



# Pivoting Learning Strategy to Rapidly Reskill the Workforce

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Q: How can an organization determine if it is time for them to undertake rapid reskilling? What are the signs that it's time?

A: Recognizing the need for rapid reskilling is crucial for maintaining an organization's competitive edge and adaptability. Here are some examples of signs that it's time for rapid reskilling.

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### Skill Gaps are Impacting Performance

If there's noticeable underperformance or challenges in meeting current industry standards, it might indicate that the existing skill sets are becoming obsolete or inadequate.

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### Industry Evolution

Rapid technological advancements or shifts in industry practices can render existing skills irrelevant. Organizations should stay attuned to these trends and, if relevant, proactively reskill their workforce to stay ahead.

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### High Attrition Rates

A sudden increase in employee turnover, especially in key talent, can sometimes be attributed to a lack of career

development opportunities or feeling that skills are stagnating. This is a clear sign that employee development is needed to retain and engage employees.

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### Difficulty in Recruiting New Talent

Struggling to fill positions with the right skills could indicate that the skill sets required are either scarce or evolving. Reskilling existing employees can often be a more efficient solution than hiring new talent.

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### Market or Clients Demand Changes

If customer preferences or market demands shift, requiring new services or products that your workforce cannot currently deliver, this necessitates rapid reskilling to meet these new demands.

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### Internal Feedback

If employees are feeling ill-equipped to handle certain tasks or expressing a desire to learn new skills you should consider for reskilling.

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### Regulatory and Compliance Updates

Changes in legal or compliance requirements often require new knowledge or skills. Organizations need to

quickly adapt to these changes to avoid penalties and maintain standards.

Addressing these signs promptly through a rapid reskilling program not only helps in closing the immediate skill gaps but also demonstrates a commitment to workforce development, improving employee morale and organizational resilience.

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**Q: How do you identify and prioritize which skills need updating within an organization, and what framework do you use for this analysis?**

A: To identify and prioritize skill needs, I start by aligning the organization's strategic objectives with emerging industry trends. This involves collaborating with different departments to understand their current challenges and future requirements. I employ a SWOT analysis (Strengths, Weaknesses, Opportunities, Threats) to evaluate internal capabilities against external opportunities and threats. Additionally, I often use a skills matrix to map current skills against future needs, which helps in clearly identifying gaps and training priorities.

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**Q: What learning theories or models do you believe are most effective for**

**adult learners in corporate settings, and why?**

A: In corporate settings, I find a combination of Andragogy and Experiential Learning particularly effective. Adult learners bring a wealth of experience and prefer to be actively involved in their learning journey. Therefore, facilitating a learning environment that encourages self-direction, practical application (experiential learning), and relates to their existing knowledge base (andragogy) enhances engagement and retention of new skills.

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**Q: How have you incorporated emerging technologies (like AI, VR, etc.) into reskilling programs to enhance learning outcomes?**

A: I've integrated AI and VR to personalize learning experiences and provide immersive training scenarios. AI algorithms can recommend customized learning paths and resources, adapting to individual learner's pace and style. VR is particularly useful for simulating real-world environments in risk-free ways, ideal for technical training or soft skills development, like public speaking or crisis management.

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Q: What metrics or KPIs do you use to assess the effectiveness of a reskilling program?

A: Key metrics include learner engagement scores, pre- and post-training assessments, skill application on the job, and impact on performance KPIs. When warranted, I also track ROI in terms of productivity improvements, reduction in errors, or quality of work. Employee feedback and retention rates post-training provide insights into the long-term effectiveness of the reskilling efforts.

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Q: Can you describe a significant challenge you faced while implementing a reskilling initiative and how you overcame it?

A: Rapid reskilling is not an excuse to try a one-size-fits all approach. I tackle this by developing a blended learning program combining digital microlearning modules, hands-on workshops, and peer-to-peer learning sessions. This approach allows us to cater to different learning preferences, ensuring wider accessibility and engagement along with opportunities for repetition and practice. Follow-on activities and check-ins ensure the learning sticks.

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Q: How do you identify the learning needs of different groups of people in the workforce?

A: I conduct learner assessments and surveys to understand the workforce's diverse needs. Based on the findings, I create a mix of learning formats – from interactive e-learning modules and video tutorials to in-person group trainings and peer coaching. This multi-modal approach ensures inclusivity, regardless of which method learners prefer.

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Q: How do you secure buy-in from key stakeholders (e.g., leadership, employees, unions) for reskilling programs?

A: To secure buy-in, I focus on clear communication of the program's benefits aligned with the organization's goals and employee growth. Demonstrating how skill enhancements directly contribute to business objectives is key. Engaging stakeholders early in the process and keeping them informed throughout is vital for sustained support.

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Q: What strategies do you employ to foster a culture of continuous

learning and development within an organization?

A: I advocate for embedding learning into the daily workflow and making it part of performance indicators. Encouraging leadership to model learning behaviors, offering time and resources for learning, and recognizing achievements in skill development are essential strategies. Providing platforms for knowledge sharing and creating learning communities also promotes a continuous learning environment.

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Q: How do you ensure the scalability and adaptability of reskilling programs in response to rapidly changing industry trends?

A: Just because something is trending doesn't mean we jump right on it. When new opportunities arise that make sense for the business, we scale by designing modular training programs, allowing components to be easily updated or interchanged as business needs shift. Using digital platforms for delivering content and incorporating adaptive learning technologies ensure that the training remains relevant and can quickly scale up or down based on demand.

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Q: What are your insights on future-proofing a workforce against evolving industry requirements and technological advancements?

A: Future-proofing a workforce centers on fostering agility, adaptability, and a mindset of lifelong learning. Skills that help the workforce become lifelong learners remain valuable regardless of trends and changes.

When planning for the next wave of upskilling, I engage in skill needs forecasting based on macro and industry trends.

Building a diverse skill portfolio within the workforce and emphasizing cross-functional learning ensures that the organization and its employees can pivot quickly in response to new challenges and opportunities.