro learning (6)	6.9%	↓
8. Showing value (9)	6.1%	↓
9. Consulting more deeply with the business (7)	6.0%	↓
10. Performance support (11)	5.5%	↔
11. Mobile delivery (12)	4.7%	↔
12. Artificial intelligence (5)	4.3%	↓
13. Virtual and augmented reality (10)	4.3%	↓
14. Curation (14)	3.2%	↓
15. Neuroscience/cognitive science (13)	2.6%	↓
16. Other (16)	2.0%	↑

n = 3,114

Figures in brackets show previous year's ranking

The Covid Effect

◆ Reskilling/upskilling new at #1

◆ Collaborative/social learning rebounds

◆ 'Hot' technologies fall

GSS 2021		Δ%
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2. Collaborative/social learning (3)	9.4%	↑
3. Learning analytics (1)	8.8%	↓
4. Personalization/adaptive delivery (2)	8.7%	↓
5. Learning experience platforms (4)	7.4%	↓
6. Coaching/mentoring (8)	7.0%	↔
7. Micro learning (6)	6.9%	↓
8. Showing value (9)	6.1%	↓
9. Consulting more deeply with the business (7)	6.0%	↓
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16. Other (16)	2.0%	↑

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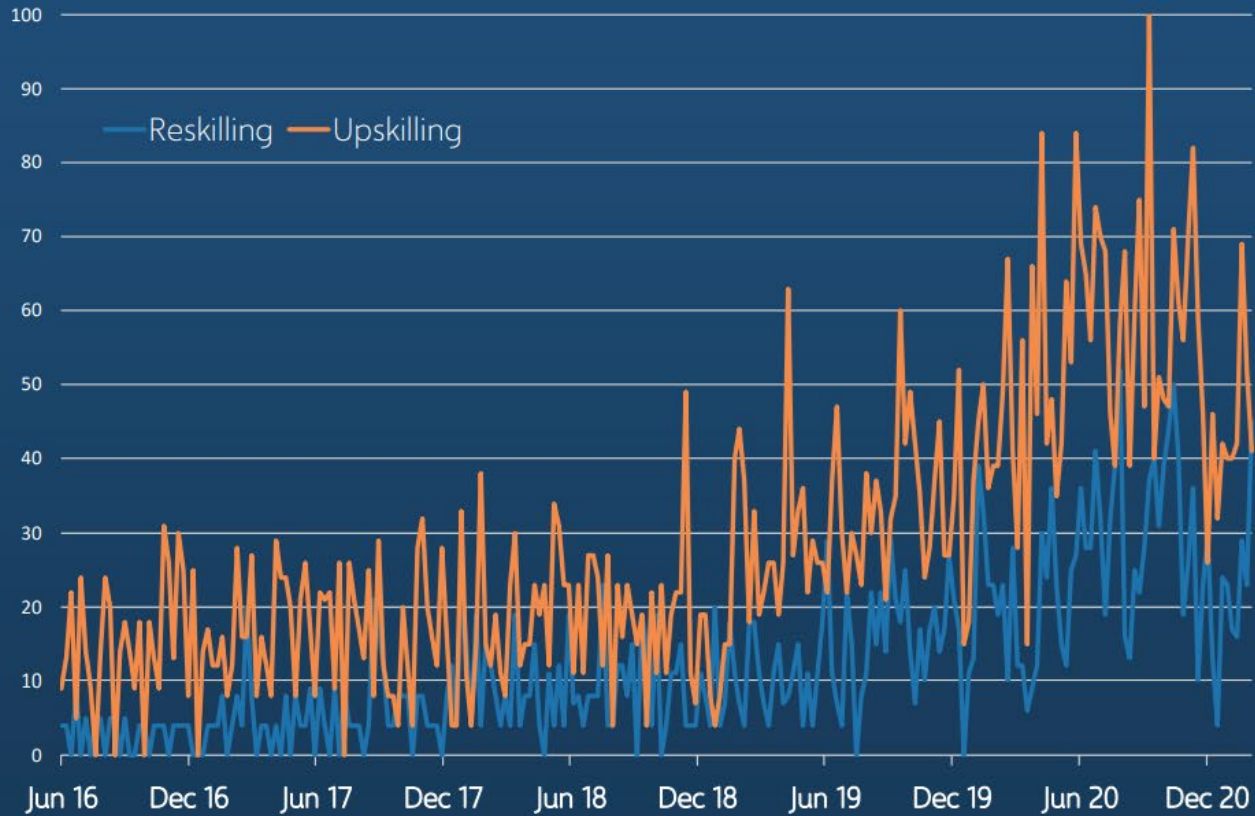
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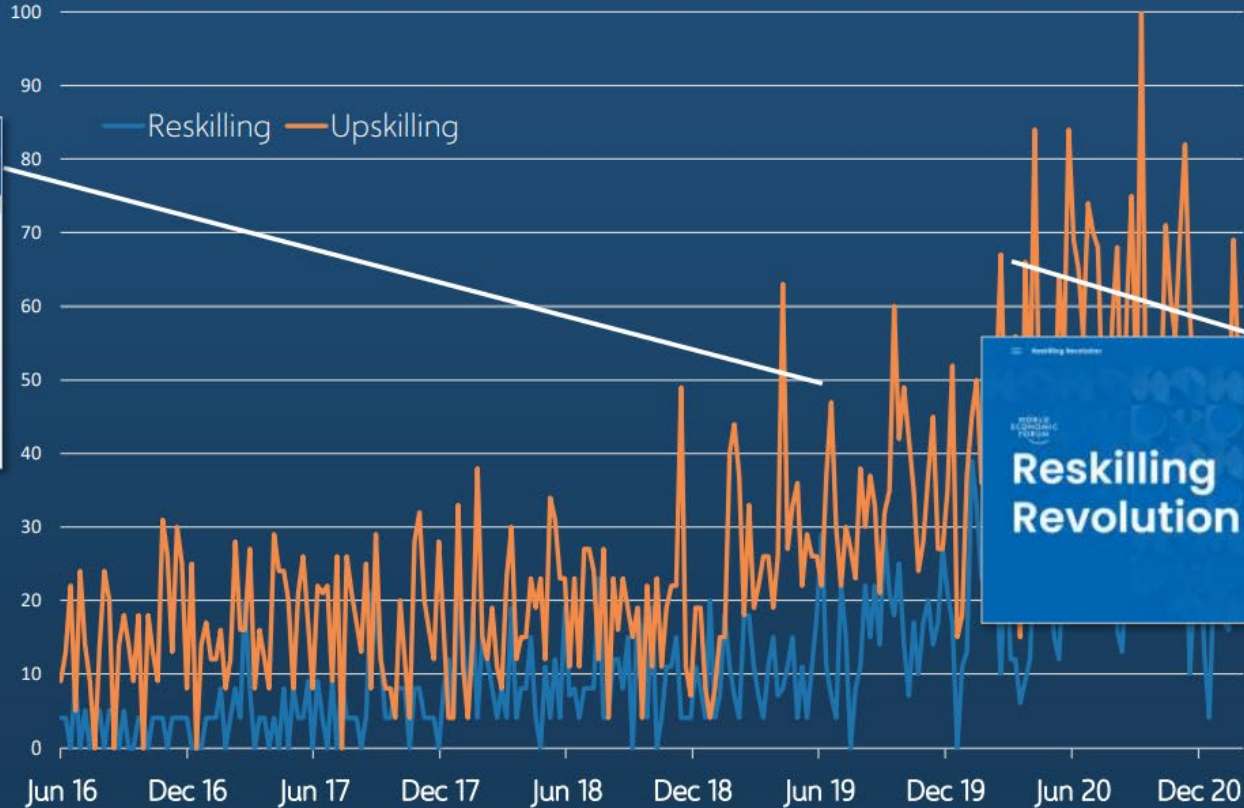
Key themes

- ◆ Reskilling/upskilling new at #1
- ◆ Collaborative/social learning rebounds
- ◆ 'Hot' technologies fall

Global Google searches for Reskilling and Upskilling



Global Google searches for Reskilling and Upskilling

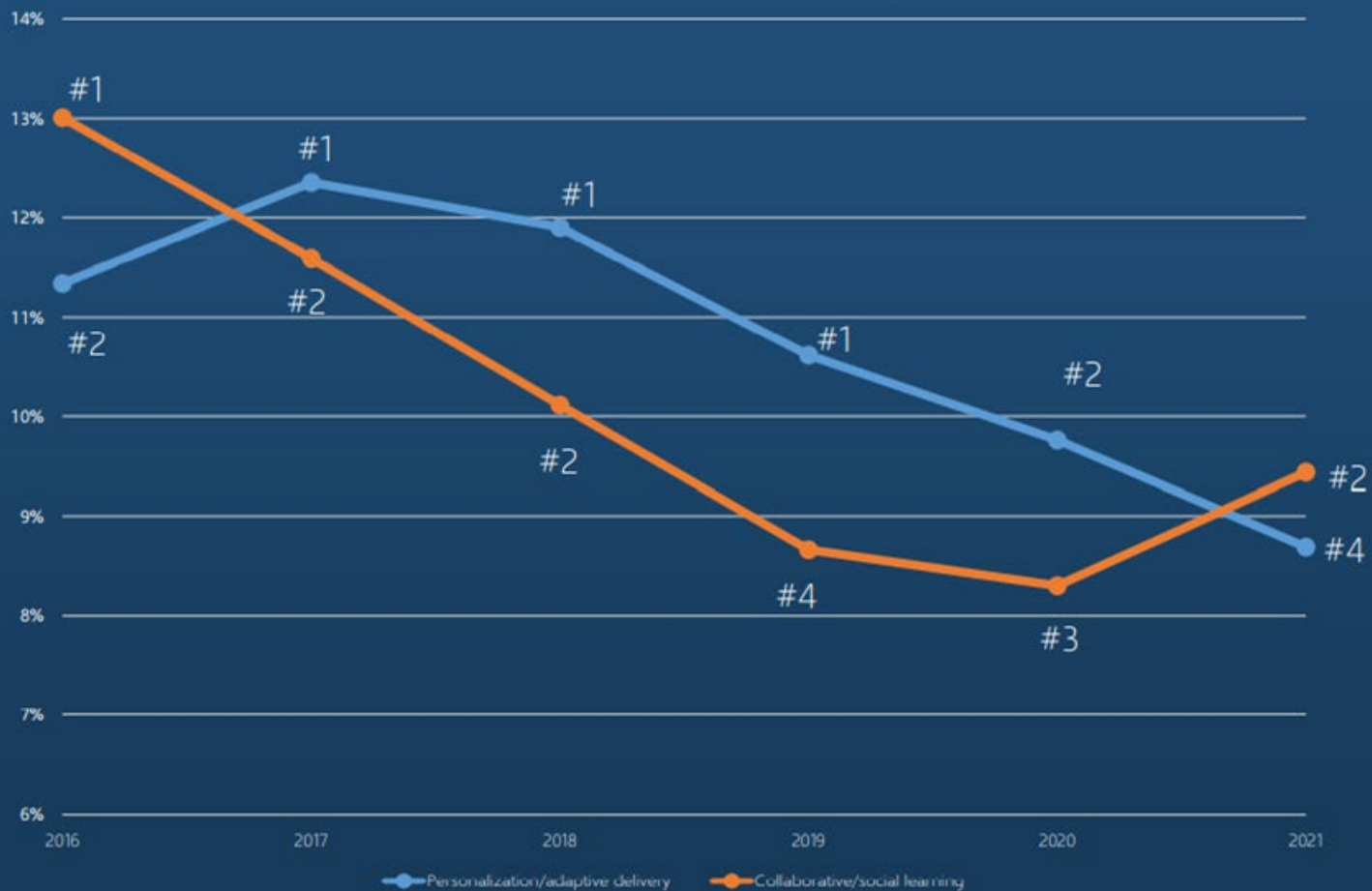


6 – 7 June 2019,
Upskilling Adults conference
European Union



22 January 2020
Reskilling Revolution
World Economic Forum

Personalisation and Collaborative learning over time



Five years of the GSS

GSS 2017

1. Personalization/adaptive delivery
2. Collaborative/social learning
3. Micro learning
4. Virtual and augmented reality
5. Consulting more deeply with the business
6. Showing value
7. Mobile delivery
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11. Neuroscience/cognitive science
12. Video
13. Developing the L&D function
14. Personal knowledge mastery (PKM)
15. Other:
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n = 909

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Slowly being adopted: Micro learning, Mobile delivery, Video

"Wallflower": Curation

VR and AR over five years

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Artificial intelligence over five years

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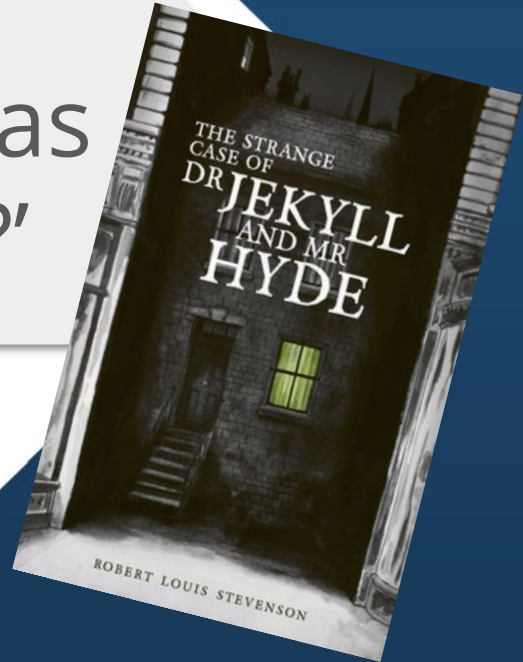
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The Covid effect

'How will your L&D work change in 2021 as a result of Covid-19?'

Free text response
1,390 answers (44%)
24,573 words





Responding to Covid-19



L&D will finally be evaluated on the output it produces

I do not see an end to Covid's reach

as a result of Covid-19 I am seeing a bigger emphasis on cost savings which results in fewer innovation projects (e.g) VR/AI)

what we knew as normal will change dramatically

more focus on adding value as work forces streamline and departments shrink. Any time 'away from day job' needs to be for high-value return

nothing beats face-to-face

I'm increasingly an enabler of others, rather than a producer of assets

it is looking like classroom and extended sessions might be a thing of the past

technology enabled learning is no longer optional for organisations but essential

We will no longer design for f2f ... Even if Covid-19 was eliminated tomorrow, we will maintain this design approach



What will they focus on....



greater focus on learning in the flow of work enabled by truly **digital delivery** channels

focus on **reaching people with virtual learning** opportunities

[#1: Digital/hybrid delivery]

focus on **upskilling digital** capabilities

more focused on organisational development e.g. helping managers **adjust to hybrid working**

[#3: Digital skills]

more focus on supporting the business day to day

more focus on adding value as work forces streamline and departments shrink. Any time 'away from day job' needs to be for high-value return

focusing on performance, rather than just training delivery

[#2: Business value]





4



Where next?

What next for L&D?

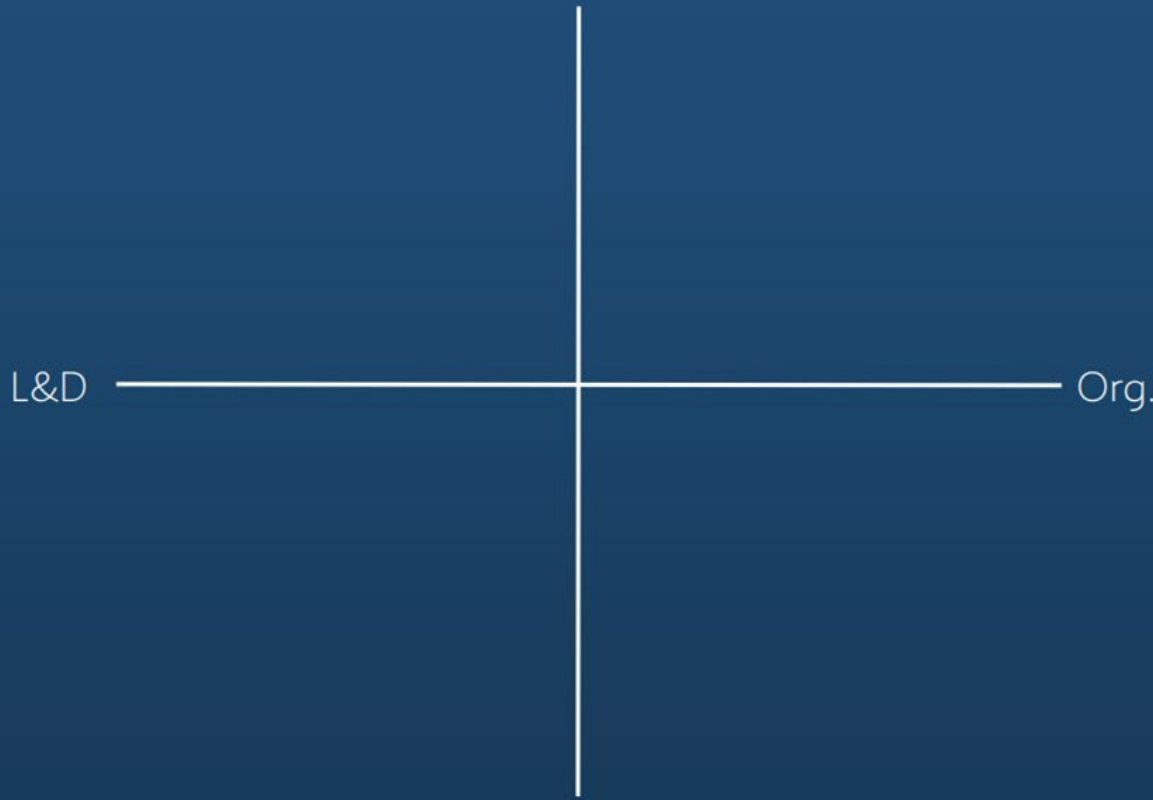
- ◆ **Connect** with each other
- ◆ Build your **profile**
- ◆ Build your **skills**
- ◆ **Leave the office**

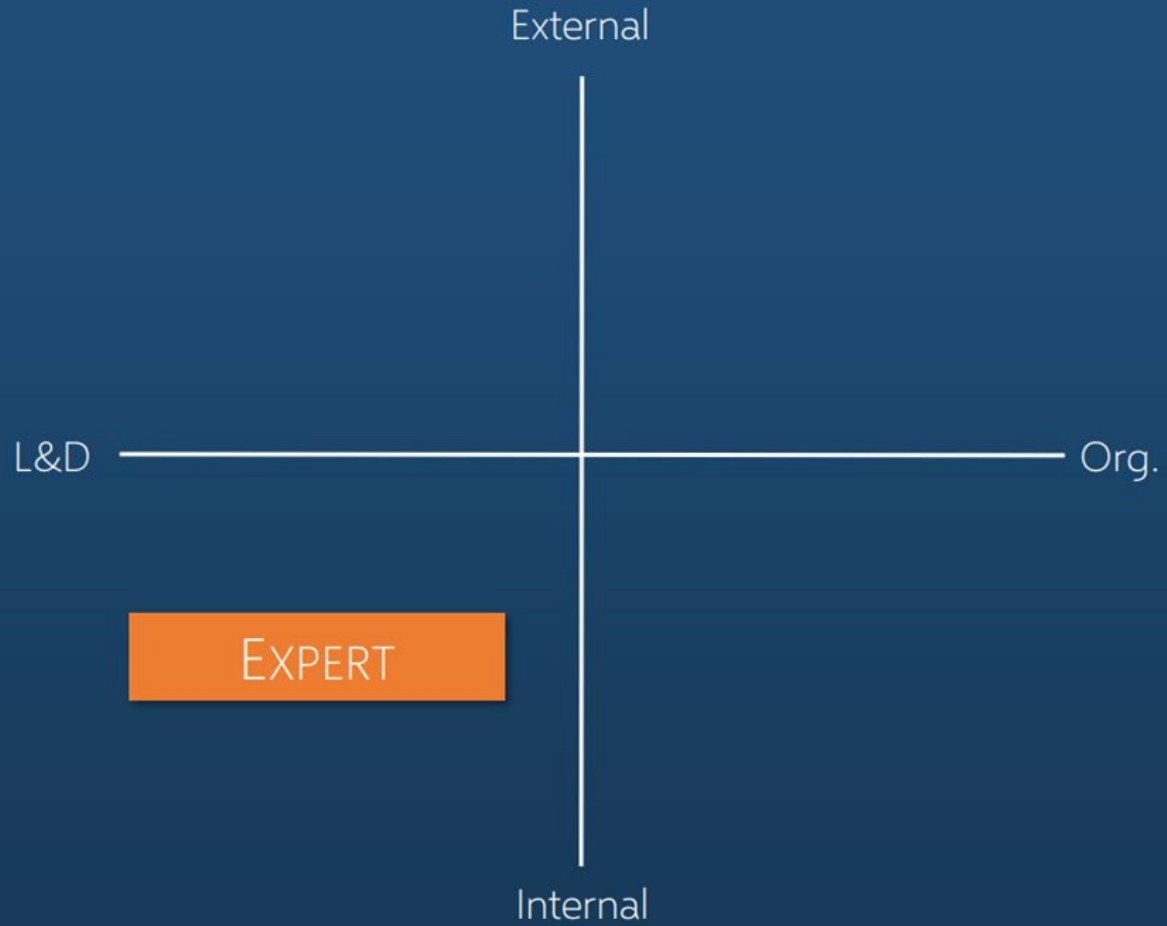
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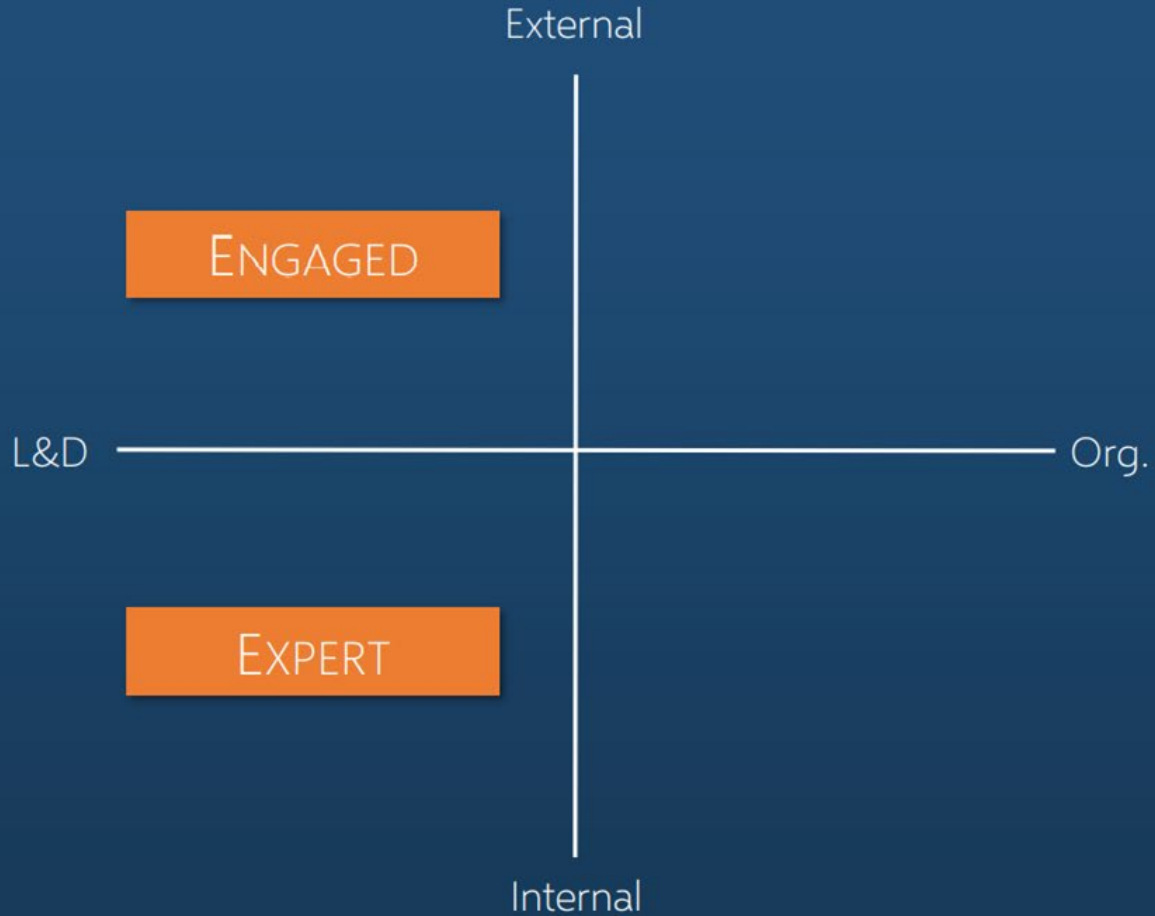
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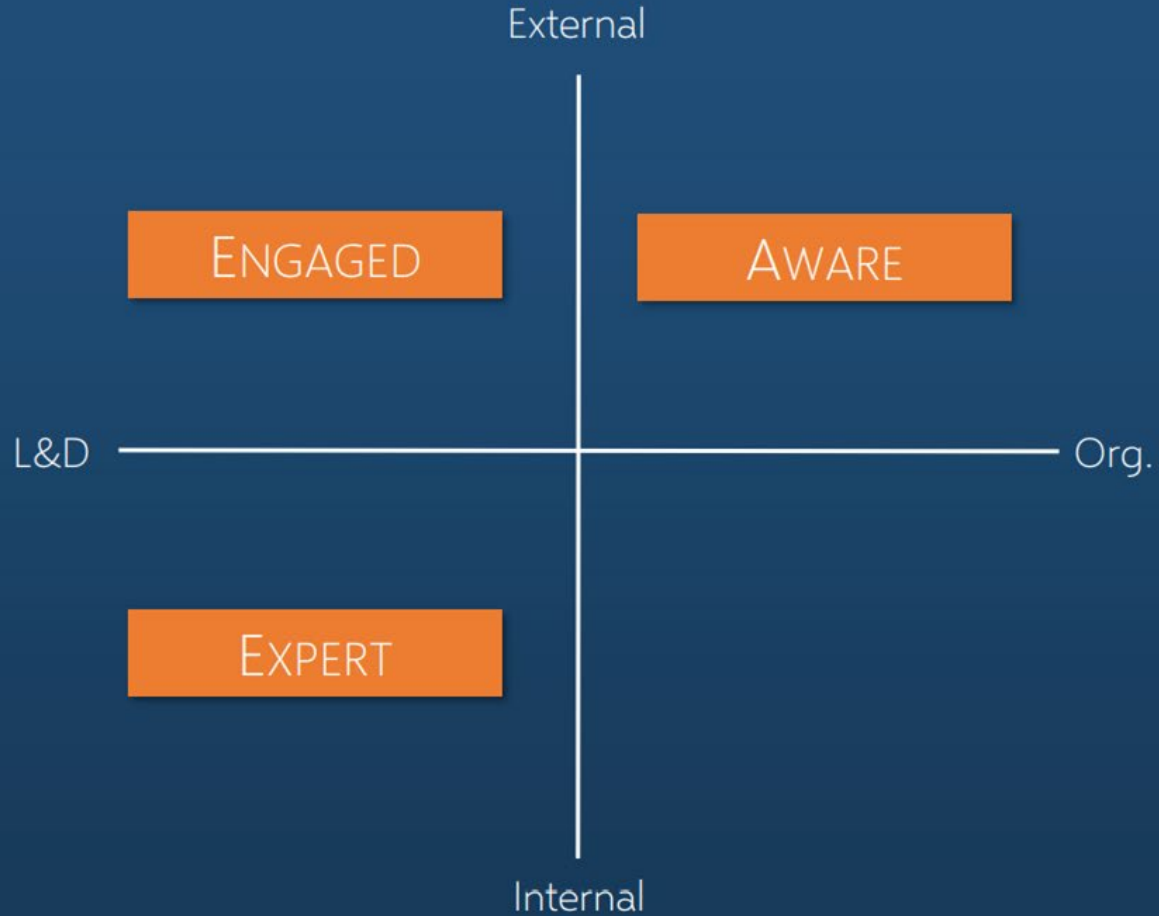
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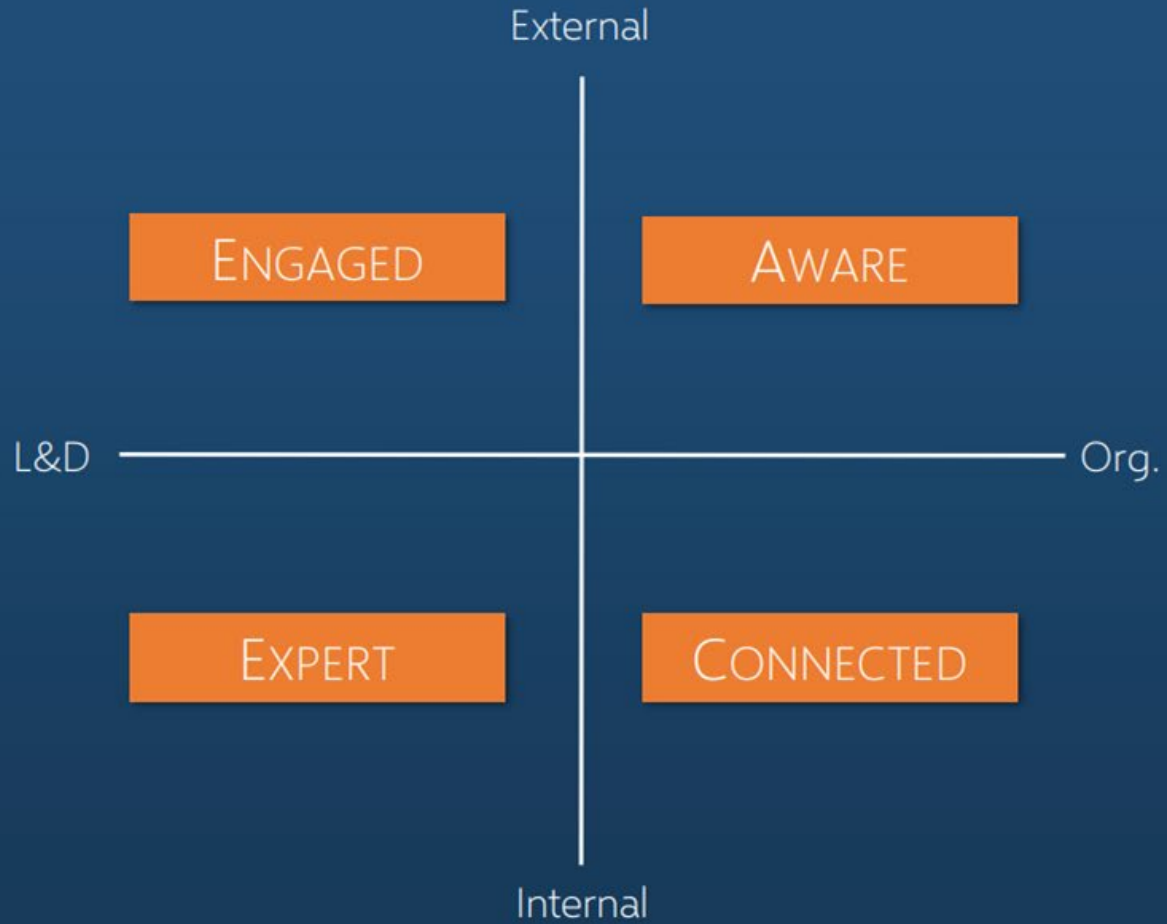
Internal













5



Conclusions

Conclusions

*Everyone is talking about **reskilling and upskilling.***

Collaborative learning has moved from theory to practice.

"Hot" technologies are **out of favor** this year.

Looking ahead, L&D can refocus on building **strategic influence** on solid foundations.

Q&A

**Join the
conversation
by sharing your
questions and
comments in
the chat!**

OPENSESAME + MERIDIAN KNOWLEDGE SOLUTIONS

THANK YOU!

**Let's connect to see how
we can help you elevate
your training program
today!**



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Strategic Partner Manager
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Sean Osborne
SVP of Product
sosborne@meridianks.com

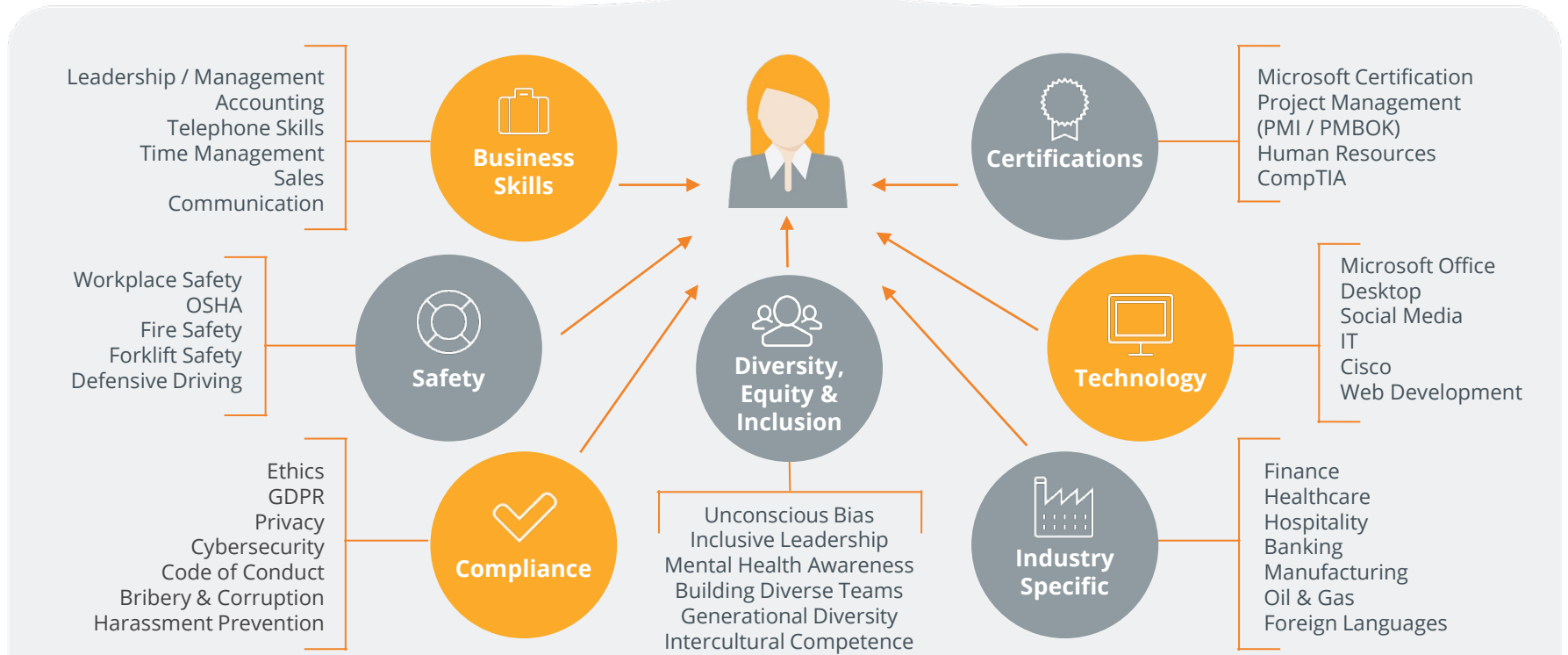


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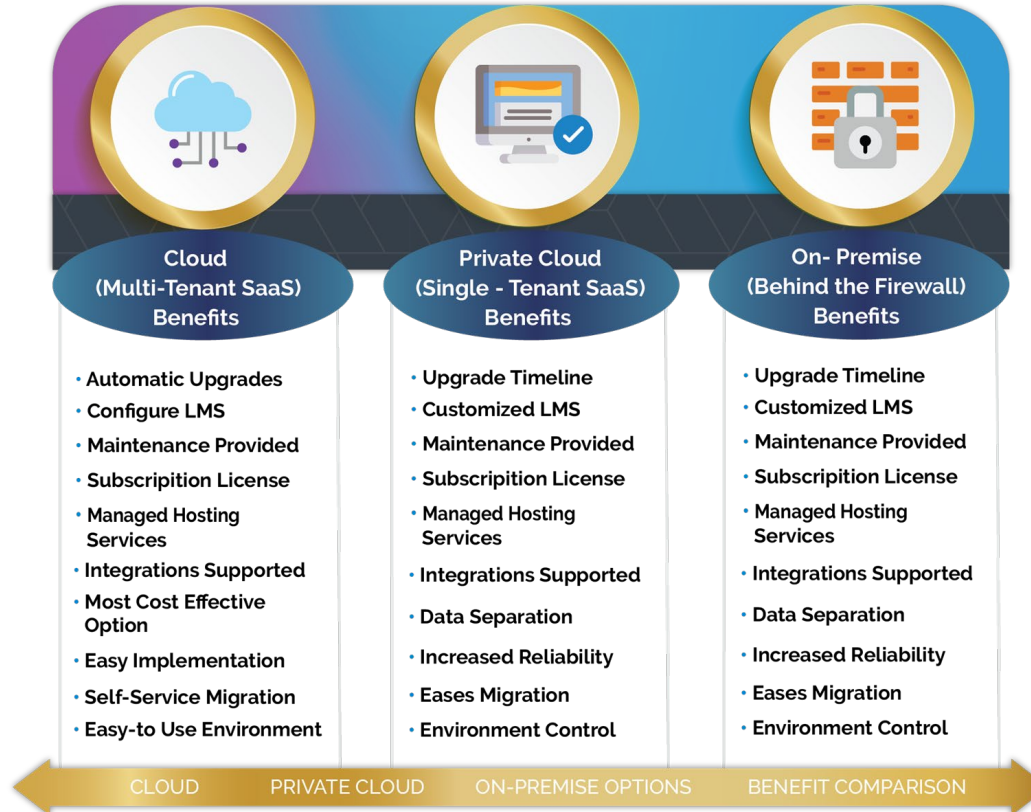
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Meridian Deployment Options



Powerful Integration Options

- **Real-time Web Services**

- REST and SOAP Web Services
- Security through centralized Identity Server
- Easily Utilize Your Custom Fields via API
- Over 2,000 APIs

- **Flat File Data Utilities**

- Consumes flat files from SFTP
- Standardized file templates
- Manage your people data
 - User Accounts
 - Organizational & Manager hierarchies
 - Easily utilize your custom fields in data files
 - Jobs
 - Domain Assignments
- Define scheduled interval(s)
- Uses underlying API for validation & processing

