



# What Smart Trainers Need to Know

## Transcript Summary

### Summary

- **Skills needed for future L&D with industry experts.** [0:00](#)
  - Shannon Tipton and Amanda Miller discuss the rapidly changing landscape of L&D, including compliance and regulation, and the challenges of keeping up with these changes in the workplace.
- **The role of instructional designers in controlling learning environments.** [2:01](#)
  - Erica notes the importance of becoming more breadth than depth in knowledge, comprehension, and skills as instructional designers, especially with the advent of SAA tools and AI.
  - The team is positioning itself as a center of excellence to vet and ensure quality standards for learning materials created by other groups, rather than solely focusing on design and development.
- **Workplace skills and training priorities.** [4:55](#)
  - Organizations' training needs vary by industry and company, making it difficult to standardize elearning software use.
  - Shannon Tipton emphasizes the importance of five key areas for success in the digital age: agility, data analytics, curation skills, technical acumen, and business acumen.

- **L&D challenges and opportunities in a rapidly changing business landscape.** [9:54](#)
  - Erica highlights the importance of understanding what can be influenced and controlled in the business, rather than getting caught up in what cannot be changed.
  - Shannon Tipton agrees, emphasizing the need to know what we can do and what we can leave behind to maximize our value as partners to the business.
  - Shannon Tipton and Joyce discuss the importance of understanding learner behavior and data in L&D, with Joyce expressing interest in tracking user activity within courses to improve learning experiences for English language learners.
  - Shannon questions whether this skill is currently being used and if it will drive the future of L&D, with Joyce suggesting it's a necessary measurement for the future.
  - Joyce and Shannon discuss the importance of community in learning, with Joyce emphasizing the value of finding data to support learning and Shannon highlighting the role of formal and informal communities in learning.
  - Shannon hosts a workshop on strengthening learning within communities, emphasizing the need for curation and community-based learning in the future.
- **Community building and skill development in the workplace.** [18:39](#)
  - Shannon Tipton and Justin discuss the evolution of communities within workplaces, with a focus on their effectiveness and future potential.
  - Shannon and Justin discuss the importance of breaking down barriers in organizations and the role of advocacy in skill building and agility.
- **Agile skills and upskilling in the workplace.** [23:22](#)
  - Agile working feels less political and more supportive, with empathy for team members.
  - Shannon Tipton and Justin discuss the importance of soft skills in Agile projects, including the ability to see the big picture and adapt to changing circumstances.
  - Shannon Tipton emphasizes the importance of personal growth and upskilling in addressing future skills gaps.
- **Bridging the learning-doing gap in L&D.** [30:15](#)
  - Shannon Tipton and Jason discuss the importance of translating business jargon into common language to avoid confusion in the workplace.
  - Shannon Tipton emphasizes the importance of L&D professionals communicating their relevance and value to the business, particularly in terms of partnering with various departments and stakeholders.

- Shannon believes that L&D's future within an organization depends on their ability to demonstrate their value and relevance to the business, rather than simply relying on past successes or technical skills.
- Shannon Tipton encourages listeners to think about skills that could be plugged into boxes to bridge the learning doing gap.
- Shannon thanks everyone for joining and looks forward to seeing them in two weeks for the next coffee chat.