# Learning

Learning for the future is a key enabler of building a future-fit workforce





Our learning practice focuses on increasing productivity by unlocking the value of learning to drive greater return on investment and increase retention and the employee experiences

# Key questions you may have:

- How can you accelerate and optimise capability uplift to meet your future needs?
- Is your learning strategy, platform/tools and methods achieving the outcomes/ROI you want?
- Do you have a culture of learning?
- How does your learning compare to leading practice?
- Does your learning increase productivity and/or engage your employees?
- Is your learning designed for the modern learner?

### Why is learning for the future needed?

Many organisations face challenges when attempting to deliver effective learning. These challenges are further intensified by New Zealanders increasing need for growth and development within the workforce.



**79%** 

of organisations believe they are not getting good ROI on their learning expenditure



88%

of organisations believe they are not able to reskill or upskill their workforce to meet future needs



50%

of organisations don't know how to measure learning impact



**62%** 

of organisations struggle to track learning spend



4 mins

Learners are wanting bite sized learning content to remain engaged



Just

of a typical work week is spent on learning

# What does learning for the future focus on?

We enable organisations to optimise their learning function and unleash the value of learning through four impactful learning interventions:

# **Learning Advisory Learning Plug and Play**

- Learning strategy and vision
- Learning operating model
- Learning cost optimisation
- Content rationalisation
- Learning analytics

- Prepare organisations and their people for the future
- Maximise learning investments
- Optimise the learning process, technology and delivery

#### **Learning Content Creation**

- Content strategy
- Content design, development and curation
- Curriculum review and development
- · Learning impact assessment
- Creation of effective learning assets that activate the head, heart and hands
- Develop clear learning measures and impacts
- Actionable recommendations for optimising content
- Develop Intuitive and personalised learning journeys

#### **Insourced Learning**

- · Learning solution experience, design,
- · Learning operations
- development and deployment
- Capability/skill-based learning solutions
  - Scalable accessible content

- Broader learning eco-system to facilitate end-to-end learning ownership and delivery
- Maximise costs by minimising unproductive expenditure
- · Streamlined learning
- Capability/skills-based learning solutions
- Access to leading practice, accessible learning content on demand for capabilities and skills
- Periodic evaluations, measurement and reporting

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# **Deloitte**

#### How do we run learning engagements?

1. A prominent financial institution in New Zealand who made one of their most significant L&D investments to date:

#### CONTEXT & BUSINESS CHALLENGES

- The organisation identified major capability gaps in their workforce after a strategic workforce planning intervention
- The business recognised a critical need to overhaul its learning, learning culture and address capability gaps

#### APPROACH & SOLUTION

- · Focused on user research to identify learning gaps and experiences-driven learning
- Embraced peer-led learning, job task design, and coaching
- · Unleashed a new way of measuring learning

#### OUTCOMES

We transformed the culture of learning in the organisation, moving it away from the status quo and towards a more empowering, curious and measurable environment. This shift enhanced growth and promoted continuous learning through self-assessment, development conversations and real-world challenges.



58,000 hours of time saved

for the workforce through

innovative learning design.



90% of users scored above 8/10 in user test sessions, indicating high user satisfaction and impact.

Centralised the development of learning content, leading to a 30% improvement in both time and cost

## 2. A top manufacturing institution in New Zealand who realigned their L&D Operating Model with their strategic goals:

#### CONTEXT & BUSINESS CHALLENGES

- · The organisation aimed to simplify, standardise, and streamline processes within its current learning operating model
- · Major pain points were scattered learning information with limited tech literacy, lack of transparency and governance

#### APPROACH & SOLUTION

- Designed the Learning
- · Redesigned end-to-end learning processes to support the model
- · Defined accountabilities

#### OUTCOMES

learning. We developed multiple implementation options for the delivery model, allowing the



Redesigned critical learning processes providing people, technology and governance insights for streamlining them.



implementation options.



initiatives including immediate "no-regret" and "longer-term" transformational initiatives.

We collaborated with this business to create a learning delivery model that addressed the identified pain points and drivers. This model utilised future state processes designed to streamline client the opportunity to customise their implementation strategy to fit their needs.



Provided the client with a range of delivery model Detailed roadmap of

# Outcomes in building a learning offering:

Capability-based modern learning across a range of modalities

**Build a culture of learning** (Intellectual curiosity)

Increased engagement and retention (Engaged employees are 4x more likely to stay in their jobs)

Measured outcomes plus return on investment for learning spend





#### Talk to us

Our team can help you identify the work and workforce you need when autonomous operations become a reality, ensure your future workforce has the right skills to drive value, design learning for the modern learner, and develop leadership skills to thrive in disruption.

We look forward to helping you build your future-fit workforce.

#### Who to contact



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