Streamlining The Process of E-learning Content Design by Applying Lean/Agile Methods and Online Collaboration

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Introduction
About AirportCollege.com

Online training service for **airlines, airport ground handling and logistics**

- All-in-one solution for efficient compliance training online
- Our courses comply with the regulations of aviation authorities (IATA, ICAO)
- We operate globally offering our service to 300+ airports
- Offices in Helsinki (HQ) and Tokyo

Teemu Patala
Principal & Co-founder – Airport College Online Academy
Learning Designer & Learning Economist with 20 years’ experience in workplace learning

1) ICAO = International Civil Aviation Organization
2) IATA = International Air Transport Association
Challenges in Airport Workforce Development
Challenges in Airport Workforce Development

High volume
- The industry is growing fast
- Training matters increase continuously
- Much of training is mandatory and must be repeated frequently
- High staff turnover

Employee competences are critical for service quality
- 55% of ground handling companies confronted with a skills shortage
- 63% thought skills shortages caused delays and impacted service delivery
- 62% of incidents that caused ground damage occurred due to lack of skills (*)

*) GHI Skills Survey 2018
Workplace Learning in Transformation
Workplace Learning in Transformation

The changing nature of work

• 50% of jobs are changing due to automation and intelligent systems
• Short-term jobs, uncertainty
• Increasingly diverse and mobile workforce

Implications for learning & development

• Demands for new knowledge and skills increase (+20%/year)
• 74% of employees are ready to spend their spare time at work for learning

Responds to learning needs must be diverse, flexible and agile
Experimenting with Agile and Lean
Experimenting with Agile and Lean

Why we are doing this?
• Instructional design practice is typically founded on linear thinking
• This way of production is not flexible nor responsive to changes that are increasingly evident on workplaces

Why Agile and Lean?
• Many organizations have undergone the transformation towards Agile/Lean
• L&D is an undiscovered area with huge potential
• Educational technology that supports Agile and Lean working is ready and available
Experiences from Applied Cases
Experiences from Applied Cases

Enablers

• Re-design of the production process (linear to parallel, micro-modularity)
• Cloud-based tools (concept design & rapid content development)
• Highly motivated and committed clients

Pilot projects

• Aviation (global)
• Healthcare (Finland)
• Safety (USA)
• Language learning (Middle-East)
Findings

Benefits identified
• Increased flexibility of working with content
• Working is more efficient
• Increased opportunities for project stakeholders to contribute to content creation
• Improved reliability of outcomes

Challenges identified
• Increased importance of strong project management
• Matching of roles and responsibilities
• Unlearning from old ways of working
Streamlining The Production Process
Streamlining The Production Process

Patala, 2020
Streamlining The Production Process

PARALLEL

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Summary

- Agile & Lean can provide significant added value to learning development
- Some adaptation with methodology is needed
- Emerging technologies hold a lot of promise – further experimentation is needed
- The potential of intelligent technologies is huge
Our Valued Clients & Partners

Clients & Project Partners
- Environics Ltd.
- FIOCA – The Finnish Nurses Association
- Al Quds University
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Learning Design and Technology
- Context Learning Finland Ltd.
Thank you

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