Learning undone
A 2018 Chief Learning Officer Forum Recap

The future of work means anything is possible—but first, learning needs to be undone and reimagined. That’s what nearly 100 senior learning and business leaders met to discuss at Deloitte’s 7th annual Chief Learning Officer Forum. Here are six takeaways to help your business prepare for a future of possibilities.

Future forward: Toward tomorrow’s talent landscape

What we discovered: There’s a growing need for digital fluency in people at all levels of the business—and for building digital organizations with consumer-grade employee experiences that help attract and retain talent and better shape employees’ careers.

Takeaways for learning: Accelerate learning. Above all, the learning function is charged with making sense of the future and translating it into learning experiences that help people deliver what the business needs.

Data and more data—for what?

What we discovered: We have more data available to us than ever before—with more on the way. But value lies in transforming “data” into information, information into knowledge, and knowledge into insights that drive business outcomes.

Takeaways for learning: Leverage data and analytics to better understand what the workforce is doing—and use those insights to act, reprioritizing work so people are focused on the organization’s top strategic imperatives.

Minds + machines: Empowering human systems

What we discovered: Right now, too much of our workforce is focusing on menial tasks that will soon be taken over by machines. Instead, they should be focused on the human aspects of work that machines cannot replace.

Takeaways for learning: Reprioritize work so that humans are focusing on things that matter and machines are handling the rest.

Exponential change: Coping with the speed of change

What we discovered: The rate of change is steadily increasing to the point where technology is evolving much faster than humans are capable of—so how can humans cope?

Takeaways for learning: Make building the skill of agility a priority. There is no “do later”—it’s “do now” in today’s world, and that is enabled by lifelong learning and, within that lifetime, the ability to learn faster.

Ownership—yours, mine, and ours

What we discovered: The responsibility for learning must no longer be confined to the learning function. The learning team’s new role is as a catalyst and enabler of learning, while the business and individuals themselves are owners.

Takeaways for learning: Engage the business and the workforce to better understand their needs for the future, and then align learning opportunities accordingly.

CLO renaissance: A catalyst for change

What we discovered: CLOs are a catalyst for change and must seize their role as revolutionaries. The time is now to change how we think about learning—not just thinking outside the box, but with no constraining box at all.

Takeaways for learning: Prepare to build a culture of courage that moves individuals and organizations to challenge the status quo, take risks, fail fast, and keep pushing to facilitate ongoing, lifelong learning.

Toward a future of possibilities

Our thanks to the presenters and participants who shared their stories and personal insights to create a valuable learning experience for all. To learn more about Learning Undone and the future of work, visit https://www2.deloitte.com/us/en/pages/human-capital/events/deloitte-clo-forum.html.