



## The Skills We Didn't Know We Needed In L&D Summary

### Transcript

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The discussion centered on the evolving skills needed in L&D, emphasizing the importance of critical thinking, content curation, and creative problem-solving. Participants highlighted the need for anticipating future skills, such as AI and prompt engineering, and the value of process mapping and scenario building. The conversation also touched on the significance of empathy mapping and user personas to better understand learners' needs. Additionally, the idea of creating engaging, "binge-worthy" learning content was discussed, along with the importance of questioning and understanding stakeholder requirements to design effective training programs.

### Action Items

- [ ] Shannon Tipton - Explore ways to incorporate more storytelling and creative elements into training programs.
- [ ] Shannon Tipton - Practice the skill of questioning stakeholders to better understand their true needs.
- [ ] Shannon Tipton - Investigate the use of empathy mapping as an alternative to traditional learner personas.
- [ ] Review current content curation practices and identify opportunities to make them more targeted and purposeful.
- [ ] Research and share examples of "binge-worthy" learning experiences.

### Outline

## **Michigan and Personal Connections**

- Shannon Tipton and Tricia Ransom discuss their connections to Michigan, with Shannon expressing a fondness for the state despite its reputation.
- Speaker 2 mentions the 50th anniversary of the Edmund Fitzgerald and its significance, referencing Gordon Lightfoot's song.
- Shannon Tipton humorously suggests creating a Thanksgiving playlist, highlighting the importance of music in setting the mood.
- The conversation shifts to career trajectories and the skills that have become important over time, with Shannon Tipton emphasizing the need to reflect on past decisions and future goals.

## **Goal Setting and Community Engagement**

- Jean shares her goal to join the bi-weekly chats more regularly to feel less isolated and more connected to the L&D community.
- Shannon Tipton encourages Jean and others to use the chats as a supportive network, emphasizing the importance of community.
- Speaker 3 brings up the challenge of being seen as a trusted advisor rather than just an order taker, suggesting a future discussion on this topic.
- Shannon Tipton and Tricia Ransom discuss the importance of being seen as strategic business partners and the skills needed to achieve this status.

## **Emerging Skills and Technological Shifts**

- Shannon Tipton reflects on the rapid evolution of skills needed in the L&D industry, particularly since 2020, and the importance of staying ahead of trends.
- The group discusses the rise of AI and prompt engineering as critical skills, with Shannon Tipton noting the early adoption of ChatGPT and its impact.
- Noel and others share their experiences with AI and the challenges of staying updated with emerging technologies.
- The conversation touches on the need for better radar to anticipate future skills and technologies, with Victoria suggesting the importance of staying informed through various sources.

## **Critical Thinking and Content Curation**

- Shannon Tipton emphasizes the importance of critical thinking and content curation as essential skills for L&D professionals.
- The group discusses the need for intentional time dedicated to innovation and staying informed about emerging trends.
- Michael introduces the concept of "binge learning" to make training more engaging and memorable, drawing parallels to binge-watching TV shows.

- The conversation explores the use of storytelling and creative approaches to make learning more compelling and effective.

## **Process Mapping and Scenario Building**

- Eileen shares her experience of addressing underlying workflow issues before creating training programs, highlighting the importance of process mapping.
- Shannon Tipton and others discuss the need to revisit old school techniques like process mapping and scenario building to address current challenges.
- The group explores the use of AI to enhance scenario building and branching, focusing on learner-centered design.
- The conversation emphasizes the importance of understanding the underlying problems and using targeted curation to create effective learning experiences.

## **Empathy Mapping and User Personas**

- Victoria and others discuss the use of empathy mapping and user personas to better understand learners' needs and create more effective training programs.
- Shannon Tipton highlights the importance of questioning and understanding the root causes of training requests to create more impactful solutions.
- The group explores the use of branching scenarios to build awareness and decision-making skills, rather than just focusing on decision outcomes.
- The conversation touches on the need for critical thinking and creative problem-solving to address complex training challenges.

## **Holiday Party and Closing Remarks**

- Shannon Tipton announces the upcoming holiday party and encourages everyone to join for a fun and non-serious event.
- The group shares their favorite Thanksgiving side dishes, with many discussing traditional favorites and creative variations.
- The conversation ends on a light note, with participants sharing personal anecdotes and holiday plans.
- Shannon Tipton thanks everyone for their participation and reminds them of the next coffee chat and holiday party dates.
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