



How Future Proof is Your Organization?

Digital Transformation : What it Means and How You Can Respond

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28th November, 2017

Today's Agenda

Digital Transformation
what is it?



Current State of
Organisational
Readiness



What
Companies are
doing to Prepare



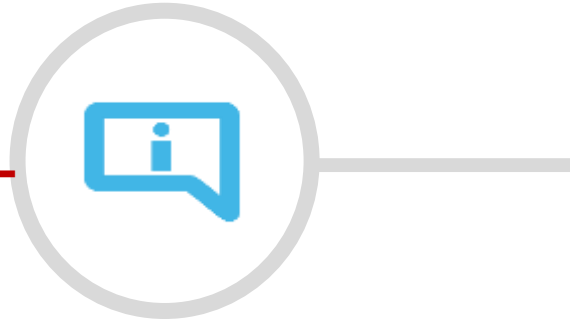
How Skillsoft
can help?



Discussion

Today's Agenda

**Digital
Transformation –
what is it?**



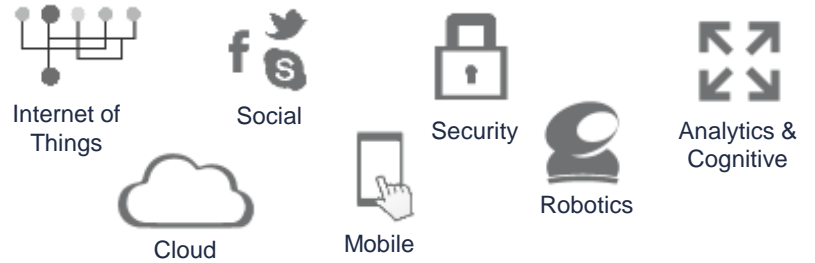
How is digital transformation defined?

“ Digital transformation is the realignment of, or new investment in, technology, business models, and processes to drive new value and experiences for customers and employees and more effectively compete in an ever-changing digital economy. Executives in all industries are using digital advances such as analytics, mobility, social media, smart embedded devices and both new technologies and traditional technologies to change customer relationships, internal processes, business models and value propositions. ”



The impact of digital transformation

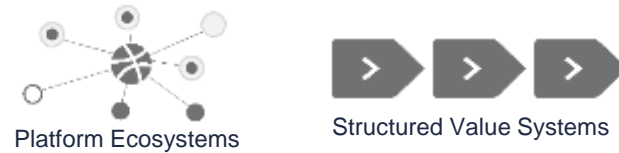
The preponderance of new technologies...



are creating new B2C and B2B customer experiences...



and disrupting business models.



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**Current State of
Organisational
Readiness**



Threat is high, readiness is low

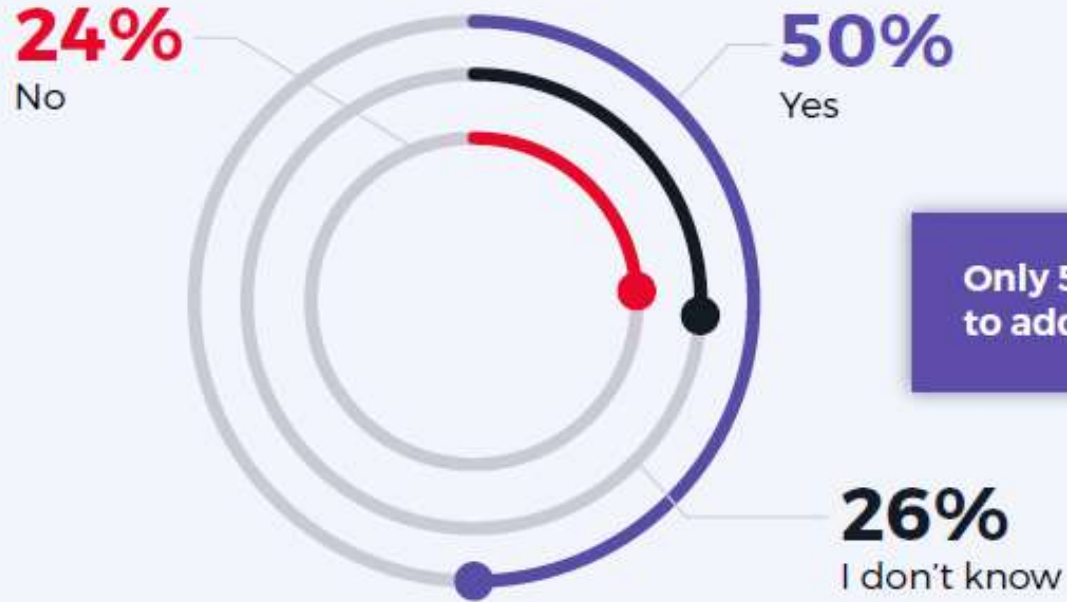


90% of organizations surveyed believe their core business is threatened by new digital competitors.



70% believe they **do not have the right leadership, skills, or operating models** to adapt.

Does your organization have a strategy in place to address digital transformation?



Only 50% have a strategy in place to address Digital Transformation.

11%

Chief Learning Officer

17%

Chief Executive Officer

8%

Chief Digital Officer

9%

Chief Operations
Officer

34%

Chief Technology/
Information Officer

20%

Other

(Examples include Chief Digital Officer
and Chief Innovation Officer)



Who owns the strategy?



Digital Transformation is often **owned by the Chief Technology/Information Officer** with **strong input from the Chief Executive Officer**.

How is digital maturity characterized?

Awareness

- Little acknowledgement exists about the role digital intelligence can have in the organization.
- Ad-hoc or infrequent digital initiatives arise.
- Individuals (not the team of senior leaders) are talking about digital transformation to build awakening.

Mobilizing

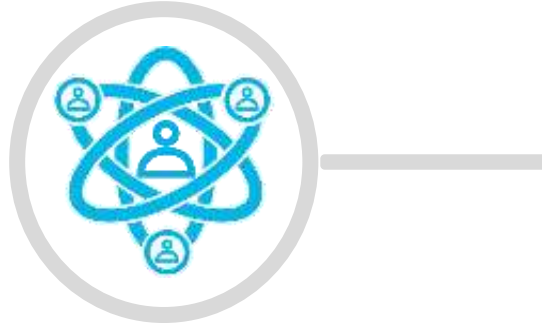
- A vision for digital transformation is defined and conveyed.
- Senior leaders are very involved and teams are enabled to take on digital initiatives.
- Multiple initiatives are aligned in a digital transformation framework.

Maturing

- Digital capability is considered a strategic asset and embedded in the majority of work practices.
- Customers, partners and internal teams are virtually connected.
- Digital intelligence decision making is more decentralized.

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**What Companies
are doing to
Prepare**



New skills are needed

Almost **70% of respondents** feel their workforce needs to improve their skills to meet the Digital Transformation opportunities and challenges.



What does the world economic forum say are the top 10 skills now and in the near future?

Top 10 skills for 2015

1. Complex problem solving
2. Coordinating with others
3. People management
4. Critical thinking
5. Negotiation
6. Quality control
7. Service orientation
8. Judgement and decision making
9. Active listening
10. Creativity

Top 10 skills in 2020

1. Complex problem solving
2. Critical thinking
3. Creativity
4. People management
5. Coordinating with others
6. Emotional intelligence
7. Judgement and decision making
8. Service orientation
9. Negotiation
10. Cognitive flexibility

What are the highest priority topics to offer?

MOST CRITICAL NEW TRANSFORMATION TECHNOLOGY SKILLS:

- The Basics of New Transformation Technologies
- Designing a Design Mind-set/Designing and Delivering New Digital Experiences
- Adaptive Thinking and Agile Approaches
- Digital Communication/Virtual Collaboration
- Computational Thinking & Cognitive Load Management

MOST CRITICAL COMPUTATIONAL THINKING & COGNITIVE LOAD MANAGEMENT SKILL NEEDED:

- Managing your Cognitive Load

MOST CRITICAL DESIGNING A DESIGN MIND-SET SKILLS NEEDED:

- Design Thinking
- Customer Journey Mapping
- Data Modeling for Digital
- Data Visualization
- Exploring UI/UX Design

MOST CRITICAL ADAPTIVE THINKING AND AGILE APPROACHES SKILLS NEEDED:

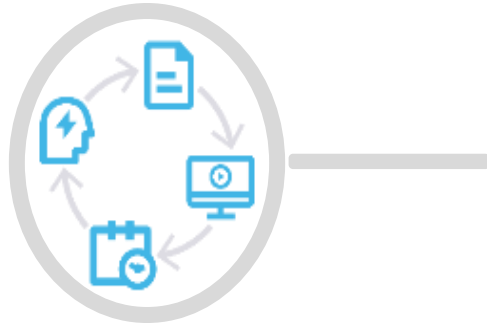
- Thinking Adaptively/Developing an Agile Mindset
- Agile Management Techniques
- Agile Product Ownership: Role and Responsibilities
- Lean Product Management
- Automating Business Processes


MOST CRITICAL DIGITAL COMMUNICATION/VIRTUAL COLLABORATION SKILL NEEDED:

- Collaborating Virtually/Demonstrating Presence as a Member of a Virtual Team

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How Skillsoft can help?





Over the past 18 months, Skillsoft has been digitally transformed, rewiring the entire company.

We have invested \$40M USD to build state-of-the-art new learning content and platform solutions.

Trusted by the World's Leading Organisations

EVERY DAY we train more professionals than any other company in the world



6,700
CUSTOMERS



400
MILLION USERS

Our learning content is accessed on average of 130 million times a month

130M

ONE
BILLION
LEARNING MODULES
AND COUNTING



65%
of the Fortune 500
companies use Skillsoft.

[Introduction to Skillsoft Video](#)



Skillsoft provides an unmatched suite of digital solutions.

- Leadership Development Program: Transforming leaders for the digital age
- Digital Transformation collection (for the non-IT professional)
- Digital productivity micro-learning solution
- Digital technologies within the IT & certification portfolio
- Percipio, a digital learning platform

Digital Learning: The Formula for the Modern Learner

LEARNER-CENTRIC	<ul style="list-style-type: none">• Just -in-time, just-for-me options• Personalized learning experiences
MICRO/MODULAR	<ul style="list-style-type: none">• Short 2-5 min bursts of learning and reference• Combine into larger programs
VARIED TREATMENTS	<ul style="list-style-type: none">• Purposeful application of video treatments• Experts, scenarios, animation, 'how-to'
RETENTION-DRIVEN	<ul style="list-style-type: none">• Reinforce, practice, assess• Ensure application of learning
EMBEDDED	<ul style="list-style-type: none">• Accessible within learning systems, company portals• Push content recommendations to learners
MOBILE	<ul style="list-style-type: none">• Anytime access via tablet and smartphone• Read, listen and watch preference and choice

Skillsoft & MIT are building a scientific understanding of digital learning based on the latest in brain science



We are using brain science technology to evaluate the impact of:

- Scenario-based versus instructor-led video content on recall
- Presenting a preview of material to the learner
- Pre-assessments on recall
- Interpolated testing influence on learner interest and retention
- Learner authored relevance statements before watching videos
- Learner mindset (growth/grit) and the quality of the video engagement's influence on the learning process



For further insight:

[Skillsoft Blog](#)

[MIT Announcement of Research](#)

percipio

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What would you like to learn today?

I would like to learn about Management & Leadership focused on Team Management

Team Management

Browse all of the productivity elements below.



Professional Essentials



Business Meetings



Time Management



Adapting to Change

Meet Percipio, a highly modern platform that learns.

[Click the picture to watch a short video.](#)

Skillsoft's gurus-curated playlists to enable organizations to operate in the digital age



Top 10 Skills for 2020

Essential skills in the digital age as we undergo the 4th industrial revolution



Career Readiness

Recommendations for new graduates entering the digital workforce



Dev Ops

The blend of agile infrastructure & operations across the development lifecycle

Sample Playlists Available Today

- Experimentation
- Digital Marketing
- eCommerce
- Internet of Things (IoT)
- Digital Literacy
- People Managing in the Digital Age

New Digital Transformation — Course Series

Essentials of Transformation Technologies	<ul style="list-style-type: none"> • Digital Transformation Strategy • The Basics of IoT • The Basics of Cloud Transformation • The Basics of Machine Learning • The Basics of Micro-services • The Basics of Virtual Reality • The Basics of Blockchain • Artificial Intelligence • Trends in Network Security • Software Automation • The Basics of App Development and Delivery • The Basics of Robotics • Additive Manufacturing (i.e., 3D printing) • Deep Learning 	Agility for Digital Transformation	<ul style="list-style-type: none"> • Agile Product Ownership: Role and Responsibilities • Lean Product Management • Agile Management Techniques — Fostering a digital culture • Thinking Adaptively / Developing an Agile Mindset • Automating business processes
	<ul style="list-style-type: none"> • Exploring UI / UX Design • Design Thinking • Customer Journey Mapping • Developing and Applying User persona • Social App Development • Designing New Business Models 	Digital Marketing & Communications	<ul style="list-style-type: none"> • Leveraging new media for persuasive communication • Reaching Customers Digitally • Helping Customers Find You • Managing Your Corporate Reputation Online
	<ul style="list-style-type: none"> • Data Visualization • Data Modeling for Digital • The Basics of Data Science • Big Data and Analytics 	Virtual Collaboration	<ul style="list-style-type: none"> • Social Intelligence: Fundamentals of “Deep Collaboration” • Collaborating virtually / demonstrating presence as a member of a virtual team
Data Science		Emerging Digital Competencies	<ul style="list-style-type: none"> • Becoming a computational thinker • Managing your cognitive load

Note: This course list is a draft and subject to change

New Digital Transformation Course Series

Workforce Transformation Goals: To help individual contributors, managers and leaders . . .

1

Better understand where **technology** provides the most value to the organization and how to leverage it

2

Become more knowledgeable at a basic level in aspects of engineering, analytics, systems, design thinking, agile and user experience, etc.

3

Identify the competence-extending potential of technological innovations and consider the revenue-generating possibilities of pursuing them.

4

Be “primed” to spot opportunities for re-framing or extending their traditional business models to include a stronger digital dimension.

5

Understand the wide range of ways that digital technologies can be leveraged internally to:

- a. enhance communication and collaboration
- b. increase innovation, streamline operations

improve the performance of both individuals and groups

Digital Transformation Sample - IOT



Digital Transformation — IT Content Portfolio

Preparing for the challenges and opportunities of Digital Transformation

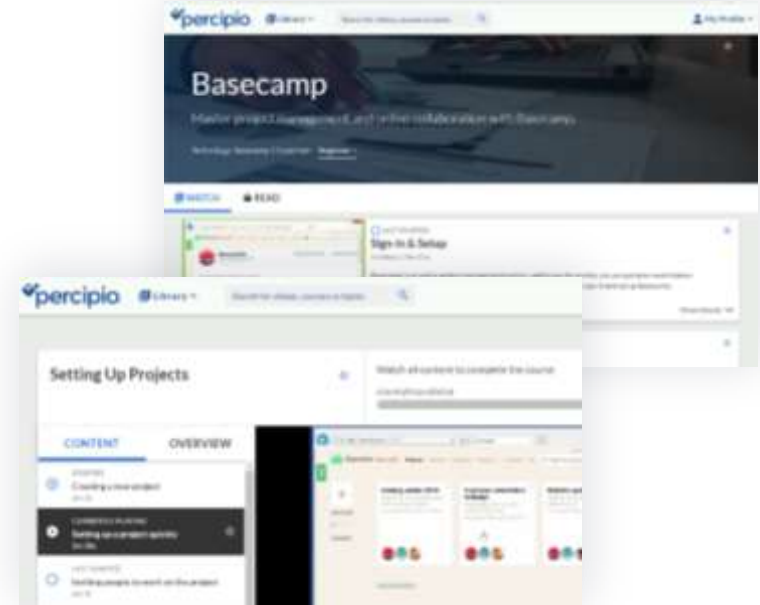
100 Course Portfolio	
Agile	22 courses
Exploring Artificial Intelligence	9 Courses
Exploring the Future of UI / UX	10 Courses
Exploring Machine Learning	7 Courses
Exploring Microservices	25 Courses
Exploring Virtual Reality	7 Courses
Exploring Automation	17 Courses
Exploring Security Trends	2 Courses



Digital Transformation — Digital Skills Content Portfolio

Enabling execution of digital transformation through software application skill development

Digital Transformation Buckets for Digital Skills	Courses	Examples
Virtual Collaboration (Collaboration and Communication)	300+	Communication: WebEx, Hangouts, GoToMeeting, Adobe Connect, Chatter, Jabber, IBM Sametime Collaboration: Slack, Yammer, Workplace by Facebook, Office 365, Dropbox, Jive-N, SharePoint
Designing Digital Experiences	Forthcoming	Adobe Creative Cloud applications, Balsamiq, Sketch, InVision
Agility for Digital Transformation (Project Management)	110	Basecamp, Trello, MS Project, Asana, Confluence, Jira
Digital Marketing and Communication	70	Facebook, LinkedIn, Google Ads, Google Analytics, Buffer, Scoop.It, Sprout
Analytics for The End User	100	Excel, Power BI, Tableau, Access



Leadership Development Program

Navigating digital transformation will require leaders to develop a new set of competencies and capabilities and lead with a “digital mind-set” Virtually

March 2018 Release

- 1 Leading Through the Challenge of Change
- 2 Building and Leading Successful Teams
- 3 Creating a Successful Business Execution Culture
- 4 The Emotionally Intelligent Leader
- 5 Coaching
- 6 Critical Thinking & Cognitive Flexibility
- 7 Problem Solving and Decision Making
- 8 The Agile Leader: Perseverance and Flexibility
- 9 Leading Virtually
- 10 Strategic Thinking
- 11 Influence and Persuasion
- 12 The Accountable Leader
- 13 Developing People
- 14 Leading Innovation
- 15 Embracing Diversity in your Leadership
- 16 Setting and Managing Priorities
- 17 Coordinating with your Leader Peers
- 18 Judgment and Decisiveness
- 19 Leading Organizational Vision
- 20 Managing Conflict

Forthcoming 2018

- New Leader Transitions
- The Mindful Leader
- Leading with Values & Ethics
- Executive Presence
- Leading with Digital Technology
- Computational & Cognitive Thinking
- Leading Across Cultures
- Leading through Disruption
- Leading a Customer-Centric Culture
- Leader as Motivator
- Women in Leadership



Host as learning agent



Leader mentor



Behavioral demonstration scenario

Digital Transformation Readiness — Initial Portfolio



- Content can be curated from all 4 collections into a readiness program for digital transformation
- Pre-curated “playlists” for digital readiness
- A holistic solution designed for organizations of all sizes in every vertical

Skillsoft is empowering organizations to compete in the fourth industrial revolution by offering the industry's first suite of digital transformation solutions.

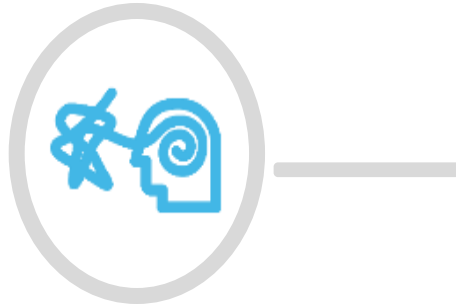
[New Skillsoft](#)

 Follow

PERCIPIO FREE TRIAL: <http://learn.skillsoft.com/SKL-ENTSMB-NAFY18-Website-Percipio-Free-Trial-Register.html>

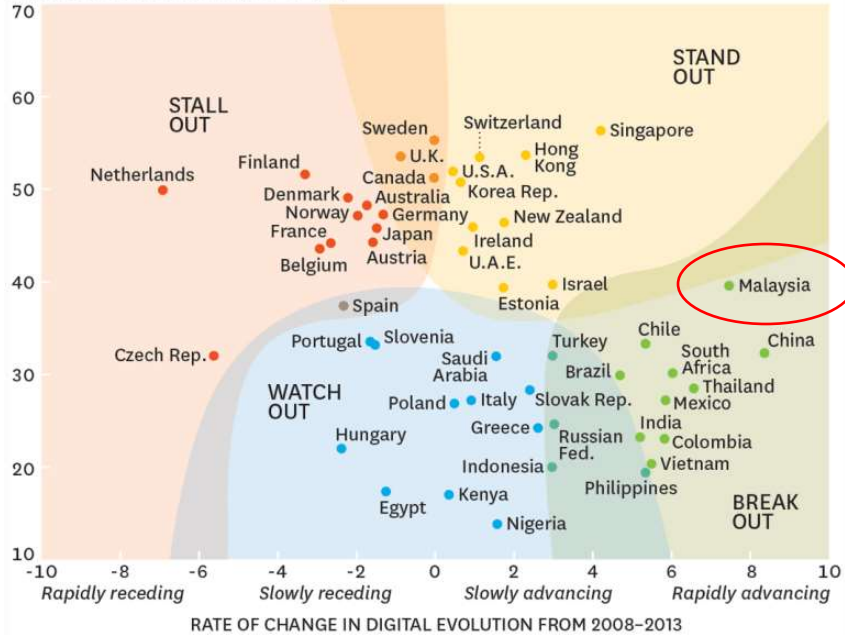
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**Discussion &
Reflection**



“The Digital Evolution: Which countries are leading?”

HOW COUNTRIES SCORED ACROSS FOUR FACTORS ON THE DIGITAL EVOLUTION INDEX (OUT OF 100)



SOURCE DIGITAL EVOLUTION INDEX, THE FLETCHER SCHOOL AT TUFTS UNIVERSITY

HBR.ORG

Which government is the most tech-savvy?*	
Networked Readiness Index 2016: indicator focus	Global rank*
Singapore	1
United Arab Emirates	2
Bahrain	3
Korea, Rep.	4
Qatar	5
Malaysia	6
Japan	7
Estonia	8
Luxembourg	9
United Kingdom	10

Source: World Economic Forum 2016

*Government efficacy in promoting information and communication technologies and providing online services to the population
2016 rank out of 139 economies.

Reflective discussion



Your
Organization

- What maturity is your organization currently at – awareness, mobilizing or maturing?
- If your maturity is the second or third stage, who owns digital transformation?



Your Role

- Has your team been asked to address digital skill gaps?
- Which skills are the top priorities for your organization?



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