

LEARNING & TRAINING IN DISRUPTIVE TIMES: A ROADMAP TO SUCCESS

The steps that organizations take today to prepare for what lies ahead will determine how quickly their operations can ramp back up and for some, determine their long-term survival. Follow these steps to lead your team forward.



PHASE 1: REFRAME BUSINESS NEEDS

Assess skills against emerging business needs.

- Delay:** obsolete initiatives, non-essential courses, activities requiring physical contact
- Accelerate:** new hires, safety training, cybersecurity, crisis management, customer support
- Modify:** communication methods, curriculum, soft skills training



PHASE 2: RECREATE EMPLOYEE PROTOCOLS

Focus on rapid response and implementation.

- Convey empathy:** be sensitive to employee needs, facilitate discussion
- Foster trust:** communicate clearly, frequently and often
- Spark engagement:** leverage VR/AR learning, collaborative training, annotations, online discussion forums, quizzes

PHASE 3: RE-DEPLOY & FUTURE-PROOF

Drive the shift to digital learning and reinforce infrastructure with the tools to rapidly adapt, curate, deploy and measure training at scale.

- Focus on reskilling:** continually assess and address skills gaps
- Grow data fluency:** dedicate resources to analytics
- Rethink remote interactions:** community involvement, SMEs, gamification, video and simulations



SUCCESS!

The changes your team makes now will support your organization through unprecedented disruption and foster its resilience in the long run. Learn more about how to reframe, recreate, re-deploy and future-proof your L&D for success [here](#).

CGS serves as a trusted partner to many of the world's most dynamic companies, delivering innovative, custom learning solutions essential to scaling people, processes and performance. Through tech-forward engaging programs, leveraging AI, AR/VR, machine learning and gamification, CGS provides professional development solutions, blending emerging technology with essential virtual shoulder-to-shoulder training. Each solution is custom-tailored and designed to engage employees and keep clients' employee-related business fundamentals strong in an ever-changing corporate environment.