Leadership Development:
Human Connection Through Technology

February 13, 2019
The Leader’s Dilemma
The Leader’s Dilemma
Leaders care about doing a good job
And they know they need to focus on certain skills to be successful

Top three Leadership Skills for the future

1. COMMUNICATION

2. COLLABORATION

3. COACHING
COMPETENCE AND CONNECTION

Job-Related (Technical) Expertise
Self-Awareness
Clear Communication
Task Management
Outcome-focused

Building Trust
Emotional Intelligence
Creating Connection
Inspirational Communication
Influencing
And They Value Development Opportunities That Encourage Human Connection

Leaders think the most helpful resource is more of the following development opportunities:

- 70% Mentoring
- 65% Coaching
- 65% Classroom
The Organization’s Dilemma
The Organization’s Dilemma

Managers and Leaders Need To Improve their Leadership Skills

FASTER  CHEAPER  SCALABLE
Technology connects us, but does it Foster Human Connection?

Why is this particularly important in Leadership Development?
Are They Diametrically Opposed?

LEADERSHIP SKILLS REQUIRE...
- Trust
- Communication
- Emotional Intelligence
- Vulnerability
- Subtlety
- Engagement

TECHNOLOGY DELIVERS...
- Faster
- Cheaper
- Scalable
- Anonymity
- Practicality
- Engagement
Meeting Learners Where They Are – Creating an Experience that Mirrors Consumer Behavior

77% of Americans have at least one SOCIAL MEDIA ACCOUNT

51% of Millennials say technology has IMPROVED their relationships

57% of Boomers say technology has RUINED their relationships

We check our phones between 47 – 86 TIMES PER DAY

Journal of accountancy
Statista
We deliver skills of CONNECTION

In a DISCONNECTED way
We say LEARN FROM OTHERS

But good luck GOING-IT-ALONE
The Answer?

It’s not hitting “Continue”

It’s finding the balance between technology and high touch experiences
It’s not technology that makes people lonely or isolated, it’s what they do with it.

And, it’s not an all-or-nothing proposition – it’s about finding the right balance between technology and in-person interaction.
Technology + Human Connection = Modern Learning
Experiential Design Elements

Technology
- Creates accessibility
  - Any device
  - Anywhere
  - Anytime
- Dynamic input and real-time flexibility

Human Connection
- We are made to connect with others
- Make relevant insights together
- Learn and share with peers and experts

Relevancy
- Create value
- Ruthlessly relevant
- Can click—or not click—on what they want
- Apply, practice, and reflect

This learning pulls learners through an experience rather than pushes information onto them
Components of the Journey

- Offline instructor-led sessions
- Virtual instructor-led sessions
- Discussion forums
- On-the-job activities
- Self-reflection
- Peer reviews
- Coaching
- Project sharing
- Missions
- Polls
- eLearning modules
- Videos
- Podcasts
- Articles
- Infographics
- Job aids
- iPDFs/eBooks
- Online games
- Quizzes
Representative Journey

GETTING STARTED

Week 1
Leadership Mindset

Week 2
Building Trust
Coach Office Hour

Week 3
Communication

Week 4
Delegation
Coach Office Hour

Week 5
Accountability

Week 6
High Performing Teams

Week 7
Coaching

Week 8
Change & Resiliency
Celebration

ONGOING DEVELOPMENT
The Real Dilemma

How to reach across the technology and support skills of connection
Is there a way to make this happen?

Reaching across the technology
How can we use technology to FOSTER connection?

Technology is not the answer alone, it’s an enabler.

1. Technology can make learning an active experience, not a passive “click next” event. It can draw the learner in.

2. Technology can invite collaboration – by leveraging social media-like functionality to create conversation.

3. Technology can provide access to a network of broader support – coaches, advisors and trusted guides.

4. Technology can create community – across organizations, time zones, continents.
**COACH...**
- To provide access to a trusted guide and advisor
- So there is a source to put you on-track if something isn’t going well
- As an objective voice
- To provide a personalized perspective

**CONNECT...**
- Your own experiences to the skills being shared
- Why this important to your organization
- What leadership means at your organization
- How these skills relate to leadership success

**COMMUNITY...**
- Safe space
- Creating a supportive network of peers
- Interaction with others who can relate to what it’s like to apply leadership skills against the backdrop of your organizational culture
- People who can help

**COLLABORATE...**
- By generating conversation with other leaders
- To get different perspectives
- As a way to draw out learners who need time to process their thoughts

Technology can help leaders...
Create an Ecosystem for the Learner

- Cohort – Class of Learners
- Manager
- People They Lead
- Executive Sponsors
- Moderator
- Coach
- Human Resources
Voice of the Learner
## Voice of the Learner

<table>
<thead>
<tr>
<th>PERCEPTION</th>
<th>REALITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Skeptical about “Elearning”</td>
<td>One of the best experiences I’ve seen</td>
</tr>
<tr>
<td>Boring</td>
<td>An investment in myself</td>
</tr>
<tr>
<td>Organization is saving money, not helping</td>
<td>Completed in small chunks</td>
</tr>
<tr>
<td>Can’t provide depth of interaction, knowledge transfer</td>
<td>Fascinated by global community</td>
</tr>
<tr>
<td></td>
<td>Choose to take-what-you-need in terms of guidance from others</td>
</tr>
<tr>
<td></td>
<td>See the similarities with other learners</td>
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Technology Alone Is Not The Answer...
Technology is not the main event
It’s an ENABLER of Connection
Technology and Human Connection Together

A technology based learner experience can send the message: You Are Not Alone if you are....

- Thoughtful in the design
- Create an online community
- Provide opportunities to coach each other
- Allow learners to share their struggles
- Give them a chance to lean on each other for support
- Provide a forum for a higher level of candor
- Augment with smaller group and in person interactions
We’re at our best when helping our clients achieve their best.
Making a meaningful impact on the world together.

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We’re social, chat with us!

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