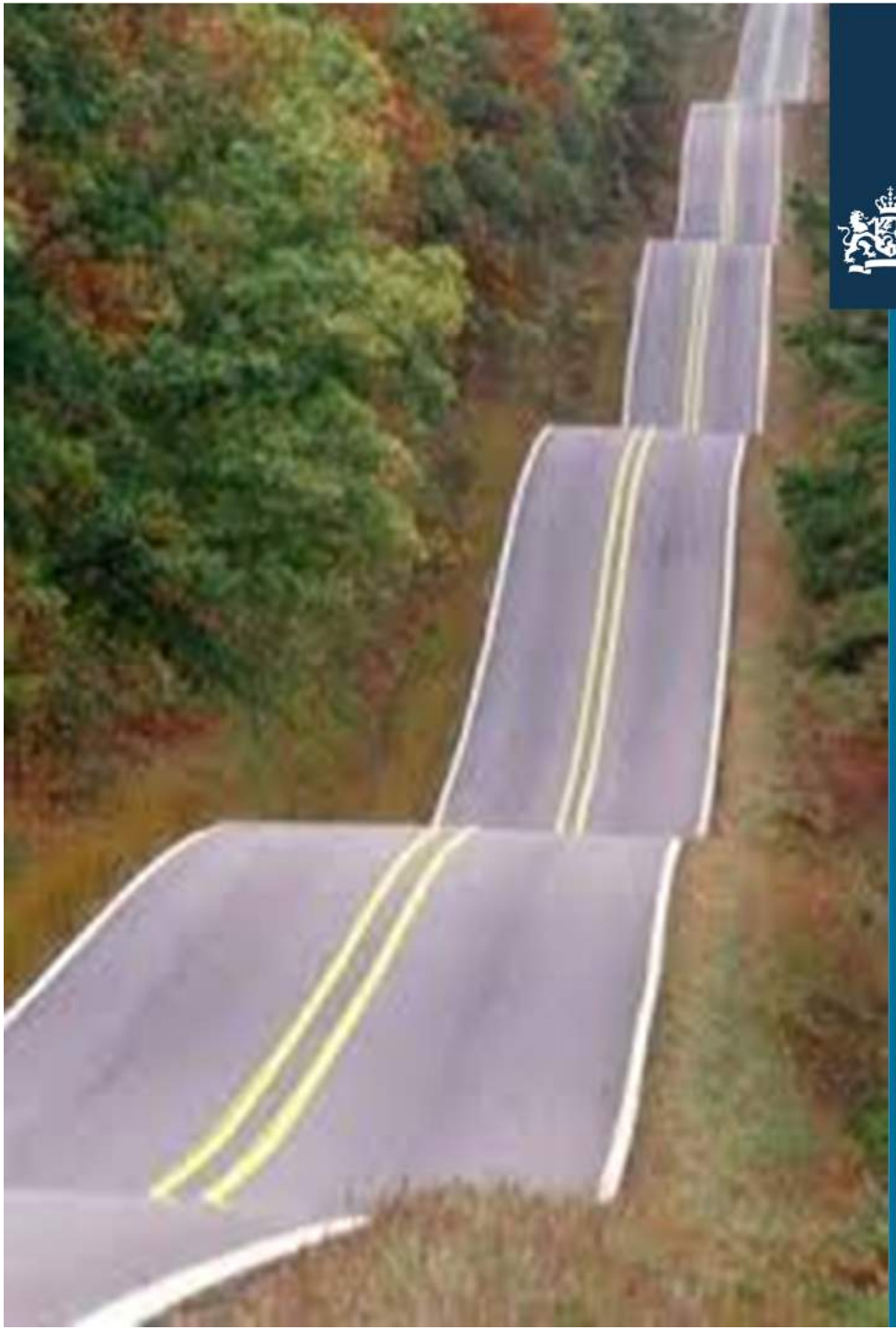
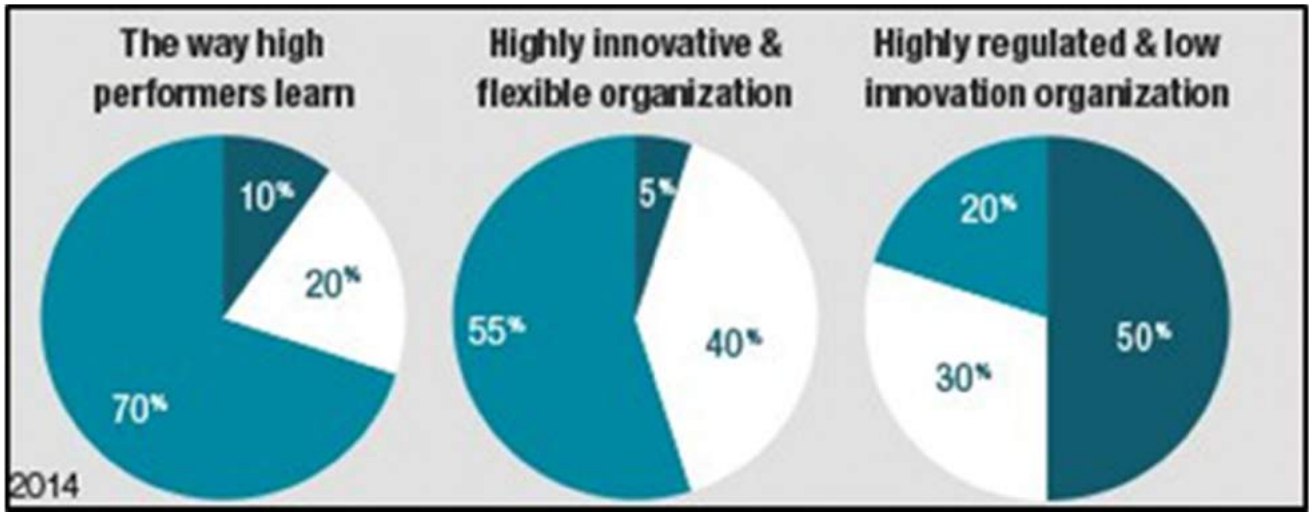


Academie voor Internationale Betrekkingen
Ministerie van Buitenlandse Zaken

De hobbelige weg naar 702010 in de praktijk

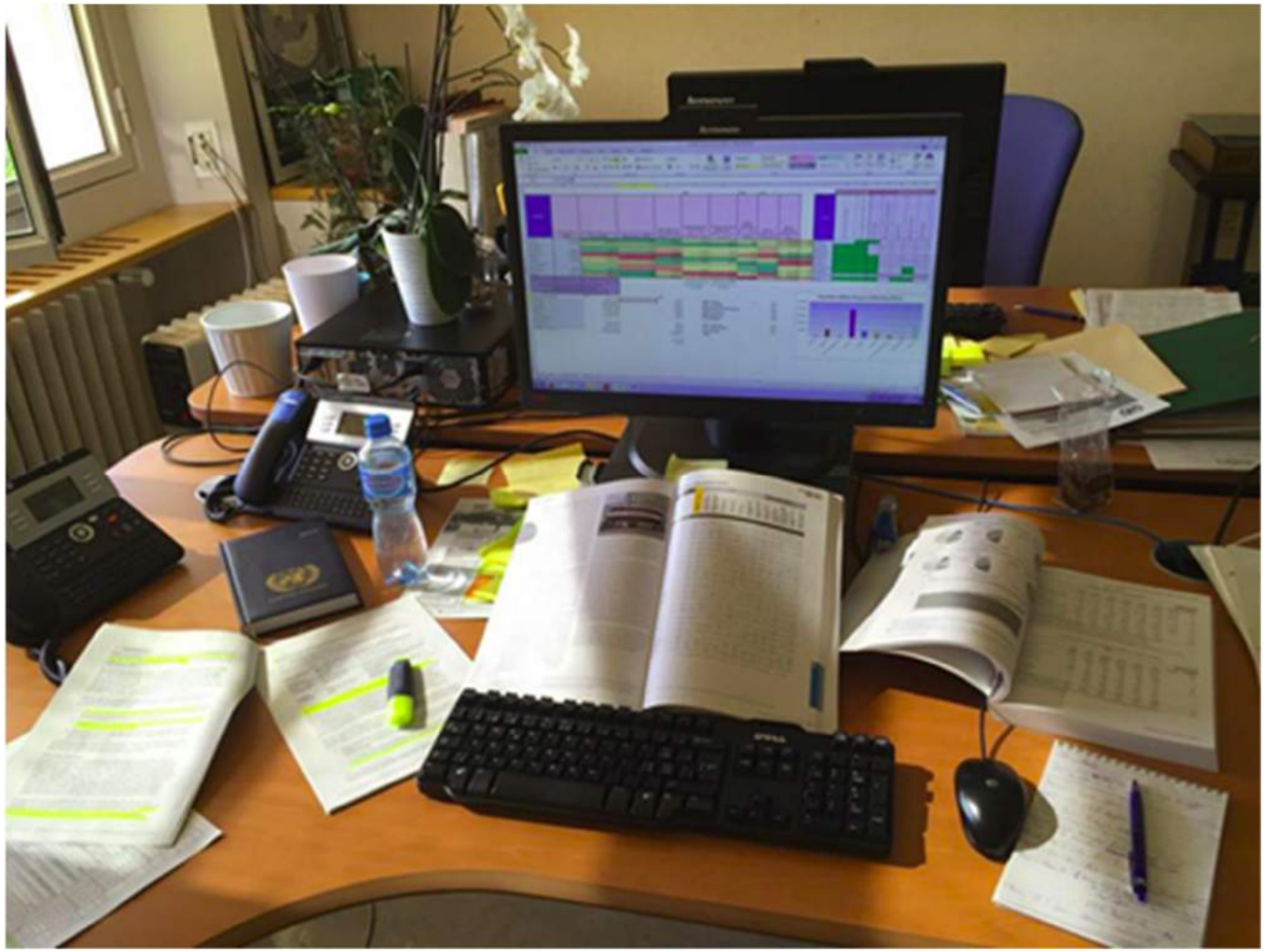
Sarah Brantjes
Merle van der Voorde

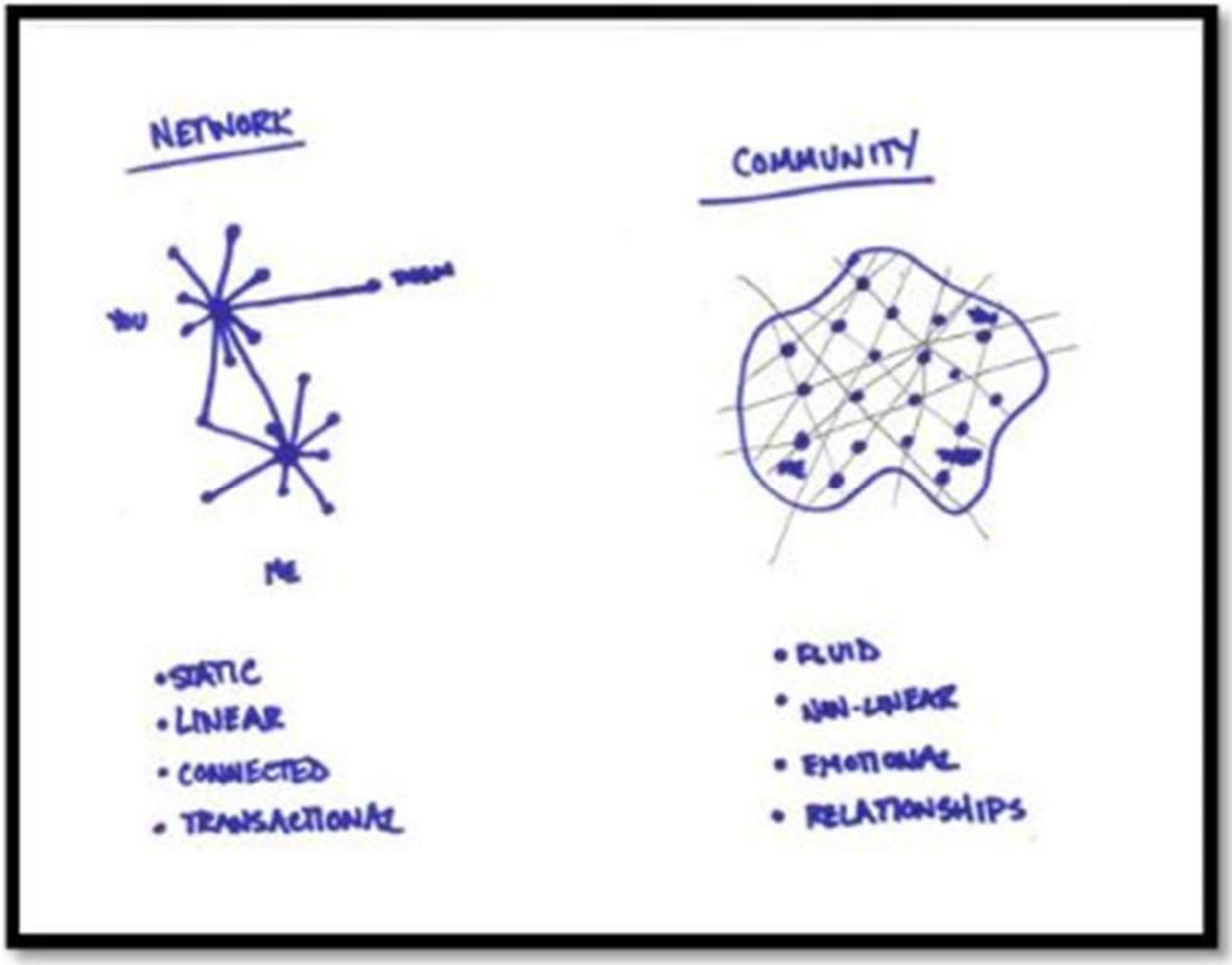

The way high performers learn
10%
20%
70%
Highly innovative & flexible organization
5%
55%
40%
Highly regulated & low innovation organization
20%
50%
30%
2014

TRENDING
NOW

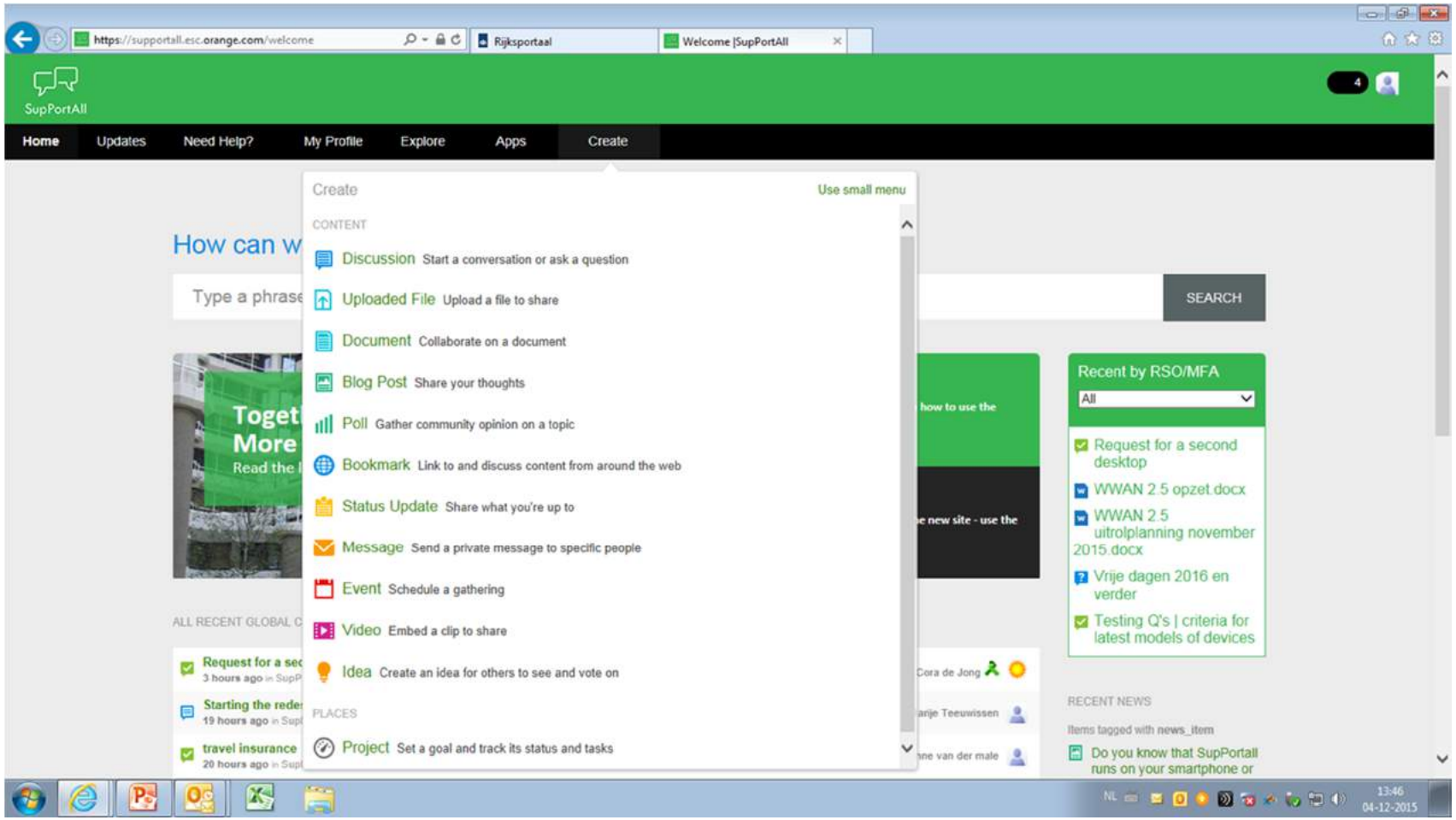
LUNCH and
LEARN

- Training resultaat gericht werken
- Leergang beleidscyclus
- E-learning etiquette
- Workshopreeks Serious game onderhandelen

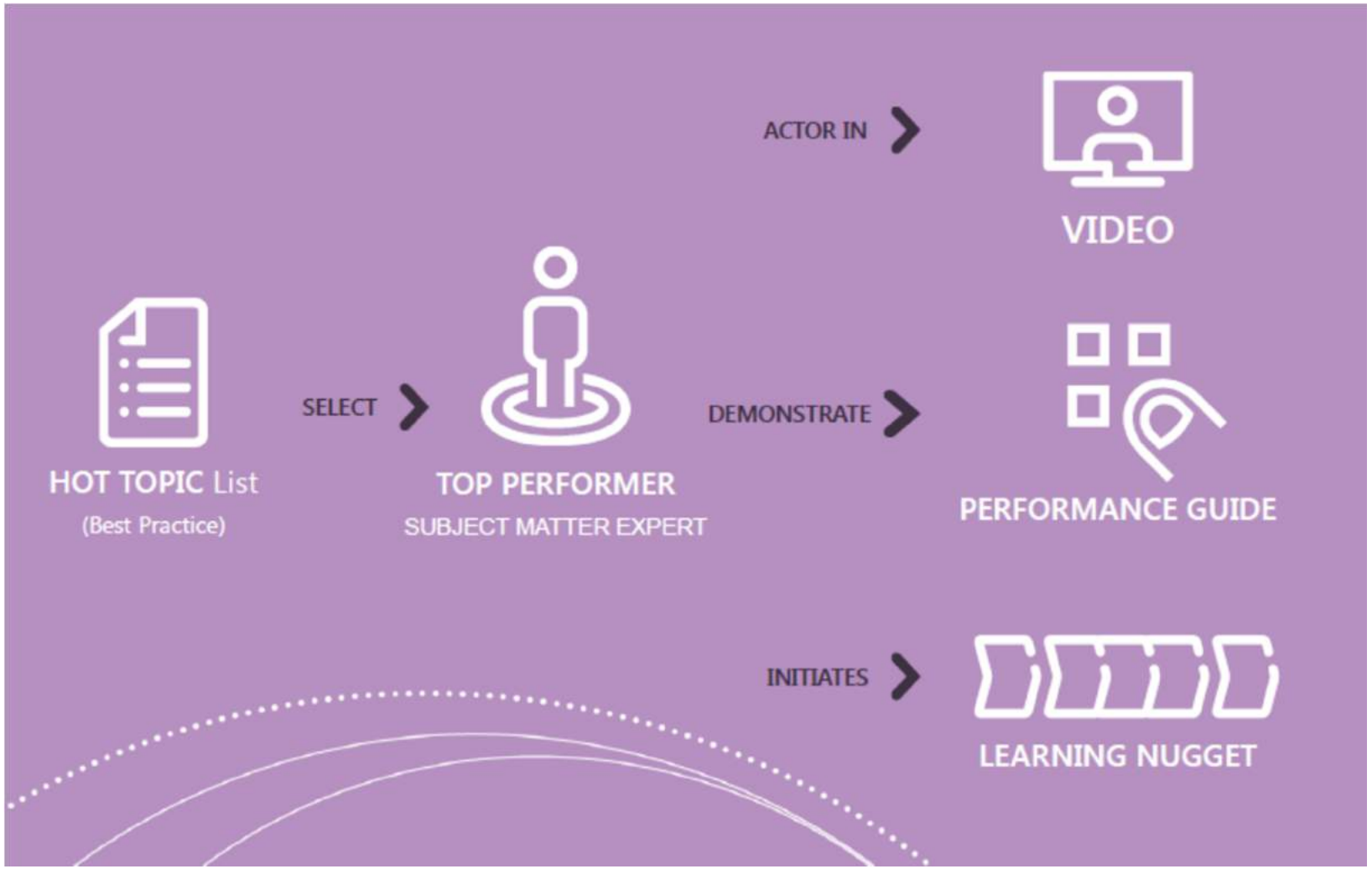


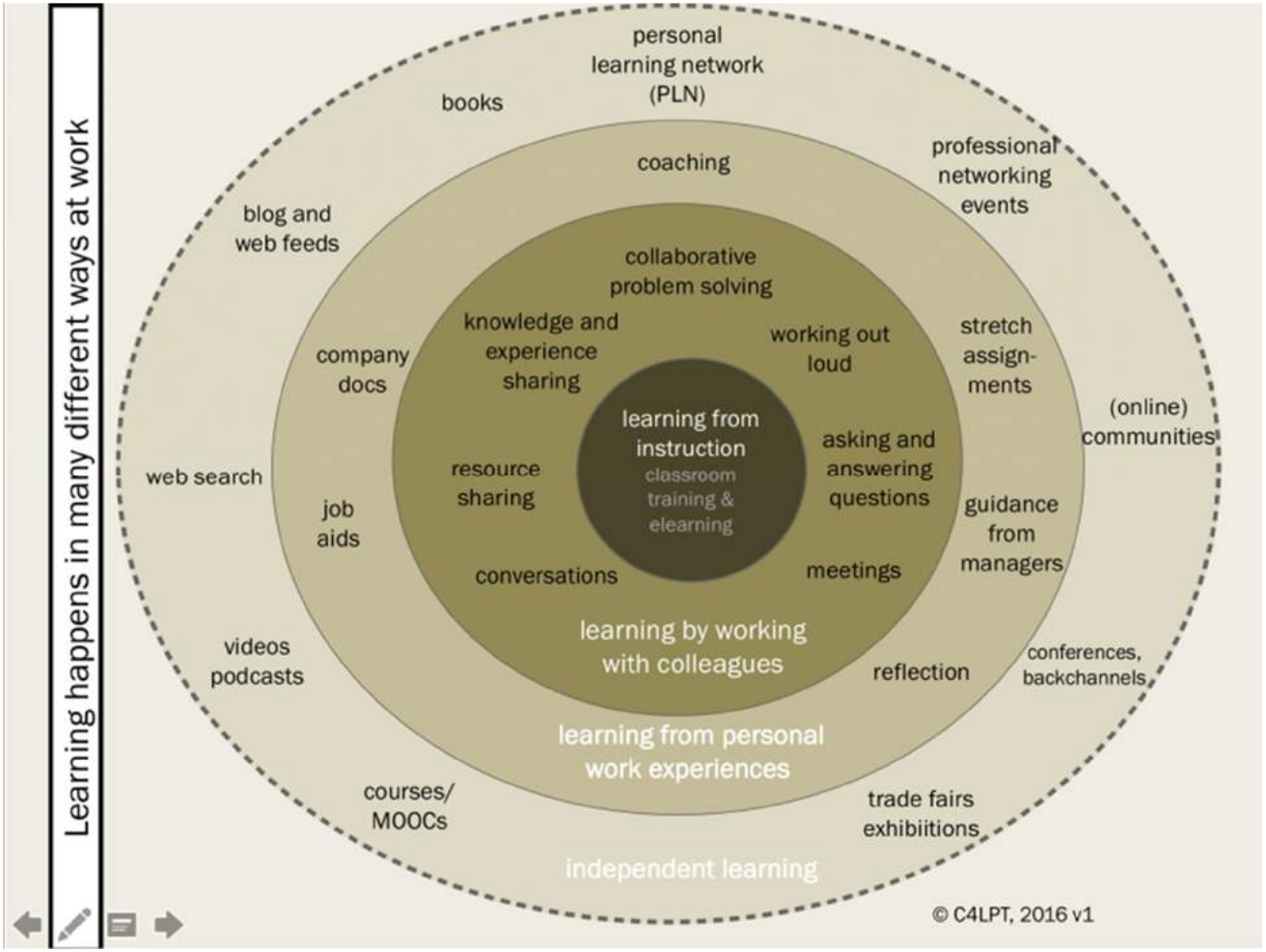

NETWORK
ME
• STATIC
• LINEAR
• CONNECTED
• TRANSACTIONAL
COMMUNITY
• FLUID
• NON-LINEAR
• EMOTIONAL
• RELATIONSHIPS

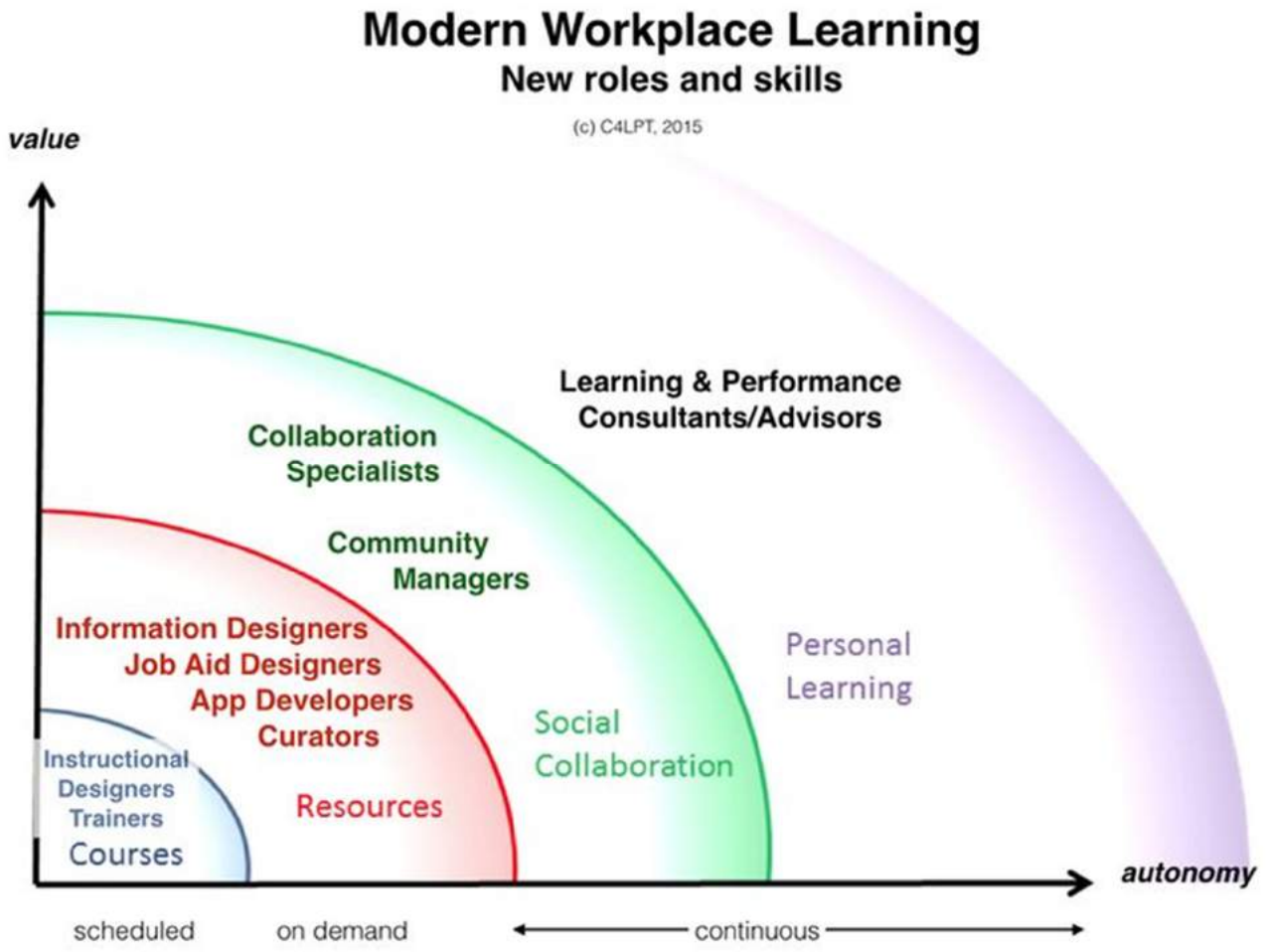
DIALOGUES ON SOME "WICKED" ISSUES
PEAK RESOURCES
DIFFERENT PERSPECTIVES
FRAMING DIALOGUE
DIALOGUE WITH STAKEHOLDERS
We need agreement
OPTIMAL RECYCLING RATES
SOCIAL BENEFITS
DEFINE WHAT IS RECYCLING?
NEW ACTORS
QUALITY CRITERIA
RE-FRAMING the DIALOGUE
How to overcome MISTRUST
QUESTIONS OF PERCEPTION
DEFINE COST
WHO BEARS COST?
INTERNALISING ENVIRONMENTAL COSTS
MISTRUST
TIME FRAME
SOCIAL ASPECT
PRODUCERS & RECYCLERS
CODE of CONDUCT
COMMUNICATION
MORE TRUSTFUL
LOCAL SPECIFIC
ACCEPTABLE MINING PRACTICES
OPERATION
ACTIVISTS
WHO ARE CREATING?
STAKEHOLDERS IN VALUE CHAIN
TREND SETTING ACTORS
INFLUENCING CONSUMER BEHAVIOUR
We need INFORMATION
TARGETED INFO
DIALOGUE WITH CONSUMER
OBJECTIVE VISION
EMBEDDING ECO-DESIGN APPROACHES
CREATE INCENTIVES
RADICAL systemic innovation
LEARN FROM FRONT RUNNERS
PILOT PRODUCTS
visuality


https://supportall.esc.orange.com/welcome
Rijksportaal
Welcome |SupPortAll
SupPortAll
Home
Updates
Need Help?
My Profile
Explore
Apps
Create
Create
Use small menu
CONTENT
Discussion Start a conversation or ask a question
Uploaded File Upload a file to share
Document Collaborate on a document
Blog Post Share your thoughts
Poll Gather community opinion on a topic
Bookmark Link to and discuss content from around the web
Status Update Share what you're up to
Message Send a private message to specific people
Event Schedule a gathering
Video Embed a clip to share
Idea Create an idea for others to see and vote on
PLACES
Project Set a goal and track its status and tasks
How can w
Type a phrase
SEARCH
Recent by RSO/MFA
All
Request for a second desktop
WWAN 2.5 opzet.docx
WWAN 2.5 uitrolplanning november 2015.docx
Vrije dagen 2016 en verder
Testing Q's | criteria for latest models of devices
RECENT NEWS
Items tagged with news_item
Do you know that SupPortall runs on your smartphone or
ALL RECENT GLOBAL
Request for a sec
3 hours ago
Starting the rede
19 hours ago
travel insurance
20 hours ago
Cora de Jong
13:46
04-12-2015

Natural language search
Intelligent FAQs
Short format & micro-content
Expert vetted answers
PERFORMANCE SUPPORT
Collaboration tools
Personalized learning system
Social media
Wikis, Blogs, Activity streams
Augmented reality
Mobile tech


ACTOR IN
VIDEO
HOT TOPIC List
(Best Practice)
SELECT
TOP PERFORMER
SUBJECT MATTER EXPERT
DEMONSTRATE
PERFORMANCE GUIDE
INITIATES
LEARNING NUGGET


Learning happens in many different ways at work
personal learning network (PLN)
books
coaching
professional networking events
blog and web feeds
collaborative problem solving
knowledge and experience sharing
working out loud
stretch assign-ments
company docs
learning from instruction
classroom training & elearning
(online) communities
asking and answering questions
resource sharing
web search
job aids
guidance from managers
conversations
meetings
learning by working with colleagues
videos podcasts
reflection
conferences, backchannels
learning from personal work experiences
courses/ MOOCs
trade fairs exhibiitions
independent learning
© C4LPT, 2016 v1


Modern Workplace Learning
New roles and skills
(c) C4LPT, 2015
value
Learning & Performance
Consultants/Advisors
Collaboration
Specialists
Community
Managers
Information Designers
Job Aid Designers
App Developers
Curators
Resources
Instructional
Designers
Trainers
Courses
Social
Collaboration
Personal
Learning
autonomy
scheduled
on demand
continuous

Change Management
Performance Improvement
Instructional Design
Training Delivery
Learning Technologies
Evaluating Learning Impact
Managing Learning Programs
Integrated Talent Management
Coaching
Knowledge Management
atd
Association for Talent Development
TD Areas of Expertise
Business Skills
Global Mindset
Industry Knowledge
Interpersonal Skills
Personal Skills
Technology Literacy
Foundational Competencies

L&D's Roles – Some New, Some Old

Social & Informal Learning Evangelist
- Will enable workers to take control of their own learning
- Will help them and team to build their PLN and PKM

Community Manager
- Will facilitate collaboration across groups on ESNs, enable community building, provide curated content

Business & Data Analyst
- Will focus on trends and patterns based on data analysis
- Will map business requirement and data to craft impactful strategies

Technology Enabler
- Will help users and team members to use the latest tech for learning, collaboration, and communication

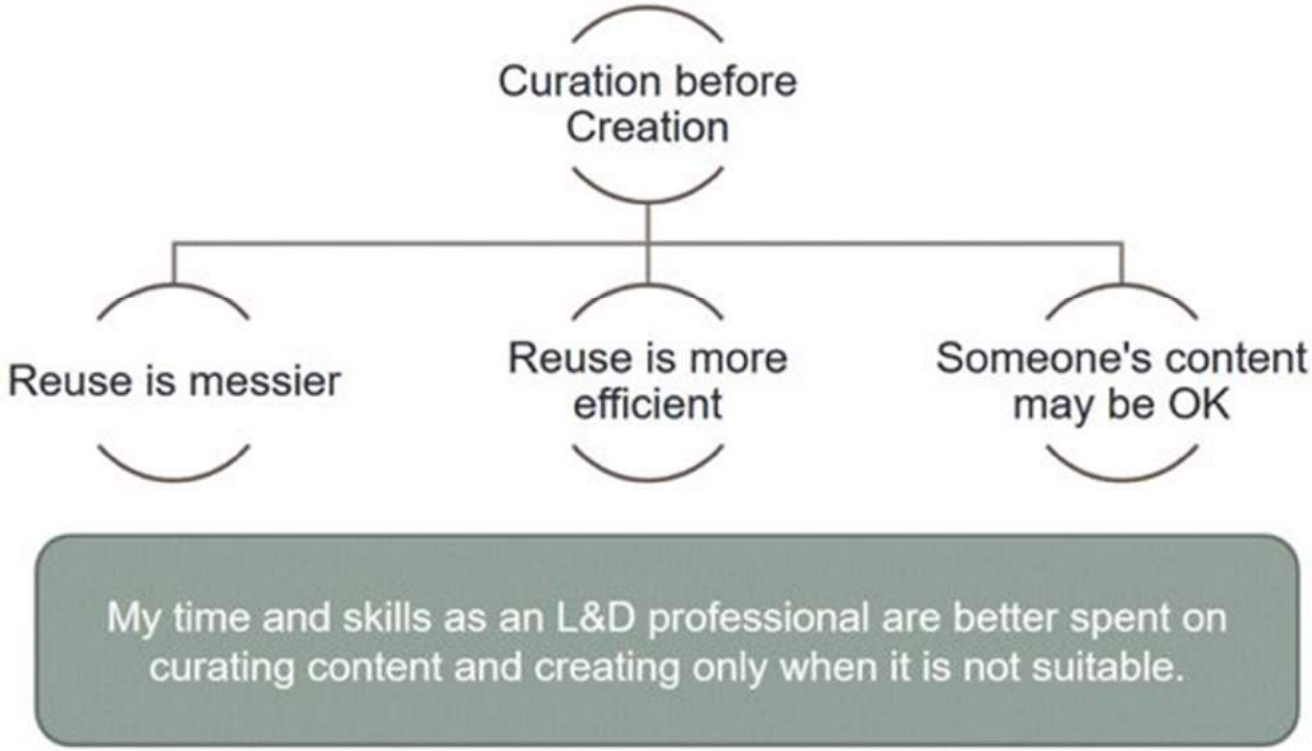
Performance Consultant
- Will liaise with business stakeholders to design learning ecosystems based on business matrices

Learning Management
- Will take care of program / project management, learning evaluation, stakeholder management, supplier management for the formal programs

Learning Delivery
- Will carry out tasks like facilitation / presentation of learning events for the in-class or virtual sessions, where needed

Learning Design
- Will conduct needs analysis, design principles, structure learning events for different delivery channels

New Mindset


Curation before Creation
Reuse is messier
Reuse is more efficient
Someone's content may be OK
My time and skills as an L&D professional are better spent on curating content and creating only when it is not suitable.

Vraag

Hoe kunnen we onze rol anders gaan invullen en hoe creëren we hier in gesprek met klant en leiding ruimte voor?