

**SOLUTIONS**  
**FOR LEARNING**



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Value Gap 1

What does “**connecting with business**” mean?



**Determine** if there is a gap



ASK THESE QUESTIONS		
Are you part of business heads' core team?	Is L&D included in business strategy meetings?	Do you receive more ad-hoc transactional project requests vs Business-related?

How to **bridge the gap**



Get closer to what business does	Shadow people in different roles	Never say No, neither be an order taker
Stay connected to business	Stay close to business management	Be a regular member of business team meetings

## Value Gap 2

What does “**connection with business value**” mean



### **IT IS THE DIFFERENCE IN THE PERCEIVED PERSPECTIVES:**

L&D focus on well-designed learning content

Business want the content readiness to be fast and furious

Business want the relevant content to reach in time for upskilling requirements

**Determine** if there is a gap



### **IF YOU DECLINED A TRAINING REQUEST, ASK THESE QUESTIONS**

Was limited the reason to decline the request?

Was is worth declining?

If you can meet the request with the resources available, would you still want to decline?

Do you use legacy processes to create learning content?

How to **bridge the gap**



Think of how you can offer a learning solution for a project that you may have declined

Be cognizant of factors that drive business transformation

Proactively determine the upskilling needs that can arise from transformation

Value Gap 3

What does “**connection with learner value**” mean



<b>CONNECTION WITH LEARNER VALUE MEANS</b>			
Going beyond knowledge, content, and traditional learning style theories	Addressing the learner’s real problem	Tailoring to the individual learner’s context, preferences, habits	Determining how learners’ feel about training, assessment, exam

right.

**Determine** if there is a gap



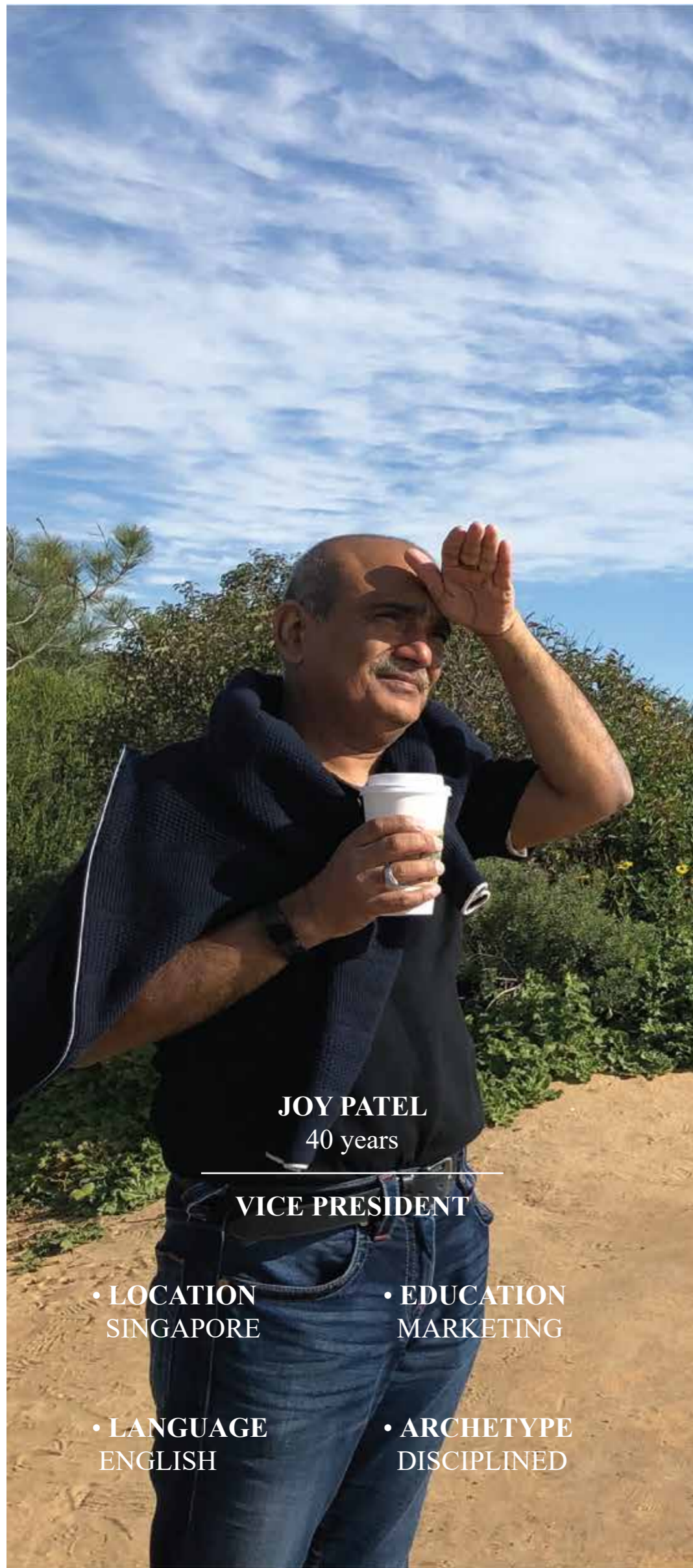
<b>ASK THESE QUESTIONS</b>			
Do learners see value in what learning produces?	How often do you observe them in their context-workplace?	Do you show a preview of training and courses prior to release?	Do you have to chase learners to learn, upskill, reskill?
Do you include learners in the design and development process?		Do you meet with your learners to understand what they feel, do and think?	

learn.

How to **bridge the gap**




Think of how you can offer a learning solution for a project that you may have declined	Be cognizant of factors that drive business transformation	Proactively determine the upskilling needs that can arise from transformation
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**JOY PATEL**  
40 years

**VICE PRESIDENT**

- **LOCATION**  
SINGAPORE
- **EDUCATION**  
MARKETING
- **LANGUAGE**  
ENGLISH
- **ARCHETYPE**  
DISCIPLINED

 **Personality**

- Committed
- Disciplined
- Fun Loving
- Compassion
- Caring


 **Bio**

Joy is a marketing and sales professional. He approaches his work and life in a balanced manner and is a compassionate person.

People look up to him for advice. Specific hurdles at age of 34 led him to drastically change his lifestyle.

Since then, his goal is to stay healthy and has changed his diet type two times.


He frequently travels and wishes he had more time to exercise.

 **Motivations**

- Feel good in body, mind and physically
- He loves to eat and try out different cuisines.
- He wants to feel energetic enough to balance work, travel and time with family.

 **Needs and Goals**

- Joy always wants to stay healthy
- He feels he can self-manage, but needs help to figure out what to eat, how much to exercise
- Joy likes simple apps and does not have time to use complex ones
- Find healthy balanced vegan food in different cuisines

 **Frustrations**

- Figuring out in a restaurant what to eat
- He wishes he had real-time access to an Expert who he can ask what to eat
- Lack of time to search for healthy food when traveling
- He struggles with complex apps, after a few tries abandons the apps

“ I believe either one goes all the way to transition into a healthy diet, or one does not. It is not a compromise. ”

**Everyday Activities**

- Wakes up early to meditate & exercise
- He goes to work and keeps long hours
- He reads everyday
- He loves to eat different cuisines adopted to his diet

**Influences**

- Credibility
- Family
- Going with flow
- News
- Books

“ Healthy towards one’s body and cardiology. You should feel better and otherwise fit. Difficult to describe but it is a feeling. ”