

10:15am to 11:00am Room 203 L2 Bayside Terrace

26 July 2007

How to Integrate E Learning with your company's key strategic initiatives

Presented By Lisa M Walker PMP

Time	Key topic	Details
10:15 to 10:25	Introduction	<p>The topic we are going to discuss us much like solving the battle of the sexes..... they say men are from Mars and Women are from Venus.</p> <p>Maybe Learning professionals are from Neptune and IT Executives are from Jupiter!</p> <p>When you start talking about adult learning principles do they start to go a little crossed eyed?</p> <p>I am Lisa Walker – I have been involved in implementing technology solutions to help deliver key business initiatives..... I have been a in the learning field and so moved from Neptune to Jupiter.</p> <p>The key areas we are going to cover today relate to how we can bring Jupiter and Neptune closer together....a cosmic miracle I know!</p> <p>It is about putting out a few ideas and opinions for you to think about and consider and hopefully also challenge your own thinking</p>
10:25 to 10:30	What is ELearning?	<p>What do we mean by ELearning?</p> <p>Technology to support learning is commonly referred to as ELearning</p> <p>·</p> <p>True ELearning should be integrated with business platforms and infrastructure NOT its own technology platform.</p>

10:30 to 10:40	The key message	<p>What actually happens is that projects starts (business case, Scope, plan, build, test etc) how people are going to adopt the new solution is an afterthought.</p> <p>Why do you think this happens?</p> <p>We need to see Elearning as a cross functional business resource not standalone.</p> <p>Solutions need to embed Elearning within it.</p> <p>We need to make learning and work indistinguishable from one another (info repositories, intelligent help features).</p> <p>What this means is that the “Neptune” people need to get involved upfront so that learning and performance issues can be addressed upfront.</p>
10:40 to 10:50	3 Key Messages to the CIO/Senior Executives	<p>IMPROVE IT PROJECT FAILURE RATE: I.T Project get a lot of press due to the high failure rate associated with them.</p> <p>A US study called the “Chaos Study” looked at over 8000 applications and found only 16% were completely successfully. The estimated that in the mid 1990’s \$81 billion US was spent on cancelled software projects.</p> <p>A recent high profile failure was the Integrated Cargo System for Australian Customs.</p> <p>Project started in 2001 with a \$28 mil budget, to be completed in 2003.</p> <p>In 2003 budget blown out to \$100 million. Timeframe expanded to 2004.</p> <p>It ended up going live in October 2005 and cost a total of \$250 million.</p>

		<p>Within 24hours of the go live imports were piling up as they could not be cleared. Sensitive data leaked from the system. Importers cost millions per DAY. Perishable goods were perishing.</p> <p>Within 1 week of go live it hit the front page news.</p> <p>Post mortem showed that failure signs were there from the outset and the lack of understanding business processes, requirements across many different stakeholders was the key contributor to the failure.</p> <p>PRODUCTIVITY IMPROVEMENTS With the afterthought and use of training work is disrupted. Work stop Work Stop “Training works, but if training were the ONLY way to learn everyone would be in a class all day every day” Quote by Marc Rosenberg “Beyond E Learning”</p> <p>SPEED OF KNOWLEDGE Solutions need to be implemented quickly. Embedded Learning will improve adoption of system acceptance. Change Management improvements, users will adopt changes quickly without impacting morale. More so today surveys are taken to measure staff satisfaction.</p> <p>How do you get these messages across? Speak their language. Prepare business cases with productivity metrics, business value etc.</p>
10:50 to 11:00	Sponsorship style	<p>In preparing your message have a think about the sponsor style as identifies by Nigel Barlow:</p> <ul style="list-style-type: none"> • Spectators <ul style="list-style-type: none"> ○ Most Common Style

		<ul style="list-style-type: none"> ○ Enthusiastic about training and learning ○ Don't assume support = commitment ○ Likely to sit on the fence – will praise you if you do well, will be negative if it does not work out <p style="border: 1px solid black; padding: 2px;"><i>Show Success Stories, Get other execs on board, Show business benefits</i></p> <ul style="list-style-type: none"> ● The Walking Dead <ul style="list-style-type: none"> ○ Totally non supportive ○ Just does not care <p style="border: 1px solid black; padding: 2px;"><i>Don't bother trying to convince this type. Move on to find another sponsor if you can</i></p> <ul style="list-style-type: none"> ● Obstructionists <ul style="list-style-type: none"> ○ Have lots of energy for new initiatives ○ Wants to see things happen straight away <p style="border: 1px solid black; padding: 2px;"><i>Show momentum and activities to keep his/her interest. Show success stories and have a solid business case</i></p> <ul style="list-style-type: none"> ● Players <ul style="list-style-type: none"> ○ Long Term serious sponsors ○ Will be a champion for your cause <p style="border: 1px solid black; padding: 2px;"><i>Solid Business Case, Show Success Stories and project must achieve business goals.</i></p>
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		<p style="text-align: center;">Source: "Beyond Elearning"</p>
11:00	Session End	
	Any Questions/Comments?	Please feel to email me on lisaw@pmpartners.com.au For further information on services provided by PM Partners please go to WWW.PMPARTNERS.COM.AU