

# Global Learning Forum

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LEARNING IS A DRIVER FOR CHANGE  
AT ALL LEVELS OF OUR SECTOR

September 2016



GLF



# LINGOs

Hosted by



#LINGOsForum

Ref	Time	Title	Presenter
Open	09:00	Welcome	Chris Proulx (LINGOs)
Open	09:15	PATH Opening	Amie Batson (PATH)& Shannon Dowd (PATH)
K1	10:15	Welcome to the Social Age - Julian Stodd (Sea Salt Learning)	
1.1	11:30	1600 Heads Are Better Than One!	Kimberli Jeter (PYXERA Global) & Brian Washburn (SightLife)
1.2		Democratizing Access to Learning for Traditional and Non-traditional Humanitarian Actors	Atish Gonsalves (Humanitarian Leadership Academy)
1.3		Certification Standards for the Sector	Mike Culligan (LINGOs)
L1	12:30	Discussion Tables	
2.1	13:30	The Launch of WCS U	Michelle Turchin (Wildlife Conservation Society)
2.2		Social Learning: Join the Revolution	Alan Betts (Curatr)
2.3		Improv Lab: L&D Applications of Improv for the INGO Sector	Kristin Hibler (K Hibler Consulting)
3.1	14:45	Making the Move: Converting an Instructor-led Training to a Web-based Training	Heather Snyder (The Nature Conservancy)
3.2		Colaborar: A Learning Platform for Development Organizations in Latin America and the Caribbean	Juan Manuel Palacios & John Cropper (LINGOs)
3.3		The Leader as Learner: Transitioning to Top Leadership in INGOs	Tosca Bruno-Van Vijfeijken (Maxwell School, Syracuse University)
K2	16:15	Digital, distributed, and data-driven: is the future of humanitarian action the future of learning in the Digital Age? - Reda Sadki & George Siemens (Founding Members of the Geneva Learning Foundation)	
Ev	17:30	Evening Get together	

Ref	Time	Title	Presenter
4.1	08:30	Hands-on Practice in Selecting the Right Technologies for a Blended Learning Solution	Aina G. Irbe (ACDI/VOCA) & Jacqueline Deelstra (Creative Associates)
4.2		Developing E-workshops - What Mango has learned about facilitating active learning and group tasks asynchronously	Terry Lewis (Mango)
4.3		From ZERO to Strategic Positioning – the L&D Journey in ActionAid	Ennie Chipembere (ActionAid)
5.1	09:45	Out of the Box and Into Practice! Facilitated eCourses Create Custom Learning	Paige Winn (FHI 360) & Shannon Dowd (PATH)
5.2		Big data, analytics, and strategy to promote learning in NGOs.	Lisa Giacomo (Boise State University)
5.3		Moving from e-Learning to Mobile Learning	Pascal Debordes (Cegos)
6.1	11:15	Skilled practitioners and effective institutions	Sarah Ford (CRS)
6.2		Preventing Corruption in Humanitarian Aid Through e-Learning and ILT	Anne Signe Hørstad (Transparency International)
6.3		Organizational Learning Change Management - How to build a learning culture and increase adoption to eLearning	Parvati Patil & Thom Sinclair (CGAP, World Bank)
L2	12:15	Discussion Tables	
K3	13:15	Using Boundary Spanning Networks to Develop Collective Capability - Chris Ernst (Bill and Melinda Gates Foundation)	
7.1	14:45	What happens when the unstoppable learners meets the immovable Learning function: A story of data	Kim Hagan (CoD) & Ross Coxon (LINGOs)
7.2		Driving to Leadership Development in Real Time	Gretchen Regehr (Conservation International)
7.3		Mobile Learning for a Global Audience on the Go	Nick Martin (TechChange)
K4	16:00	Connecting Work to Hearts and Minds - Kimo Kippen (Hilton Worldwide)	
K5	16:45	Closing Remarks - Chris Proulx (President and CEO of LINGOs)	

## KEYNOTERS



*Julian Stodd*  
Sea Salt Learning

[@julianstodd](#)

A self-described “explorer of the Social Age,” Julian is devoted to helping organizations form strategy and shape projects to deliver transformative change. His numerous books, articles, papers and blog posts provide windows into topics like social learning, social leadership, collaborative technology, social justice, and dynamic change.

In 2014, Julian founded Sea Salt Learning, a global consultancy that delivers services and solutions around learning, leadership, technology, and change.



*Chris Ernst*  
Gates Foundation

[@cternst](#)

Uniquely positioned to enable innovation and change in complex environments, Chris’ life’s work is to empower people to learn and collaborate across wide-ranging boundaries to tackle their toughest challenges.

He’s been able to do just that through executive roles with the globally top-ranked Center for Creative Leadership (CCL), Juniper Networks in Silicon Valley, and now as the Director of Learning, Leadership & Organization Development with the Bill & Melinda Gates Foundation.



*Reda Sadki*  
Geneva Learning Foundation

[@redasadki](#)

Reda is an educational innovator with over two decades working in the United Nations, the Red Cross Red Crescent Movement, and in local communities. Reda believes in doing new things in new ways to do more, do better, and reach further – and to do good.



*George Siemens*  
Geneva Learning Foundation

[@gsiemens](#)

Dr. Siemens is an internationally renowned author, researcher, and theorist in the field of learning, systemic change, and technology.

In addition to work in learning analytics and massive open online courses, he pioneered the connectivist learning theory with Stephen Downes. He serves as professor and executive director of the LINK Research Lab at the University of Texas at Arlington.



*Kimo Kippen*  
Hilton Worldwide

[@dkkippen](#)

Known as a “Citizen of the World”, Kimo Kippen is a thought leader and sought-out international keynote speaker. His goal is to make a difference in the world by inspiring business and civic leaders, as well as employees, to think outside the box.

As the Chief Learning Officer of Hilton Worldwide, Kimo has transformed its learning and development culture, directly improving the company’s guest scores, brand loyalty, and global market foothold.

Most recently, he has supported the success of Hilton’s “Travel with Purpose” initiative, which educates and trains company team members on how to help stop child trafficking.



## WORKSHOPS

## ➔ 2.1: The Launch of WCS U

*Michelle Turchin & Carolyn Gibson*  
Wildlife Conservation Society  
@mkturchin

Looking beyond the system

In this session, we'll discuss how WCS used LINGOs-provided learning technologies to launch its WCS U learning community. We'll explore how to align learning strategy with your organizational strategy and mission, and how to build a learning community through strategic communication and engagement activities.

## ➔ 2.2: Social Learning: Join the Revolution

*Alan Betts*  
HT2  
@alanbettsht2

Drive a higher level of engagement in learning

Fed up with the tyranny of the "next" button and looking for a new way to drive higher level of engagement in learning? Prepare to join the Social Learning Revolution! In this session, you'll learn from a variety of case studies just what an impact Social Learning can have on an organization. You will also be encouraged to take part in a small Social Learning experiment so you can experience the results firsthand.

## ➔ 2.3: Improv Lab

*Kristin Hibler*  
K Hibler Consulting

L&D Applications of improv for the INGO sector

Improvisation (improv) has enormous potential in the INGO sector, both as a learning methodology and as a philosophical framework. It can be used in a variety of settings to quickly break down barriers and build a learning community at an INGO joint gender conference, to enhance trust and leadership agility with several groups of leaders, to help teams build more mindful ways of engaging with each other, to wake people up in the middle of the afternoon, or simply to spur creativity.

## ➔ 3.1: Making the Move

*Heather Snyder*  
The Nature Conservancy  
@nature\_org

Converting an instructor-led training to a web-based training

Transitioning an instructor-led training to a web-based training offers obvious advantages, including addressing resource availability, budget issues, and online learner-centric activities. But how do you make the move?

Learn how to create an interactive multimedia e-learning environment that makes innovative and inventive use of tools you may already have at your disposal.

## ➔ 3.2: Learning Localization

*John Cropper & Juan Manuel Palacios*  
LINGOs  
@johncropper

Learning for development organizations in Latin America and the Caribbean

In this session, we'll explore LINGOs learning initiatives aimed at helping local and national NGOs engage with sector-wide learning and "powering up" how individuals and organizations learn from each other.

## ➔ 3.3: The Leader as Learner

*Tosca Bruno-Van Vijfeijken*  
Maxwell School, Syracuse University  
@MaxwellSU

Transitioning to top leadership in INGOs

How can NGO leaders help the organization and its employees to learn if they cannot? How can NGO top leaders maintain a "learning agility and commitment to learning"? What are the challenges to individual learning that top NGO leaders face and how can they overcome them? This interactive session will share observations across the cohorts of INGO alumni of the past five years of the Transnational NGO Leadership Institute.



## KEYNOTE: DIGITAL, DISTRIBUTED, AND DATA-DRIVEN: IS THE FUTURE OF HUMANITARIAN ACTION THE FUTURE OF LEARNING IN THE DIGITAL AGE?

*Reda Sadki & George Siemens*  
Geneva Learning Foundation

[@redasadki](#)

[@gsiemens](#)

This keynote will consist of a joint exploration of the future of learning and humanitarian action in the Digital Age. In a complex, knowledge-driven world, our ability to learn new things in new ways – to know more than what is known – is key to our ability to survive, sustain, and thrive. Based in Switzerland, the nineteenth century birthplace of the first humanitarian conventions, the Geneva Learning Foundation (La Fondation Apprendre) has the mission to connect learning leaders to research, invent, and trial breakthrough approaches for new learning, talent and leadership as a way of shaping humanity and society for the better.

### ➔ 4.1: Hands-on Practice

*Aina G. Irbe*  
ADCI/VOCA  
[@acdivoca](#)

*Jacqueline Deelstra*  
Creative Associates  
International

Selecting the right technologies for a blended learning solution

Based on decades of practical, global experience in learning technologies and training, Aina Irbe and Jacqueline Deelstra have developed a framework to systematically lead the user to recommendations for learning technology solutions, and to ensure that these learning solutions meet the needs of learners.

Explore common challenges when building these blended solutions.

### ➔ 4.2: Developing E-workshops

*Terry Lewis*  
Mango

[@Mango4NGOs](#)

What Mango has learned about facilitating active learning and group tasks asynchronously

In this session, Terry Lewis, Mango's Director of Learning and Development, will share lessons and top tips learned from developing and running several e-workshops. Discuss how to create and active engaged groups of learners (and how to deal with learners who don't engage), the "dos" and "don'ts" of setting group tasks, and how to develop and sustain an active question-asking culture in an online setting.

### ➔ 4.3: From ZERO to Strategic Positioning

*Ennie Chipembere*  
ActionAid

[@EnnieChipembere](#)

The L&D Journey in ActionAid

In this session, we'll learn from ActionAid's journey: from not having a Learning and Capacity Development unit to having a function that is strategically positioned, sponsored by the CEO and senior leadership, owned by key stakeholders in the federation and relevant to learners. Replicate strategies put in place to showcase the benefits of an ecosystem approach and get buy-in from senior leadership and key stakeholders.

## WORKSHOPS

## 5.1: Out of the Box and Into Practice!

Shannon Dowd  
PATH

 @PATHtweets

Paige Winn  
FHI 360

 @camperrevamper

Facilitated eCourses create custom learning

Are you tasked with delivering more— but with fewer funds and resources? Do you lack geographically-located, skilled facilitators to meet the needs of all your learners? If so, then don't miss this session! Join Paige Winn (FHI 360) and Shannon Dowd (PATH) as they walk you through Facilitated eLearning, a process to identify and review third-party online content, build contextualized interactions to support learning objectives, and infuse organization-specific practices.

## 5.2: Big data, analytics, and strategy to promote learning in NGOs

Lisa Giacomo  
Boise State University

 @Giacumo

Taking the big dreams from big data and making it a reality.

Join Lisa as she explores the data that will help us to drive learning forward in our organizations. Big data can be overwhelming without the right understanding and also lenses to view it with. But going beyond viewing it to a place where it becomes a driver for learning engagement will increase capacity within our organizations and take learning to the next level.

## 5.3: From Traditional eLearning to Mobile Learning

Pascal Debordes  
Cegos

 @Cegos

The growing appetite for mobile learning.

Cegos has delivered an e-learning Catalog for several years. Now, Cegos is launching a new Mobile Catalog on business and professional skills.

In this session, Pascal Debordes will provide answers to the questions that learning and development professionals often ask about Mobile Learning, like How does Mobile Learning reflect the needs of learners? Aren't all mobile learning solutions pretty much the same? and How well does Mobile Learning work on tablets and smartphones? Join Pascal's session to find out!

## 6.1: Skilled Practitioners, Effective Institutions

Sarah Ford  
Catholic Relief Services

 @Philoppportunity

Professionalizing and scaling  
up partnership and capacity strengthening

In this session, you'll get an inside look at how CRS built the online Institute for Capacity Strengthening – an online one-stop shop for resources and learning that supports effective partnership and real-time solutions to organizational effectiveness challenges.

## 6.2: Preventing Corruption in Humanitarian Aid

Anne Signe Hørstad  
Transparency International Norway

 @anticorruption

Achieving this through eLearning and ILT

Understand how they are expanding the awareness and ability of the humanitarian community to address and handle corruption risks in their programs/operations. You will learn about corruption risks and risk-based tools in humanitarian aid. And explore the new tools developed by .

## 6.3: Organizational Learning Change Management

Parvati Patil & Thom Sinclair  
World Bank

 @WorldBank

Build a learning culture and increase adoption to eLearning

Learn about the approach Gateway Academy is taking towards change management, and the traction they are gaining with regards to eLearning adoption with partners in Sub-Saharan Africa. Share your challenges and opportunities in change management and provide inputs into the change management process for Gateway Academy.

## ➔ 7.1: A Story of Data

*Kim Hagan*  
 Cornerstone on Demand  
 @CornerstoneInc

*Ross Coxon*  
 LINGOs  
 @Rosslingos

What happens when the unstoppable learner meets the immovable Learning function

In this session, Kim Hagan (Cornerstone on Demand) and Ross Coxon (LINGOs) will compare LINGOs members' benchmarks on learning technologies, using the findings of a survey carried out in Syria by CoD.

## ➔ 7.2: Driving to Leadership Development

*Gretchen Regehr*  
 Conservation International  
 @ConservationOrg

In real time!

In this session, Gretchen will share a case study of the challenges, wrong turns and successes in driving talent and leadership development in real time, and the solutions and approaches she has implemented along the way. You'll explore the talent identification and review process that has worked for CI, learn about the methodology that resonated with a science-based organization for defining Leadership Competencies, hear about the Leadership Development approach and how we're trying to sustain the momentum, and share your wins and challenges in Leadership Development with your peers.

## ➔ 7.3: Mobile Learning on the Go

*Nick Martin*  
 TechChange  
 @TechChange

Reaching a global audience

The mobile phone is rapidly bringing communication to the most remote areas of the world. NGOs, governments and companies alike are beginning to realize the potential of this ubiquitous tool to address a variety of global educational challenges. This interactive session will explore successful examples of mobile devices used to facilitate teaching and learning. It will also critically engage with issues of equity, privacy and access. You can expect a dynamic learning environment with a number of real-world case studies and hands-on activities.



# KEYNOTE: USING BOUNDARY SPANNING NETWORKS TO DEVELOP COLLECTIVE CAPABILITY

*Chris Ernst*  
 Gates Foundation  
 @cternst

Explore the notion that boundaries can be experienced in organizations and broader communities as two very different things.

Chris will take a deeper look into the six leadership practices which allow you to create direction, alignment, and commitment between groups to achieve critical organizational outcomes.

As a boundary-spanning leader, understand that your job is to build a bridge, and that your role is to provide the space for these practices to occur.



**KEYNOTE:**  
**CONNECTING WORK TO  
 HEARTS AND MINDS**

*Kimo Kippen*  
 Hilton Worldwide

@dkkippen

In this session, Hilton Worldwide CLO Kimo Kippen will describe how he and his team created a learning culture that fosters engagement and alignment among people, processes, and purpose.

Kimo and his team first aligned with business partners and gained senior level sponsorship to create a corporate university that best supports people and process and can achieve the company's objectives. With this foundation, the company has been able to expand its impact beyond team members to reach communities, and to tackle global issues including human trafficking, literacy, diversity and inclusion, and more.

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# AWARDS

2016

LINGOs has a longstanding tradition of giving awards to those that have made an impact on the community above and beyond the norm. Awards this year include:

## MEMBER OF THE YEAR

The Member of the Year Award recognizes a LINGOs member organization that has demonstrated commitment to LINGOs' mission: providing affordable, high-quality learning solutions to those working to improve lives in developing and vulnerable communities.

## PARTNER OF THE YEAR

The Partner of the Year Award recognizes a LINGOs partner organization that has made a significant contribution to the LINGOs community in terms of collaboration, localization, acceleration or delivering best practice solutions affordably.

## RISING STAR

The Rising Star Award recognizes a new member of the LINGOs community (member, partner or volunteer) who shares ideas, innovations and/or best practices in support of the LINGOs vision and mission.



## SPECIAL SESSION: LEARNING HACKATHON

Friday 30, September

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with friends from  
Seattle's L&D Community

When it comes to learning and training in the world of INGOs, you've probably thought "we could do this better". You're not alone! After 2 days of conference content, participants in this workshop will have a chance to collaborate with local workplace learning thought-leaders on ways to put the best ideas into practice. Working quickly and modeled on the hackathon approach, this ideation session will yield practical solutions with near-future implementation possible.

If you want to "hack" some of the major pain points with a group of like-minded disruptors and innovators, join us for this workshop to make learning & training in your organization AWESOME !... or at least better.