

INSIGHTS FROM L&D MULTI TALENT DR. ERAN GAL



Dr. Eran Gal is an extraordinary Learning and Development professional from Israel. He has a unique combination of skills, knowledge and many years of experience. Besides that he also has the rare talent of combining academic and evidence based approaches with very practical, hands-on approaches and applications to really get results from learning and performance support initiatives in day to day work environments. On top of that he combines broad knowledge of learning with strong practical knowledge how to apply technology for learning and performance support. And last but not least he combines a professional life of both consultant and entrepreneur via his own company and is a lecturer at Holon Institute of Technology (HIT) a College of Applied Science in Israel. Dr. Gal will deliver two sessions at the coming L&D talks: one on applying instructional design models and one on new learning technologies. Via this interview we want to introduce him, his work and thoughts as a 'warming up'.

You have a broad experience of many years. What is the project that you worked on that you are most proud of? What was special about the project and what exactly is it that you're most proud of?

I was part of the team that changed completely the way technicians are trained in a large Governmental organisation. Think about how complex it is to train technicians who have to repair and maintain complex technological systems that are used by this organisation. Especially for the practical, hands on training on - for example a sophisticated special truck. You just don't have spare version of such expensive vehicle nor their most complex parts available just for training purposes. So you have to find other ways. We moved from long and costly courses to performance support and technology-based training solutions, mostly via tablets and VR. We trained on only essential and practical procedures cutting the courses time significantly. The VR simulations, though highly expensive to produce, had an outstanding effect on results.

You have specific experience with EPSS (Electronic Performance Support Systems). Why do you think EPSS is not more often applied in general and more specific by L&D professionals?

Great question! The term EPSS was wildly used in the 90's and the beginning of the millennium. The idea was to combine information with procedures creating instant "know how", in theory making training redundant. In reality the technology was (and still is) very expensive and needs constant maintenance. I experienced personally two major EPSS projects that were abandoned at some point for simpler solutions. Meanwhile the era of UX (User Experience) began. Systems are created with the user at mind (not all of them but that is definitely a focus today). In addition, applications like YouTube and WhatsApp changed the way we consume media in real time. It's more cost effective to apply a YouTube like support rather than actual EPSS infrastructure. Performance Support was merged with Knowledge Management. You can mostly find the applications in call centers in their original version. Today we have applications like 'Walkme' that support a user in a step by step approach using an application while working in that application. It is interesting to notice that these applica-

tions moved from "EPSS" to UX and are doing exceptionally well providing "experience" instead of "information".

What is it that L&D professionals miss as opportunities when they don't consider EPSS into their approaches and what should change in your point of view?

I would differentiate between EPSSs (the systems that provide performance support) and Performance Support as a strategy. Performance Support can be applied with very simple solutions, not necessarily technology based. I think we as a profession still put significant effort in to "teaching" rather than "enabling". The 70-20-10 framework, the "five moments of need" and other frame works (these will be covered in my session) suggest that 'training gaps' can be dealt with effectively by enabling performance via Performance Support solutions. We all turn to YouTube or Google for immediate solutions (Support), we can do the same at the workplace but a change of perspective is needed.

Based on your broad experience and the many roles that you have (had) in L&D, what do you see as the most important trend, topic or development for the L&D profession?

I would say that "open learning" is the most significant change and trend we are experiencing. The fact that almost any profession or skill can be obtained by any one with motivation and a digital device is changing the way people learn. And I think in the way we as L&D should deliver solutions in our organisation. Surveys show that more resources and attention are devoted to learning but not necessarily to the learning department. This is both a threat and an opportunity for us. We should embrace open learning and our new role as curators rather than creators of content and learning opportunities.

You will deliver two sessions at the Learning Talks - what info can you share up front about your sessions?

Why must L&D professionals be sure that they grab the opportunity to come to your sessions?

Our greatest challenge as a profession is staying relevant. I'll address this challenge and offer means of staying relevant in two different approaches in my session. The master class will be all about design approaches from traditional to current design models that guide us in the search for relevant solutions. We will explore and experience six different models for designing learning solutions. Participants will have a chance to compare and reach insights as to when and why a certain model should be apply in their quest for relevant solutions.

The keynote will be all about learning technologies trends and how to make sense of the constantly changing technology landscape. I'll review some buzz words we all share and try to decipher with the audience what changes - if any - we should make in our own backyard due to changes in learning trends and mostly technology developments.

What else do you like to share with the Belgian L&D community?

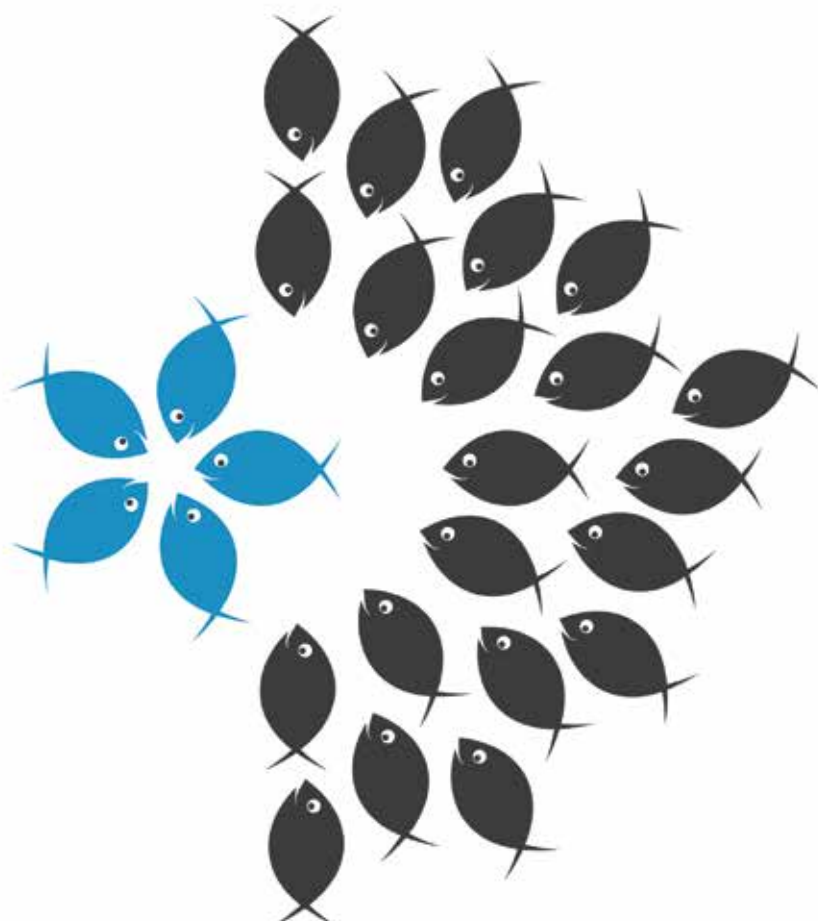
I'm looking forward to a social learning event. L&D is a passion shared by so many people from so many countries. It's a passion that transcends language and culture. I love sharing with professionals from



around the world. In my experience we share so much in common that the mutual learning is a natural experience. Can't wait to meet and learn with the Belgian L&D community (on my first visit ever to your wonderful country). ■



Ger Driesen works as Learning Innovation Leader at aNewSpring, the Learning Journey Platform for training providers and trainers. In this role his aim is to connect people, ideas, experiences and innovations to support the learning and development community. He's also the founder of, and works as consultant for Challenge Leadership Development Academy.



WOENSDAG 02/10/19

Securex Brussel



15.30 u. Onthaal

16.00 u. **HET BELANG VAN LOOPBAANLANG LEREN VOOR ORGANISATIES**

door Frank Vander Sijpe, Securex

16.30 u. **4 VISIES OP LEREN IN ORGANISATIES 2019**

door Kristoff Vandermeersch, Stimulearning

- Werknemers
- Werkgevers
- L&D-verantwoordelijken
- L&D-aanbieders

17.00 u. **OPEN FISHBOWL CONVERSATION**

18.30 u. Netwerkdruk



Info en inschrijven via onderzoek.stimulearning.be
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