

L&D CHAMPIONS

November 2025 Issue 02

Inclusive and Accessible Learning Design:
Building Learning for Everyone

Getting Started with
Quality Management in L&D

The Remote Worker's Guide
to Continuous Learning



**Chasing Skills in an AI
world - Smart or Redundant?**

**Choosing the Right
Learning Technology**

*Microlearning and the Future
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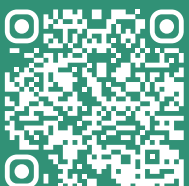
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Team Members

The success of #OLxDCon25 would not have been possible without the dedication and hard work of our planning team.

Their commitment, creativity, and collaboration ensured that every detail came together to deliver an impactful and memorable conference experience.

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OLxD in 2025: Advancing Learning, Connection, and Growth Across Africa

In 2025, the Organizational Learning and Development network - OLxD, strengthened its role as a catalyst for Learning and Development (L&D) across Africa, expanding its reach through impactful programs, innovative initiatives, and thought leadership. With a mission to build capabilities and foster a thriving, future-ready community, OLxD created platforms that addressed emerging trends, supported professional growth, and connected practitioners across industries. From monthly webinars and immersive cohorts to community hangouts and research insights, the year highlighted OLxD's commitment to shaping the future of workplace learning on the continent.

The OLxD Learning Series continued as a cornerstone of professional growth, delivering ten webinars between January and September. Covering themes such as building high-performing organizations, inclusive and accessible learning design, brain-based learning, coaching cultures, impact evaluation, digital transformation, change management, and quality assurance, the series provided actionable strategies that participants could immediately apply. Each session emphasized practical tools, reinforcing OLxD's position as a trusted source of knowledge and collaboration for Africa's L&D professionals.

To deepen professional capability, OLxD launched the Cohort Series, an immersive initiative that ran across four three-week programs from January to October. Blending theory, application, and peer collaboration, the cohorts guided participants through the full L&D cycle - from assessing organizational needs to designing impactful programs, leveraging technology, and aligning learning with business goals. More than training, the series created reflective and experimental spaces, positioning participants to grow as strategic partners within their organizations. Expanding pathways into the profession, OLxD introduced the Beyond Adult Education Series, a three-part program designed for individuals with educational backgrounds exploring careers in L&D. Through engaging conversations and practical guidance, emerging professionals, recent graduates, and early-career practitioners gained insights into industry competencies and opportunities, supporting their transition into the field. This initiative reflected OLxD's commitment to inclusivity and talent development, ensuring new voices are equipped to thrive.

Community connection was further strengthened through the Hangout Series, held in collaboration with Workforce Group and Purple Academy of Wema Bank. These gatherings convened professionals across

industries to discuss strategic learning design, organizational capability building, and L&D's evolving role in business growth. Beyond content, the Hangouts served as a platform for networking, authentic exchange, and peer-driven learning.

A significant milestone was the release of the OLxD 2025 Report, which captured perspectives from L&D professionals and employees across industries. The report highlighted the importance of continuous learning cultures, personalized and career-aligned experiences, and the growing focus on reskilling, upskilling, and leadership development. As organizations face rapid transformation, the report offered timely insights to align learning strategies with evolving workforce needs.

Together, these initiatives reflected OLxD's expanding impact in 2025. By advancing knowledge, building inclusive pathways, and fostering professional networks, OLxD reinforced its vision of a resilient, connected, and future-ready African L&D community.



Ademola Johnson
Convener

Class of 2025

We are proud to present the distinguished speakers for the 3rd Organizational Learning and Development Conference (#OLxDCon25)—a diverse lineup of visionary leaders, innovators, and practitioners who are shaping the future of learning, leadership, and organizational transformation. Each speaker brings a wealth of expertise spanning human resources, technology, education, strategy, and social impact. From pioneering digital transformation in complex industries to driving inclusive people practices and championing youth and leadership development across Africa, they embody the spirit of excellence and innovation that defines this conference.

Together, they will share insights, strategies, and real-world experiences designed to inspire and equip participants to deliver impact in their organizations and beyond.



Lola
Esan



Kemi
Sonubi



Shehu
Zubairu



Jason
Ikegwu



Oluyemisi
Onyegbula



Nkiruka
Ezieke



Adebayo
Adegun



Chinenye
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Elevating Learning and Development Through Competency Frameworks: From Training Provider to Strategic Partner

Oliver Nathan | Senior Learning Consultant

The world of work is shifting faster than ever. Organizations face new technologies, global competition, and a constant need to reskill and upskill their people. In this reality, Learning & Development cannot simply be about delivering courses. To stay relevant and impactful, L&D must become a strategic partner—one that shapes capability, drives organizational agility, and proves its business value. Through my engagement with OLxD, I've seen how this shift is possible. L&D is not a support service; it must be seen as a strategic enabler of business success.

The key to making this shift tangible lies in a concept often misunderstood but essential: the competency framework. A competency framework defines the skills, behaviors, and knowledge employees need to succeed. It gives the organization a common language of capability, so everyone understands what is expected and how performance is measured. A strong framework brings together four dimensions: leadership competencies like setting direction and managing change, behavioral competencies that shape collaboration and trust, core competencies such as problem-solving and communication that cut across all roles, and technical competencies—the job-specific expertise unique to each discipline. Combined, these dimensions create a clear picture of what good looks like in every role and at every level.

Without this structure, organizations often rely on fragmented training catalogues or ad-hoc initiatives. These may solve immediate issues but rarely show alignment to business strategy or impact on results. A competency framework changes that. It clarifies skills and learning gaps, allowing employees to be assessed against defined levels of competence so L&D can target interventions precisely. It aligns learning with strategy because the framework embeds the capabilities the business needs - like digital transformation or customer-centricity - into development programmes. Most importantly, it makes learning measurable. Progress can be tracked against proficiency levels, showing not just participation, but real capability growth that drives performance.

Globally, competency frameworks are recognized as a best practice for talent management. The World Economic Forum's

Future of Jobs Report highlights adaptability, analytical thinking, and emotional intelligence as enduringly high-demand skills. Embedding future-focused competencies like these prepares organizations not only for today's challenges but for tomorrow's. In Africa, the case is even stronger. Many organizations operate across diverse markets, cultures, and regulatory environments. A competency framework creates consistency in critical areas such as technical skills or

leadership behaviors while allowing for local nuance in how behavioral competencies are expressed. A pan-African financial institution, for example, might standardize risk management skills across all countries while letting approaches to collaboration reflect cultural context. This balance of alignment and flexibility gives organizations agility at scale.

The impact goes far beyond L&D. Competency frameworks support succession planning by building clear leadership pipelines, enable talent mobility by identifying transferable skills, boost engagement by giving employees visibility of expectations and

growth paths, and power data-driven HR decisions by using skills data to guide workforce planning and investment. In short, they turn learning from an operational function into a driver of workforce strategy.

For too long, L&D has been trapped in a cycle of responding to training requests and struggling to prove its impact. Competency frameworks break that cycle. They give L&D the structure to identify gaps, align with priorities, and show measurable outcomes. This is not about HR administration—it is about building a workforce that is capable, adaptable, and ready for the future. Competency frameworks elevate L&D from being the department of training to being the department of competitive advantage.

A competency framework defines the skills, behaviors, and knowledge employees need to succeed. It gives the organization a common language of capability, so everyone understands what is expected and how performance is measured.

Learning and Development as a Business Imperative: Turning Capability into Competitive Edge

Ayowale Sobogun | Learning Consultant

Every era of business has its defining currency. Once it was land; then machinery; later, capital. Today, the most valuable currency is knowledge and the speed at which an organization can multiply it. A company may own the tallest buildings or the largest fleet, but if its people are not learning, those assets become monuments to a fading past. This is why every organization must have a dedicated Learning & Development (L&D) function—not as an optional support service, but as a strategic engine for growth.

For CEOs and business leaders, the question is no longer whether investing in L&D matters. The question is how deliberately and strategically the L&D function is structured, empowered, and aligned to unlock performance, fuel innovation, and secure market relevance. L&D cannot remain buried as a small HR program; it must exist as a well-resourced, centralized function with

influence at the highest levels. Organizations that treat L&D as seriously as they treat capital expenditures or technology adoption gain a competitive edge through people capability.

Consider Microsoft under Satya Nadella, who became CEO in 2014 and began to shift the company culture from being a “know-it-all” organization to a “learn-it-all” organization. This wasn’t merely a slogan; it was part of a broad leadership mandate to embrace growth mindsets, reduce internal silos, privilege collaboration, and tie learning closely with strategy. Under his leadership, Microsoft’s market value rose dramatically: by 2018 it was around US\$700 billion, having broken away from being seen as slow and legacy-bound.

Since then it has continued to grow, with multiple reports in 2024-25 placing Microsoft’s market capitalization around US\$3 trillion, an increase of more than 1,000% in stock price from when Nadella took over. Much of this growth is attributed not only to strong product strategy (cloud, AI, openness) but also to changing how Microsoft learns, adapts, and treats its culture.

This lesson applies across industries. The companies that outperform their peers are those that build systems, not sporadic programs, around learning. They institutionalize L&D as a core business function, embedding it into workflows, leadership pipelines, and digital platforms. They ensure that resources for the L&D function are increased, or at least preserved, even

when budgets tighten, because they recognize that in uncertain times the capacity to learn faster than the competition is the ultimate hedge. They measure the impact of their L&D function not by course completions but by business outcomes—faster product cycles, higher client retention, stronger talent pipelines, and ultimately, profitability.

The stakes could not be higher. In an environment of constant disruption and mobile talent, CEOs who fail to establish a structured L&D function risk overseeing organizations that stagnate while competitors surge ahead. Leaders who elevate L&D to a boardroom conversation position their companies not only to survive change but to shape it. This requires moving beyond fragmented training or ad hoc upskilling to building a formal L&D function that is deeply aligned with business strategy, fully empowered with resources, and held accountable for measurable performance gains.

Learning & Development is no longer about simply training employees to do their jobs. It is about building the adaptive muscle that allows an organization to compete, innovate, and endure. In the same way a balance sheet reflects financial health, the depth and dynamism of an L&D strategy—and the organization in which an L&D function has proper status—reflects organizational vitality. Leaders who understand this shift will not ask if they can afford to build an L&D function. They will recognize they cannot afford not to. The organizations that act now will own the future; those who delay will watch it pass them by.



The Remote Worker's Guide to Continuous Learning

Toluwalope Ojo | L&D Specialist

It was a rainy Monday morning when Toluwalope started her dream job at TalentHunt Solutions. She had always wanted to work from the comfort of her home.

Four weeks later, the excitement had faded into pressure. Between Zoom meetings, Trello boards, and professional development tasks, she watched her colleagues move fast while fearing her skills weren't enough. That fear isn't unusual. The 2025 Future of Jobs Report warns: "On average, workers can expect that two-fifths (39%) of their existing skill sets will be transformed or become outdated over the 2025–2030 period." In plain terms, for every 10 core skills you hold today, 4 may soon be useless.

To survive and thrive in this environment, the answer is continuous learning. Continuous learning means making growth a daily habit—like eating, but this time for your mind. It's about deliberately picking up new skills or strengthening old ones to stay relevant and grow.

Still, remote work makes this harder than it used to be. The two biggest obstacles are time and connection. Time remains the most cited barrier: it's tough to balance a full workload with learning opportunities or carve out moments in a packed day. And as social beings, we've always grown through modeling, mentoring, and collaboration. Remote environments make these human-centered experiences harder to recreate, and adapting to new tools or methods can feel isolating. The 2025 Organizational Learning & Development Report reinforces this, showing that the gap between knowing we need to learn and actually doing it is very real.

Overcoming these barriers begins with small, consistent steps. Spending just five minutes a day on learning—reading industry news, listening to a short podcast, or watching a quick tutorial—can make a difference. Tools like 5mins.ai offer bite-sized learning you can complete in minutes, and applying what you learn right away helps it stick. True learning shows itself in changed behavior.

Rebuilding human connection is equally important. Speak up and seek clarity from colleagues and leaders who understand your context. Look for mentors inside and outside your organization. Join online communities of practice like OLxD or any group relevant to your niche, where you can exchange ideas and learn from industry experts. Even online, learning is still about human connection.

Leaders have a part to play too. The most successful remote learning cultures are those where continuous learning is modeled and prioritized by leadership. Nearly 20% of L&D professionals now rank "building a continuous learning culture" as a top improvement area. When leaders openly commit to their own growth—sharing what they're learning, admitting gaps, and showing how they improve—they spark the same energy across their teams.

During a webinar on How to Build a High-Performing Organization, Seni Sulyman, CEO and Co-founder of Talstack, shared how Bain & Company shaped his approach. At Bain, employees were assessed on strengths and weaknesses before projects began and guided by a competency framework showing what skills to build and how to apply

them. Learning was embedded directly into daily work, creating high-performing teams while supporting personal growth.

To know if continuous learning works, effort must be measurable. Skip the questionnaires and track progress through project outcomes, feedback, and visible demonstration of new skills on the job.

Imagine Toluwalope six months from now—just five minutes of daily learning, supported by a manager who embraces Bain's approach. She feels confident, capable, and future-ready. That could be your story too. Start small, stay curious, and grow daily. Even in a remote environment, continuous learning can turn uncertainty into unstoppable growth.



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AI in Organizational Learning: Beyond the Buzz, Into the Everyday

Esther Adesina | Learning Manager

AI is already reshaping how people learn—quietly, often invisibly. A few years ago, the idea that a learning system could recommend courses, send reminders, or track progress automatically seemed far-fetched. Today, these tools are quietly working in the background of many learning platforms used by organizations across Africa and beyond. What once took learning teams weeks or months to design can now be built and delivered in a fraction of the time. This is not science fiction. It is the new reality of workplace learning.

AI's real power is not in futuristic demos, but in how it makes learning more human. It personalizes learning by analyzing performance data, preferences, and context to cut through the noise and deliver content that feels timely and relevant. Employees who once sighed, "I don't have time," or "This training doesn't matter to me," are now engaging with content that fits their exact needs in the moment. While AI handles repetitive tasks—tracking progress, analyzing feedback,

suggesting resources, and identifying skill gaps—it frees L&D teams to do what only humans can: design mentoring programmes, coach leaders, build communities, and craft experiences that inspire growth. Far from dehumanizing learning, AI enables L&D to focus on its most human work.

Africa's context adds a powerful twist to this story. Challenges like uneven internet access, limited budgets, and concerns about data privacy have not stopped innovation—they have fuelled it. Digify Africa, for example, has used WhatsApp chatbots to deliver digital skills training to thousands of young people, meeting them where they already are. In South Africa, Maski helps teachers generate assessments via WhatsApp in minutes, freeing up hours to focus on students. CDIAL's Indigenius project is enabling digital communication in over 180 African languages, showing how inclusion can be built into technology from the start. Siyavula uses adaptive algorithms to personalize maths and science practice for over a million South African learners, and in Ghana, an AI tutor called Rori has improved learners' maths outcomes using short WhatsApp-based sessions. These tools prove that meaningful AI-driven learning does not require the latest devices or massive

budgets—what matters is designing for the realities of the people who use them.

The path forward isn't about copying global trends; it's about building solutions rooted in local realities. AI can help make learning inclusive where bandwidth is low, translate knowledge across languages, personalize at scale when resources are scarce, and link learning more closely to performance data. Done well, it can free people from repetitive tasks and give them back the time and energy to do meaningful, creative work.

AI will not solve all our problems, but applied with context, courage, and care, it can transform how Africans learn and work. Because if tools like Rori, Maski, Siyavula, and Digify Africa are anything to go by, AI isn't a distant wave on the horizon—it's already here, reshaping learning one WhatsApp message, one smarter decision, and one freed-up hour at a time. The question is no longer when AI will change how we learn. It's whether we will use it just to keep pace—or boldly embrace it to leap ahead.



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Getting Started with Quality Management in Learning and Development

Hadiya Nurridin | Author: Quality Management in L&D

In learning and development, quality is often assumed but not always defined. Everyone wants effective, engaging training, but what does “quality” really mean? For some, it’s about accuracy. For others, it’s about how learners feel. Still others focus on outcomes, like performance or retention. Without a shared definition, teams can end up pulling in different directions, and training suffers as a result.

That’s where quality management comes in. Done well, it doesn’t just ensure accuracy or polish at the end of production; it weaves consistency and reliability into every step of the process. Quality management in L&D is about creating systems, mindsets, and practices that keep learning experiences effective and trustworthy from start to finish.

Understanding What Quality Means for Your Team

The first step is alignment. Before building checklists or standards, a team needs to decide together what quality means. Ask colleagues to describe their vision of an effective course. Compare their answers. You’ll likely discover differences — some prioritizing accuracy, others engagement or business impact. From these conversations, a shared definition emerges. Document it. That definition becomes the anchor for all future decisions, a reminder of what the team values most.

With the definition in place, the next challenge is mindset. Too often, quality is treated as a final gatekeeper step: a review at the end where errors are corrected. A quality-first mindset flips this. It means thinking about standards from the very beginning, designing with them in mind, so the finished product reflects quality rather

than repairs it. Guidelines and expectations aren’t afterthoughts — they’re part of the creative process.

Crafting a Mission and Defining a Standard - This mindset comes to life through a mission and a standard. The mission explains why the system exists, perhaps as simple as a commitment to delivering accurate, accessible, and effective learning that supports performance. The standard then sets the bar, collecting guidelines on everything from accessibility and visual design to instructional theory and technical functionality. Together, they ensure that every course reflects not only good intentions but also consistent practice.

Planning the System Thoughtfully - Of course, systems need more than aspirations — they need plans. A thoughtful project plan sets goals, timelines, and responsibilities, while also managing risk. Starting small is wise. Begin with a single team or a single type of course. Use that pilot to refine the system, learn what works, and then scale gradually.

Trying to cover everything at once usually means quality management gets pushed aside when deadlines loom.

Controlling and Supporting Quality During Production - During production, teams need tools that make quality easier to apply. Templates, checklists, and

workflows help embed standards into daily work. Training and support channels ensure that even new team members or contractors can meet expectations. The more accessible and practical the tools, the more naturally quality becomes part of the process.

Reviews still play an important role, but they should be the confirmation of quality, not the first place it’s considered. A structured review, using checklists and multiple perspectives, can catch errors and highlight improvements. But the real strength of a quality management system lies in how it prevents issues before they occur, by embedding standards from start to finish.

Ultimately, quality management in L&D is about more than compliance. It is about creating shared definitions, building a culture that values excellence, and providing tools that make it easy for teams to deliver effective, reliable training. Done thoughtfully, it strengthens collaboration, reduces errors, and increases the value of learning to the organization.

The best way to begin is simply to begin. Start with one team, one course, one definition of quality. From there, systems grow, mindsets shift, and quality becomes not just an aspiration, but a consistent reality.



Quality is not something to check at the end. It is something you build in from the very beginning.

Inclusive and Accessible Learning Design: Building Learning for Everyone

Justina Ovat | Learning Consultant

During a recent onboarding session, an enthusiastic new hire struggled to keep up with the training videos because they lacked captions. Another learner, who is dyslexic, found the dense text in the eLearning module overwhelming. A third, working remotely with unstable internet, could not stream the multimedia-heavy course. All three were bright and capable, yet the training design unintentionally excluded them. This is a common reality in workplace learning. Too often, programs are built for an “average learner” who does not really exist. In truth, every learner brings a unique mix of abilities, backgrounds, and learning preferences. When these differences are not recognized, frustration and disengagement are inevitable.

Inclusive and accessible learning design is no longer a luxury; it is a strategic necessity. Inclusive design ensures that all learners, regardless of culture, language, or identity, feel represented and respected. Accessible design removes barriers for learners with disabilities, whether visual, hearing, mobility, cognitive, or neurodiverse. When combined, they create learning experiences that are equitable, engaging, and effective for everyone. The benefits go far beyond compliance. Captions, transcripts, and flexible formats may be designed for specific groups, but they also improve comprehension for all. Representation in examples helps people see themselves in the content, which builds relevance and engagement. Accessibility and inclusivity are not about catering to a few; they are about designing for the diverse reality of today's workforce.

This can be achieved through simple but intentional actions. In digital learning, provide multiple pathways such as text, audio, visuals, or interactive activities so learners can choose how they engage. Structure content to work with screen readers, add alt text to images, and use high-contrast colors that don't rely on color alone to convey meaning. Offer materials in accessible e-versions or Braille for learners with visual impairments. For those with hearing impairments, include captions and transcripts for all video and audio content, and use visual indicators instead of audio-only prompts. For learners with mobility challenges, platforms should support keyboard navigation, voice commands, and avoid time-limited interactions that penalise slower responses. These steps make learning more usable for everyone.



Face-to-face training must follow the same principle. Venues should be physically accessible, with ramps, elevators, and restrooms that accommodate people who use wheelchairs or mobility aids. Seating layouts should allow enough space to move comfortably. Presenters should face the audience when speaking and use microphones to support lip reading, while sign language interpreters or real-time captioning can make spoken content accessible to learners who are deaf or hard of hearing. Visual aids should always be described aloud, and printed materials should be available in large print, Braille, or accessible e-formats for learners with low vision. Designing with inclusion from the outset ensures everyone can participate fully without having to request special accommodations later.

Readability is another universal principle. Clear, concise language benefits everyone, not just those with learning challenges. Avoid jargon, shorten sentences, and organize content into logical sections to reduce cognitive load and support retention. Review case studies and examples to reflect diverse names, faces, and cultural perspectives. These are small actions, but each one removes a barrier while promoting clarity and engagement for all.

The most important shift is mindset. Inclusivity and accessibility should not be retrofitted after problems arise; they must be embedded from the start of the design process. Organizations that embrace inclusive learning send a clear message: every learner matters. This builds trust, strengthens belonging, and directly impacts performance. When more people can engage fully and apply what they learn, the organization becomes more capable, resilient, and future-ready.

Inclusive and accessible learning design is not about compliance; it is about creating learning that truly belongs to everyone. It means moving beyond the myth of the “average learner” and designing for the real diversity of the modern workplace. For learning professionals, it is both a responsibility and an opportunity: to be architects of growth, shaping a future where capability not circumstance determines success.

Chasing Skills in an AI World - Smart or Redundant?

Ferhana Dostmohamed | Learning & Education Transformation Consultant

Artificial Intelligence is reshaping our world at a speed no one could have predicted. Each week brings a new tool that promises to make work faster, simpler, and more efficient. Yesterday's prized skill becomes irrelevant almost overnight. The result is a sense of exhaustion, as we run to catch up with a machine that seems to learn faster than we ever could.

This reality is particularly unsettling for educators and those in the learning industry. The paradigm shift is so immense, it feels impossible to grasp its full implications in the present moment. On the one hand, AI promises efficiency, new industries, and global access. On the other, it forces us to ask:

what does it truly mean to prepare people for the future of work?

For years, organizations and individuals have focused on upskilling and reskilling in order to stay competitive. But AI has disrupted that model too, acquiring technical skills more quickly than humans can ever hope to. The instinct is to keep chasing — to learn the latest programming language, master the newest platform, and tick off the next certificate. This chase is important because it keeps us employable and relevant. Yet, if all we do is chase, we risk trapping ourselves in a game we cannot win.

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What the workforce of tomorrow needs even more than speed is depth — qualities that machines cannot replicate. Enduring human skills, unlike technical expertise that comes and goes, remain relevant across every wave of change. Critical thinking allows us to cut through noise and misinformation. Creativity and imagination help us design what doesn't yet exist. Ethical judgment guides us through dilemmas no algorithm can resolve. Empathy and human connection give work meaning and build the trust that no machine can manufacture. If machines generate content, then humans must bring the sense-making.

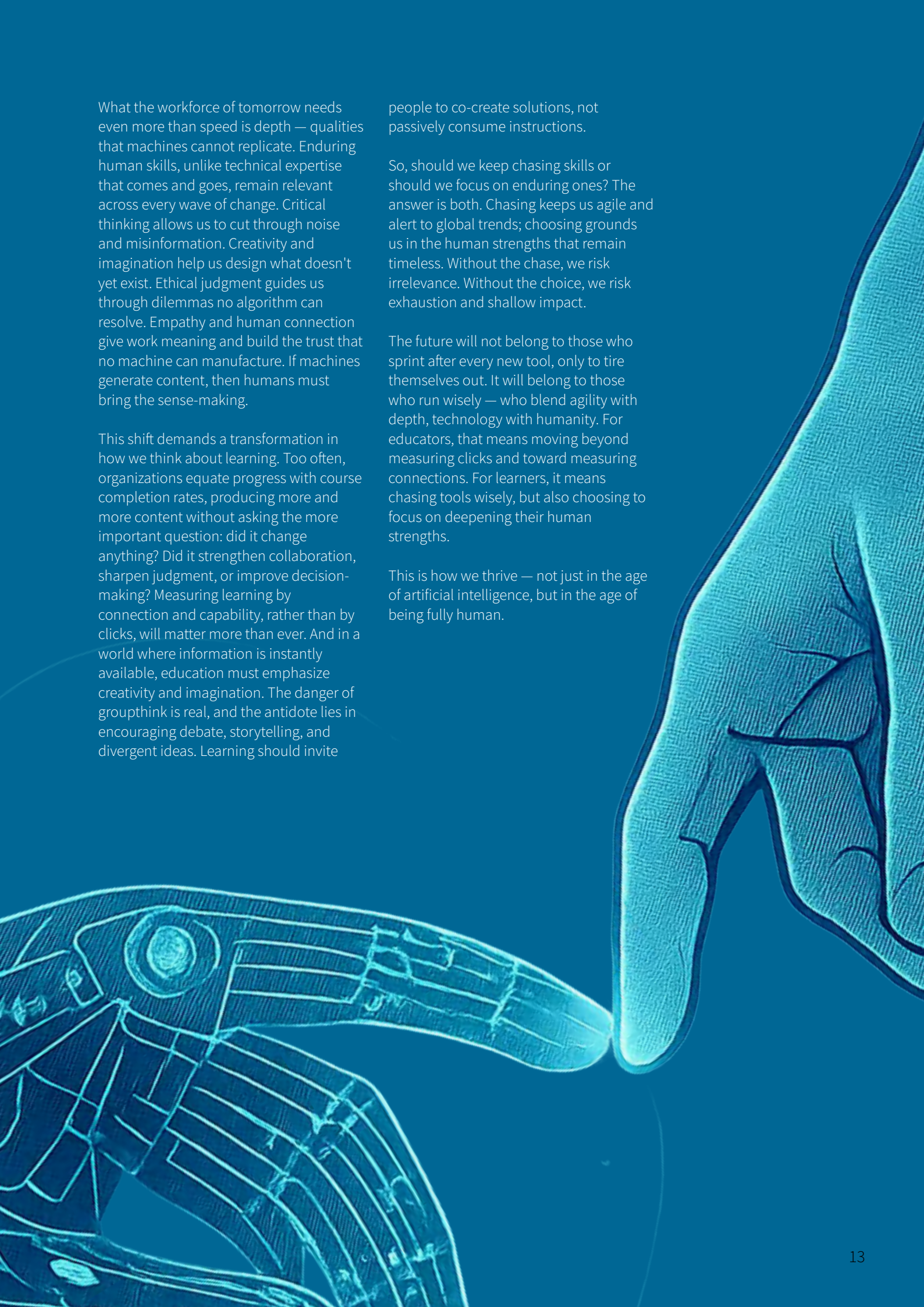
This shift demands a transformation in how we think about learning. Too often, organizations equate progress with course completion rates, producing more and more content without asking the more important question: did it change anything? Did it strengthen collaboration, sharpen judgment, or improve decision-making? Measuring learning by connection and capability, rather than by clicks, will matter more than ever. And in a world where information is instantly available, education must emphasize creativity and imagination. The danger of groupthink is real, and the antidote lies in encouraging debate, storytelling, and divergent ideas. Learning should invite

people to co-create solutions, not passively consume instructions.

So, should we keep chasing skills or should we focus on enduring ones? The answer is both. Chasing keeps us agile and alert to global trends; choosing grounds us in the human strengths that remain timeless. Without the chase, we risk irrelevance. Without the choice, we risk exhaustion and shallow impact.

The future will not belong to those who sprint after every new tool, only to tire themselves out. It will belong to those who run wisely — who blend agility with depth, technology with humanity. For educators, that means moving beyond measuring clicks and toward measuring connections. For learners, it means chasing tools wisely, but also choosing to focus on deepening their human strengths.

This is how we thrive — not just in the age of artificial intelligence, but in the age of being fully human.



Choosing the Right Learning Technology

Shalom Anurigwo | Learning and Development Manager

Every week, a new learning platform promises to revolutionize workplace training. AI-driven, gamified, immersive, each one marketed as the silver bullet that will fix all your learning challenges. If you work in L&D, your inbox is probably filled with these pitches, each flashier than the last. The real question is: how do you choose what actually works? Not what looks impressive in a demo, but what truly fits your people, your context, and your business goals.

The right solution is never about chasing trends or buying the newest tool. What works for one organization may fail in another. The real task is to choose technology that makes learning stick, drives performance, and can be sustained in the real conditions of your workplace. That takes clarity, not hype. It means asking hard, practical questions before signing off on anything. The first is purpose. Why do you need this technology? What problem are you solving that existing tools or methods can't? How will it move the needle on business goals or culture? Without this clarity, it's easy to chase trends and end up with tech that looks good but changes nothing. If frontline staff keep forgetting safety steps, buying a traditional LMS may only add content. Choosing a mobile microlearning tool that pushes quick refresher quizzes during shifts would actually solve the problem. Purpose ties technology directly to business impact.

Next are the people who will use it. Who are the learners, and what is their level of digital fluency? Will they embrace the tool or struggle with it? A platform's success depends on adoption, not just features. The same goes for administrators and managers: if uploading content or pulling reports is cumbersome, the tool becomes a burden. And stakeholders matter too—does the platform give them the metrics they care about, like compliance, engagement, or skills development? Imagine a retail company choosing between an advanced LMS and a simple mobile-first platform. If their frontline workers rarely use computers, the sleek LMS will fail; the mobile tool will thrive. People decide adoption, and adoption decides impact.

Technology must also support how people actually learn. Flashy features mean little if they ignore learning science. Good platforms allow flexibility and self-paced

learning, encourage collaboration, and use methods like spaced repetition to strengthen retention. They include accessibility features so everyone can participate. Think of nurses who need to keep up with new procedures: a yearly PDF manual might tick a box, but a mobile platform that delivers short scenario-based modules with quizzes and discussion spaces helps them retain knowledge—and apply it in patient care. Pedagogy ensures the tool drives real learning, not just content consumption.

Performance is the ultimate test. A platform must prove its value, not just deliver training. Does it help people apply skills on the job? Does it lift performance, reduce errors, improve speed, or link directly to KPIs? Can you track ROI or ROE, and connect learning to business metrics? A logistics company might roll out a simulation app for drivers and then measure whether delivery errors drop and customer satisfaction rises. When technology is tied to outcomes, it becomes a driver of performance, not just a content library.

Even the smartest tool will fail if it's not practical. Budget, scalability, integration, security, and support all matter. Does it work in low-bandwidth environments? Will the vendor keep it updated? Can it connect with your HR systems and performance data? Without these basics, even the best-looking solution collapses under real-world pressure. A digital training app might impress on paper, but if sales reps in remote areas can't access it offline, or if it can't sync with existing systems, it will quickly lose value. Practicality is what turns ambition into reality.

Choosing the right learning technology is not about buying what's newest or loudest. It's about making deliberate, context-specific decisions that fit your people, support how they learn, and prove they work. The best tool is the one that fits seamlessly into your organization, strengthens performance, and can grow with you. Before saying yes to the next platform, pause and ask: Does it serve a clear purpose? Will it work for my people? Does it reflect sound learning design? Can it demonstrate measurable performance? And is it practical to sustain? If you can answer yes, you're not chasing hype—you're investing in technology that truly makes a difference.

Microlearning and the Future of Workplace Learning

Omolafe Segun-Dabo | L&D Specialist

By 2027, half of the global workforce will need reskilling, according to the World Economic Forum's Future of Jobs Report. Yet few organizations can afford to pull employees away from work for days of training. In fast-paced, distributed workplaces where every hour counts, the old model of long classroom sessions is no longer enough. Employees need learning that fits into their work—not around it. This is where microlearning has emerged as a powerful solution.

Microlearning delivers short, focused learning experiences designed to meet one or two objectives at a time, usually within 3–10 minutes. Instead of overwhelming learners with too much information at once, it offers bite-sized, practical content that can be applied immediately on the job. A five-minute video briefing before a client meeting, a job aid for field staff, a podcast during a commute, or a quick quiz reinforcing last week's training are all examples. The Association for Talent Development's research, including *Microlearning: Delivering Bite-Sized Knowledge* (2017) and *Microlearning: Short-Form Learning for Long-Term Impact* (2025), shows that microlearning enhances performance by offering on-demand assets at the moment of need rather than requiring employees to carve out hours for lengthy training.

This approach fits perfectly with the biggest shifts reshaping work. Hybrid and remote workforces need learning that is flexible and mobile-friendly. Microlearning can be delivered through everyday platforms like Slack, Microsoft Teams, or WhatsApp, and accessed anytime, anywhere, on any device. It keeps distributed teams aligned and productive without pausing operations for full-day workshops. Artificial intelligence is also making microlearning smarter and more adaptive, recommending modules based on an employee's role, performance, or skill

gaps, and sending personalized nudges at just the right moment. Analytics show what content works best, allowing L&D teams to continuously improve impact. Microlearning also supports inclusivity in ways traditional training often struggles to. It can be designed with captions, transcripts, multiple languages, and screen-reader-friendly formats, ensuring that employees with different abilities, bandwidth constraints, or learning preferences are not left behind. Visual and audio options give learners choice, and mobile-first design ensures everyone can participate equally—whether they're in headquarters or a remote field location.

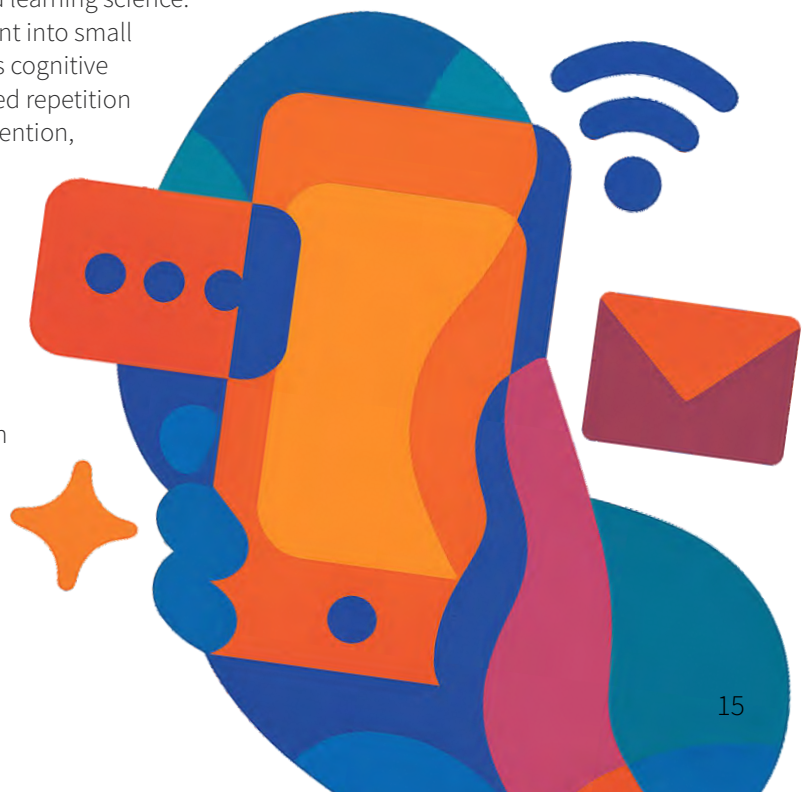
Crucially, microlearning embeds learning directly into the flow of work. Instead of treating learning as a separate event, it becomes part of everyday tasks: safety checklists integrated into shift tools, bite-sized leadership tips before a performance review, or compliance reminders triggered by real workflow actions. This ensures that learning supports productivity rather than interrupting it.

The effectiveness of microlearning is backed by solid learning science. Breaking content into small chunks reduces cognitive overload, spaced repetition strengthens retention, active recall through micro-quizzes builds long-term memory, and adult learning theory shows that adults learn best when content is relevant, practical, and problem-focused. These

principles explain why microlearning is not just a trend but a proven method for making learning stick.

Organizations are already putting this into practice. Unilever, for example, used the Bites platform to deliver compliance and operational training to over 1,400 frontline employees within 48 hours—training that would have taken weeks using traditional methods. By integrating microlearning into daily operations, they reinforced essential knowledge quickly without disrupting productivity.

The future of workplace learning will combine many approaches, but microlearning has become one of its strongest foundations. It is practical, inclusive, data-driven, and ready for the future. For L&D and HR leaders, the message is clear: use microlearning to equip employees quickly, integrate it with AI, hybrid work, and inclusive design, and position it not as a replacement for other methods, but as a pillar that strengthens them all. Microlearning is not a buzzword. It is the new baseline for building a workforce that can keep up with change.



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