

# The Learning Forum 2011

Creating effective learning and development initiatives and measuring the business impact

Thursday 19th May 2011, CCT Venues, Canary Wharf, London

## Programme Highlights:

- Demonstrate the business impact of learning and development
- Create the right balance between organisational development and people development
- Manage learning and development through major business change
- Ensure you have the skills in place for today and tomorrow
- Adapt learning to meet the needs of the learner
- Change cultures to make e-Learning and mobile learning work
- Embrace social learning and understand the benefits and challenges
- Use business leaders and function managers as teachers of others



## Chaired by:

**Paul Fairhurst**, *Principal Consultant, Institute for Employment Studies*



**Malcolm Pickup**, *Head of People Development, TNT UK Ltd*



**John Merrell**, *Leadership & E-Learning Manager, Volvo Car UK Limited*



**Karen Broad**, *Learning and Development Manager, Virgin Trains*

## Keynote Address

**Mark Cole**, *Head of Learning & Development, Camden & Islington NHS Foundation Trust*



**Andrew Currie**, *Director, Learning and Development, EMEA, Burger King*



**Malcolm Newman**, *Learning and Development Manager, Serco Monitoring*



**Lisa Johnson**, *E-learning Manager, Barnardo's*



**Sue Rawson**, *IT Learning and Development Consultant, Barnardo's*

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# The Learning Forum 2011

Creating effective learning and development initiatives and measuring the business impact

Back  
by popular  
demand!

The Learning Forum is your ideal opportunity to hear from industry experts on the latest challenges and trends in learning and development. This timely event will help you align and embed your learning strategy with your organizational needs and demonstrate the business impact of impact of L&D initiatives. The programme will feature a series of best practice case studies and knowledge sharing sessions which will guide you in tackling common problems and will discuss the latest trends in e-learning and social learning.

Organisations must now start to look forward and develop the skills they need not only for today but for the future as they grow, recover and change in the aftermath of the recession. Learning strategies and initiatives must make a measurable impact on the business to be successful; strategies must reflect the workforce needs and support learners in the business for the business.

The 5th Annual Learning Forum will bring you practical advice understanding your organisations learning needs, how to create and deliver an innovated effective approach to learning on a budget, the most up-to-date trends in e-learning and social learning, and networking opportunities to share ideas and solutions with fellow learning and development professionals. You will have the opportunity to put your learning questions to our panel of experts, including speakers from: **Volvo Cars UK, Serco and Virgin Trains**

## Benefits of Attending:

- Ensure your business has the **skills to move forward**
- **Engage colleagues** in the development process
- Choose effective, **cost effective resources** to deliver learning
- Align development with **organisational goals**
- **Supporting leaders** through change and ensuring they are equipped with the skills needed
- Make **informal learning** work for you though **e-learning and social learning**

## Who Should Attend?

### Heads, Managers and Directors of:

- Learning and Development
- Training
- Human Resources
- Talent Management
- People Development
- Leadership and Performance
- Organisational Development

## Who will be speaking?



**Karen Broad is an experienced Learning and Development Manager** with skills in designing, developing, implementing and evaluating effective learning solutions to meet business needs. Her unique range of skills and expertise has been developed over the last decade of working with different companies within management and HR roles.



**Mark Cole is Head of Learning & Development at Camden & Islington NHS Foundation Trust**, where he oversees a department that provides training programmes, bespoke learning interventions and internal consultancy for the whole organisation. He is heavily involved at this time in supporting the development of senior leaders in the Trust. Mark is especially interested in informal learning, knowledge management and organisational development.



**John Merrell is an internationally experienced staff and management development consultant** with valuable background in both the automobile and financial services industries. John has comprehensive experience in designing and delivering train the trainer programmes for Volvo globally. He now works with Leadership and management development as well as being responsible for the strategy and delivery of technology in learning for Volvo Car UK.



**Malcolm Newman is the Learning and Development Manager with Serco Monitoring** with a specialism in management training. In this role, Malcolm leads a team providing high quality learning interventions alongside all aspects of the training requirement of a FTSE 100 company. Before joining Serco in 1999, Malcolm worked for 18 years for a diverse range of organizations, including the Royal Air Force, Prudential Assurance and Group 4.



**Andrew Currie's last role at Burger King was for Burger King's L&D strategy across EMEA** focusing on non restaurant employees. During that time he created development programmes based around work related projects sponsored by members of the leadership team. His ongoing interest is to build on this approach and find innovative ways of using day to day experiences supported by the line manager to drive learning into the business as this is where he believes the biggest impact can be made on ROI.



**Malcolm Pickup** has over 20 years experience as a people development practitioner, developed globally within the logistics, manufacturing and engineering arenas. He joined TNT in 1999 and has been Head of People Development since January 2008. Malcolm is passionate about developing people to achieve improved business performance. He is committed to continuous improvement and believes that developing employees is the key to ensuring the competitive edge.



**Sue Rawson joined Barnardo's in 1992.** She currently works in the L&D department as part of a team implementing a new recording system for practitioners and is currently part of the national IT L&D department. Sue works across the organisation to scope and develop IT solutions to meet the requirements of staff in all departments. In addition to training she creates and develops e-learning solutions to meet corporate needs.



**Lisa Johnson** has been involved in IT Training for the past 18 years. Lisa is passionate about learning technologies and she is always looking for new ways to engage learners and do more for less without compromising quality.

# Conference Programme

Thursday 19th May 2011, CCT Venues, Canary Wharf, London

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09:00 – 09:30	<b>Coffee and registration</b>	12:15 – 12:40	<b>Using Business Leaders and Function Managers as Teachers of Others</b> <ul style="list-style-type: none"><li>• Knowledge sharing through formal programmes</li><li>• Reducing the use of learning providers</li><li>• Making the most of internal expertise</li></ul> <b>Malcolm Newman, Learning and Development Manager, Serco Monitoring</b>
09:30 – 09:40	<b>Introduction and Opening Address by Conference Chair</b> <b>Paul Fairhurst, Principal Consultant, Institute for Employment Studies</b>	12:40 – 12:50	<b>Questions and Discussion with Speakers</b>
09:40 – 10:05	<b>Managing Learning and Development through Major Business Change</b> <ul style="list-style-type: none"><li>• Developing a creative and innovative approach</li><li>• Equipping managers to be leaders – and vice versa</li><li>• Creating the right balance between organisational development and people development</li><li>• Supporting leaders through change and ensuring they are equipped with the skills needed</li><li>• Engaging participants, ensuring this is not 'just another development programme'</li></ul> <b>Mark Cole, Head of Learning &amp; Development, Camden &amp; Islington NHS Foundation Trust</b>	12:50 – 13:50	<b>Lunch and Networking</b>
10:05 – 10:30	<b>Ensuring You Have the Skills in Place for Today and Tomorrow</b> <ul style="list-style-type: none"><li>• Talent and Succession Planning; ensuring the flow down the pipeline</li><li>• Giving people internally the chance to grow and learn</li><li>• Transferring learning back into the workplace</li><li>• Developing a Pick and mix delivery approach</li><li>• Developing a coaching approach and coaching culture</li></ul> <b>Malcolm Pickup, Head of People Development, TNT UK Ltd</b>	13:50 – 14:20	<b>Knowledge Share Networking Session</b> Split into roundtable groups to brainstorm and find answers to your individual questions and concerns about learning and development
10:30 – 10:40	<b>Questions and Discussion with Speakers</b>	14:20 – 14:45	<b>Getting Started with E-learning – the beginner's guide</b> <ul style="list-style-type: none"><li>• Making the case</li><li>• Deciding what to focus on</li><li>• Choosing a supplier</li><li>• Developing content</li><li>• Building interest</li></ul> <b>Andrew Currie, Director, Learning and Development, EMEA, Burger King</b>
10:40 – 11:20	<b>Knowledge Share Networking Session</b> Split into roundtable groups to discuss: <ul style="list-style-type: none"><li>• How can you demonstrate the business impact of L&amp;D</li><li>• What steps can you take to embed learning as a cultural norm</li></ul>	14:45 – 15:10	<b>Changing Cultures to Make e-Learning and Mobile Learning Work</b> <ul style="list-style-type: none"><li>• Ensuring people are learning from e-learning</li><li>• Changing the organisational culture to maximise effectiveness</li><li>• Making time to learn</li></ul> <b>John Merrell, Leadership &amp; E-Learning Manager, Volvo Car UK Limited</b>
11:20 – 11:50	<b>Coffee and Networking</b>	15:10 – 15:20	<b>Questions and Discussion with Speakers</b>
11:50 – 12:15	<b>Adapting Learning to Meet the Needs of the Learner</b> <ul style="list-style-type: none"><li>• Developing a flexible approach to L&amp;D</li><li>• Delivering fast effective learning when needed</li><li>• Understanding the most appropriate teaching methods for your learners</li><li>• Providing opportunities for informal learning</li></ul> <b>Karen Broad, Learning and Development Manager, Virgin Trains</b>	15:20 – 15:35	<b>Coffee and Networking</b>
		15:35 – 16:00	<b>Delivering More for Less</b> <ul style="list-style-type: none"><li>• Cutting the cost of learning without cutting the quality</li><li>• Practical examples and proven case studies</li><li>• Engaging learners to sign up to the new method</li></ul> <b>Lisa Johnson, E-learning Manager and Sue Rawson, IT Learning and Development Consultant, Barnardo's</b>
		16:00 – 16:25	<b>Embracing Social Learning</b> <ul style="list-style-type: none"><li>• Examining the benefits of allowing employees to use social networks</li><li>• The rise in self directed, flexible learning</li><li>• Monitoring</li><li>• Examining the cultural change needed for Social learning projects to be successful</li></ul>
		16:25 – 16:35	<b>Questions and Discussion with Speakers</b>
		16:35	<b>Chair's Closing Remarks and Close of Conference</b>

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# The Learning Forum 2011

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### Venue

CCT Venues - Canary Wharf, London

### Date

Thursday, 19th May 2011

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