

Indonesian Wealth Management Forum 2012

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Building a Learning & Development Culture

David MacDonald
Head of Consulting & Learning Solutions

The ideas we will now share will cover:

- How to engage your staff, enhance the client experience and make more revenue
- How to deliver effective and robust training
- Implementing learning – how to monetise training and optimise sales performance
- Retaining talent – a sustainable way to incentivise your staff and keep them loyal

“An organisation’s ability to learn, and translate that learning into action rapidly, is the ultimate competitive advantage.”

Jack Welch

“The greatest danger in times of turbulence is not the turbulence itself, but to act with yesterday’s logic.”

Peter Drucker

The spectrum of learning & development opportunities

Induction and on-boarding

Knowledge uplift

New skills development, and existing skills enhancement

Competency in role

Mandatory compliance and regulation

Talent development and succession planning

Management and leadership development

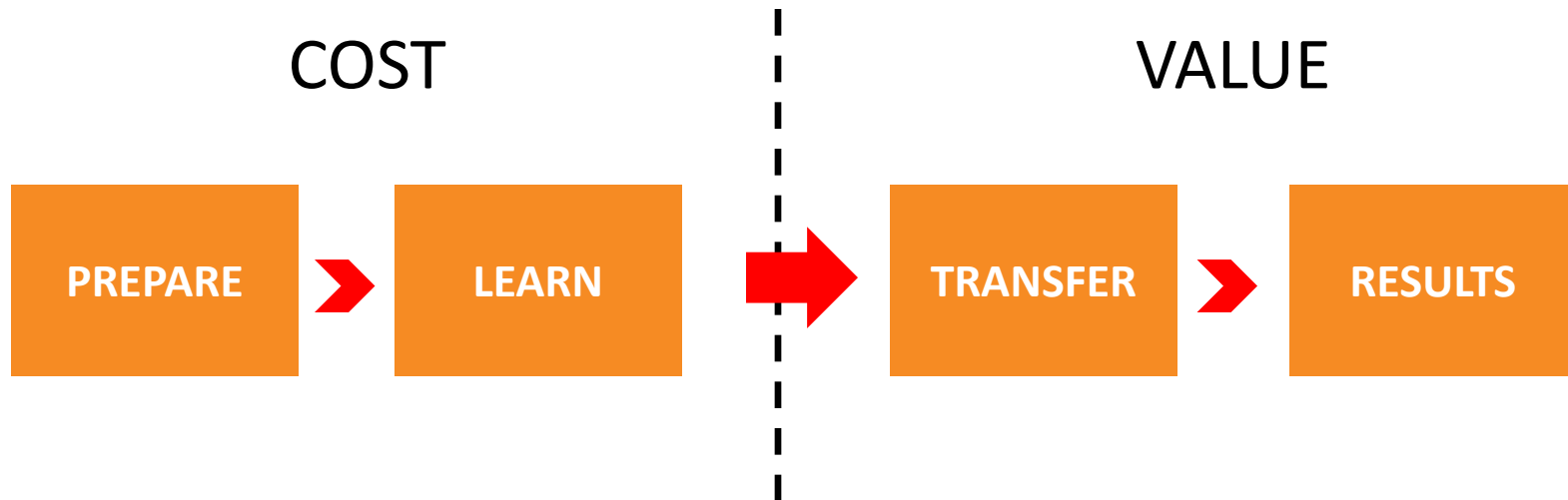
UNDER PRESSURE



FACT

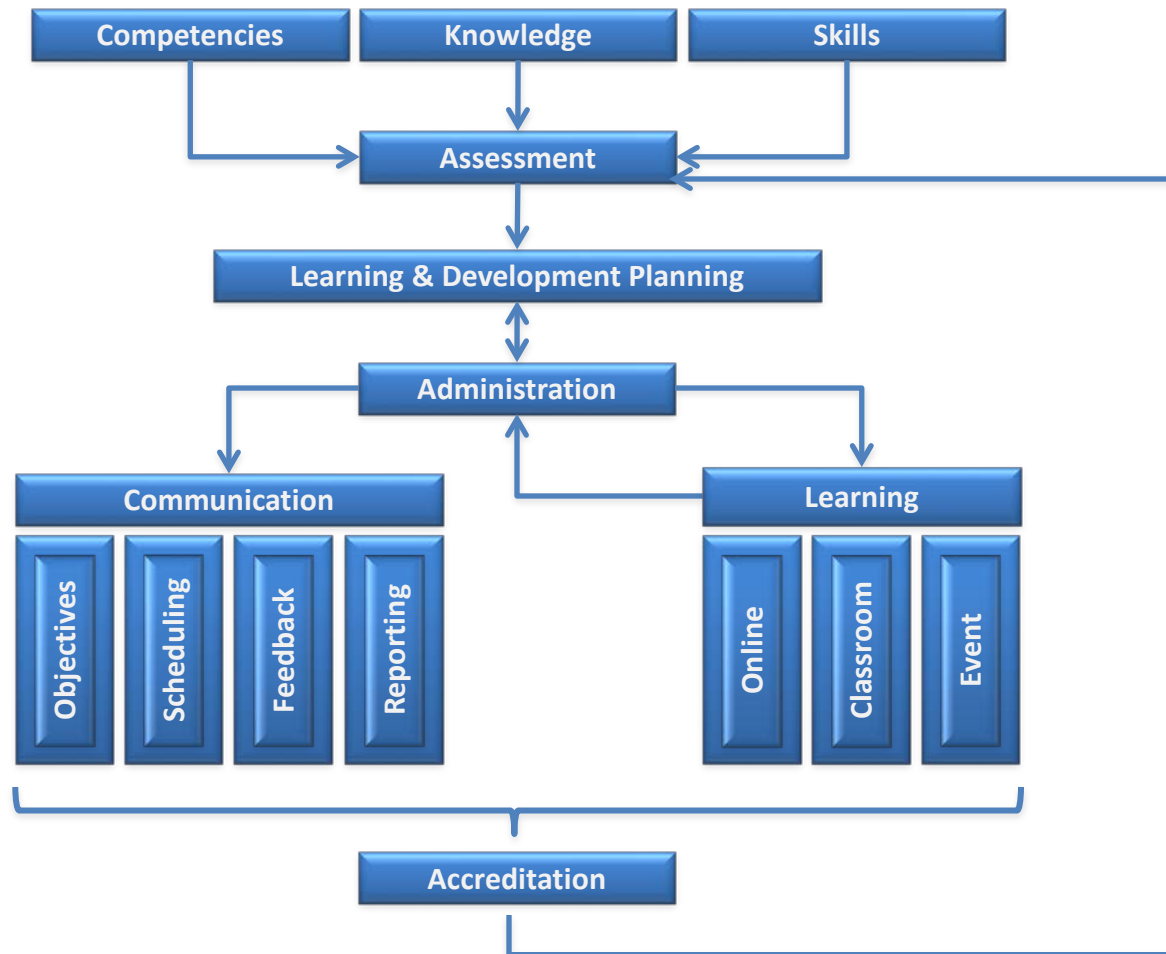
Only 1 out of 6 learners improve their performance





So, what steps can be taken to try to avoid an 83% failure rate?

How can we ensure training \$\$ are an investment, not just a cost?



Corporate best-practices

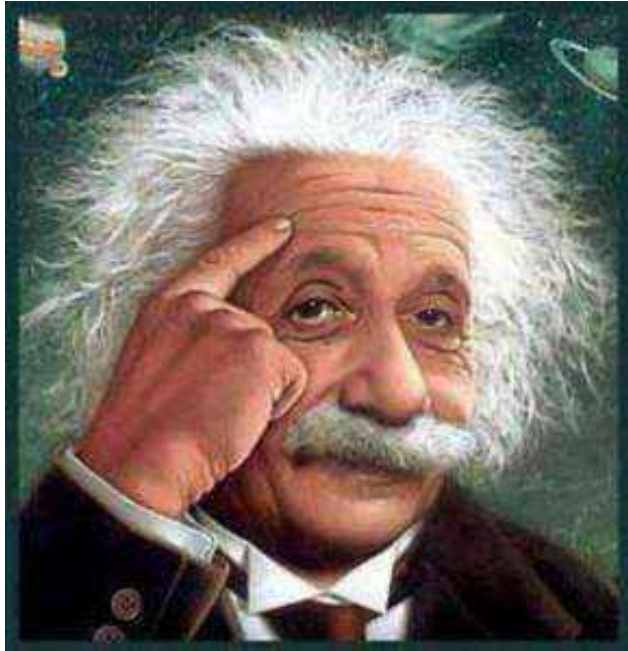
- Align and position all learning & development with the business strategy
- Align learning objectives and outcomes with individual and team KPIs
- Ensure leadership team visibility and support for L&D initiatives
- Create measurement that gives a clear connection to revenue
- Industrialise the processes, while retaining personalisation for individuals
- Ensure that L&D is accessible and relevant
- Blend the best of in-house know-how with external expertise

Management best-practices

- Conduct robust Training Needs Analysis
- Pre-learning briefings and setting joint expectations
- Post-learning debriefs and goal setting for learning transfer
- Know who to coach, when to coach, how to coach
- Participate ... lead by example
- Identify and recognise learning champions in the team ... leverage them!
- Monitor and assess individuals' performance improvement

And for the learners themselves





The definition of insanity:

“Doing the same things repeatedly,
expecting the outcome to change.”

“No problem is solved with the same consciousness that created it.”

A blended learning approach

Self-study

Workshop based

E-learning



Conferences

On-the-job coaching

Mentoring

Optimise the levels of learner engagement ... and enjoyment

Tailor-made ...



... not *just* off the peg



Make it a consistent part of peoples' business life

Get people into positive learning and developmental habits

Structured learning plans for all

Build confidence, ownership, and *real* self-awareness

Build energy, loyalty and ultimately, business results

**Terima kasih
&
Semoga sukses**