

iDESIGNX™ LIVE! 2024

LEARNING DESIGN LEADERS SUMMIT

Rydges World Square, Sydney
Wed 22 May

Headline Premium Partner



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iDESIGNX™ LIVE! is an in-person event that provides 'Learning Designers' with the latest knowledge and skills to build and support talent development. Practitioners from various industry sectors will share their experiences and perspectives on design projects, tools, and techniques.

Industry projects covered include education, finance/insurance, healthcare/aged care/pharmacy, hospitality, information technology, mining/engineering, etc.

Who attends? Join instructional designers and learning specialists from corporate enterprises, Uni/Tafe/RTO's, industry training providers, federal, state, municipal, and nonprofit organisations.

🕒 7:45AM - 8:00AM **COMPLIMENTARY BREKKIE**



A complimentary cocktail breakfast is served as part of your summit ticket.

BREKKIE SESSION

AGENDA

🕒 8:00AM - 8:30AM



Presenter: Ravina Bhatia, Chief Design Officer, Learning Tribe

Topic: Skills EXcelerator: Designing for Skills EXcellence

Overview: In today's rapid world of work, we all recognise the importance of continuous skill building. Surprisingly, 91% of Australian employers can't find the skilled talent they need, and almost half the workforce is eyeing a job switch. Dive into this essential conversation with Ravina as she unravels how to design a scalable and effective skills ecosystem. If you're beginning your journey or aiming to infuse a culture of continuous learning in the workplace, this session is for you.

Key Learning Takeaways:

1. The key elements of designing for skill building.
2. A systematic process to retain and nurture organisational skills.
3. A strong foundation for successful skill development.

🕒 8:30AM - 8:50AM **NETWORK BREAK**

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HEADLINER SESSIONS

AGENDA

🕒 8:50AM - 9:00AM **OPENING REMARKS**

🕒 9:00AM - 9:45AM



Presenter: Emma Henning, Director of Learning Experiences, Androgogic

Topic: The Human Element: The Power of Empathy in Harnessing New Technologies for Fruitful Learning Experiences

Overview: Empathy is essential in designing meaningful learning experiences, and never more so than now that we integrate AI and extended reality (XR) into our learning environments. In this session, we will shed some light on the transformative role of empathy in learning and explore hands-on strategies for weaving human connections with new technologies.

Key Learning Takeaways:

- Awareness of the powerful role of empathy in digital learning.
- Explore approaches for human connection with new technologies.
- Tips for supporting learning teams to work their magic while elevating their tools.

🕒 9:45AM - 10:30AM



Presenter: Chuhwudi Ogoh, Learning Experience Designer, 360Ed.tv

Topic: Navigating the Nexus: Learning Experience in the Era of Artificial Intelligence

Overview: Delve into the intricate landscape of learning experiences amidst the transformative era of Artificial Intelligence (AI). Promising a comprehensive exploration, we draw insights from diverse learning theories to illuminate the dynamic interplay between human cognition and AI-driven educational methodologies. Discussing constructivist theories, which highlight learners actively building knowledge, and connectivist ideas, which focus on learning in networked environments, we consider how they can help us understand how education is changing. We also cover adapting teaching methods for the AI era, combining traditional theories with AI's capabilities, and encompassing blended learning, personalized learning with AI, and gamification to motivate learners.

Key Learning Takeaways:

1. Understanding how AI influences different learning theories.
2. Exploring how AI can personalize learning and enhance gamification in blended learning.
3. Recognising the need to adapt teaching methods to effectively use AI while keeping learning human-centered.

🕒 10:30AM - 11:00AM **MORNING REFRESHMENT BREAK**



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FRONTLINER SESSIONS

AGENDA

🕒 11:00AM - 12:00PM

Presenter: Veronica Reilly, Learning Director, Digital Learning Partners



Topic: Hacking Learning Design with Neuroscience

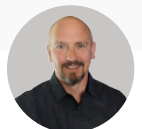
Overview: Ever considered supercharging your learning design with a neuroscience boost? 'Hacking Learning Design with Neuroscience' is precisely that—a golden ticket to revolutionise learning and educational content. We'll explore the brain's mechanisms and their game-changing impact on learning design. Say goodbye to standard approaches and hello to innovative strategies that make your courses, workshops, and eLearning content not only stick but truly resonate and inspire!

Key Learning Takeaways:

1. Master the art of creating deeply engaging and effective learning content that resonates with every brain.
2. Discover neuroscience-backed principles that make learning experiences not just memorable but transformational.
3. Walk away with actionable strategies that will set your content apart in the crowded world of learning design.

🕒 11:00AM - 12:00PM

Presenter: Calvin Osborne, Creative eLearning Director, Poncho Learning Design



Topic: Interactive Case Studies: Storytelling Through Interactive Video

Overview: Video branching scenarios, often likened to choose-your-own-adventure stories, can revolutionise the way learners engage with content. In this presentation, we'll delve into the exciting realm of gamifying video branching scenarios, exploring their usage, development process, and the myriad benefits they offer. Get ready to embark on a journey where storytelling meets interactivity, as we immerse learners in interactive case studies.

Key Learning Takeaways:

1. Understanding Usage and Development: Gain insights into the practical applications of video branching scenarios and learn about the creative process behind their development.
2. Unveiling the Theory and Benefits: Explore the underlying principles that make interactive case studies effective and discover the tangible benefits they bring to learners and organisations.
3. Navigating implementation and limitations: Learn when and how to deploy video branching scenarios effectively and understand the factors that determine their success or limitations in different contexts.

🕒 12:00PM - 12:15PM **SESSION TURNAROUND**



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FRONTLINER SESSIONS

AGENDA

🕒 12:15PM - 1:00PM

Presenter: Tamara Quader, Head of Learning Design, Allara Global



Topic: Building a Winning Hospitality Workforce with eLearning.

Overview: In the hospitality industry, engaging staff with online learning can be challenging. This mobile-first, desk-less environment requires readily accessible training on mobile devices, making traditional e-learning methods difficult to adopt. This session will explore proven strategies to design interactive and impactful training specifically tailored to the hospitality industry's unique needs. We'll delve into how we consider costs, development complexity, and deployment efficiency to create affordable, workable, and impactful learning experiences.

Key Learning Takeaways:

1. Learn strategies for identifying the best training modality (e.g animation, online course, or digital simulation) and how to align it with intended learning outcomes.
2. Understand approaches to developing eLearning that consider design costs, development complexity, and deployment efficiency.
3. Discover approaches to reassess training modalities and adjust them as learner needs change and evolve.

🕒 12:15PM - 1:00PM

Presenters: Paul Batfay, Professional Development Consultant, APRA, and Brenden Carter, Creative Director, The Learning Hook



Topic: Case Study: Saving the Day: Refreshing Refreshers

Overview: Australian Prudential Regulation Authority (APRA) data indicates the most recent "Saving the Day" annual compliance refresher program (this is its third year running) has seen a 100% on-time completion rate, 99% of the learning outcomes achieved (as rated by learners), with 99% also saying the examples and activities were relevant. Join us to explore how design plays a part in keeping refreshers refreshing and hear more about Ramon (to be continued on May 22).

Key Learning Takeaways:

1. Build a replicable design approach that inspires confidence.
2. Use fun and familiarity in the narrative to create engagement.
3. Harness trust and honesty in the client-vendor relationship to deliver winning results.

🕒 1:00PM - 2:00PM LUNCH & NETWORK BREAK



A buffet lunch is served in the Rydges Amber restaurant, which provides a range of food and drink options along with extra time to network with coworkers and speakers and meet new people in the industry.

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FRONTLINER SESSIONS

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🕒 2:00PM - 2:30PM

Presenter: Katrina Macdermid, Co-Founder, HIT Global



Topic: Human-Centric Design in Technology Training: A Professional Experience in the IT Field

Overview: In today's rapidly evolving digital landscape, IT professionals play a crucial role in driving business success through technology. However, traditional IT training overlooks essential design thinking principles crucial for creating the right user experiences (UX) and customer experiences (CX). This session on 'Human-Centric Design in Technology Training' bridges this gap using design thinking tools and strategies. Using the IT industry as a case, Katrina will explore the significance of human-centric design in technology roles, understanding how UX and CX impact overall business outcomes. By integrating design thinking principles into their workflows, learn how IT professionals have unlocked new opportunities for innovation, enhanced product and service quality, and ultimately driven customer satisfaction and loyalty.

Key Learning Takeaways:

1. Understand the importance of human-centric design principles in technology roles and how they impact user and customer experiences.
2. Learn practical strategies and tools from design thinking methodologies to analyse user behaviours, identify pain points, and co-create effective solutions.
3. Explore ways to integrate UX and CX considerations into IT projects, enhancing overall product and service quality, and driving customer satisfaction and loyalty.

🕒 2:00PM - 2:30PM

Presenters: Mark Goold and Matthew Masci, Principal Consultants, Lucid Virtual Solutions



Topic: SNAP! A Framework for Rapid eLearning Development

Overview: Already using rapid authoring tools but not seeing delivery timelines improve as much as you expected? Are multiple reviewers (and multiple reviews) holding up your eLearning projects unnecessarily? This is becoming an unhealthy trend in the pursuit of delivering quality eLearning quickly. SNAP is a framework that complements ADDIE and removes a lot of the waste in the eLearning process. Find out what the SNAP framework looks like in practice, and the improvements it can make to delivery schedules without impacting non-negotiables like brand, accessibility, and user-experience.

Key Learning Takeaways:

1. Reflect on your organisations current eLearning process.
2. Explore how the SNAP framework would apply to future eLearning projects.

🕒 2:30PM - 2:45PM **SESSION TURNAROUND**



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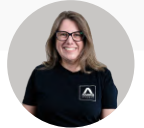


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FRONTLINER SESSIONS

AGENDA

🕒 2:45PM - 3:15PM



Presenter: Danni Phelan, CEO/Lead Designer, AMPS Academy

Topic: Technical Skills Development Online: Keeping It Real

Overview: Mentors play an important role in supporting graduates as they transition into complex operational roles. In areas impacted by increasing demand and growing skills shortages, finding qualified mentors can be difficult. Flexible, self-paced learning programs are becoming a cornerstone of many early-career professional development plans to bridge this gap. Creating online resources that both challenge and support technical professionals is vital. How do we 'keep it real' and design eLearning resources that give graduates opportunities to demonstrate technical skills acquisition in a virtual environment? Using case studies from the award-winning Mining Engineering Technical Skills program, we will explore how self-paced learning courses were designed to create authentic learning experiences for graduate engineers as part of an initiative developed by BHP, Anglo American and AMPS Academy to support diversity and inclusion in the industry.

Key Learning Takeaways:

1. Select effective learning design strategies for self-paced technical skills programs.
2. Recall strategies used to design authentic and challenging self-marking assessments.
3. Design effective job aids and collaborative tools that facilitate the application of technical skills in the workplace.

🕒 2:45PM - 3:15PM



Presenter: Steve Corney, Learning Strategist, Learn Awesome

Topic: 10 Things other than eLearning you can Create with your Authoring Tools.

Overview: Learning and development, like any other function in the business, is faced with the same financial and budget challenges as other departments, if not being pillaged and plundered. You may be an amazing influencer or crusader for budget, but even superheroes lose the fight sometimes. The challenge now is to be able to get as much bang for your buck out of your tech stack and software to ensure your learners are still receiving the necessary skills and knowledge to grow. Oh, and keep costs low, of course. From an agency perspective, we have witnessed this firsthand but are committed to doing something about it. What if your authoring tool could create other artifacts that could support your teams? What if you could free up a precious budget by removing duplicate technology and software? Join me on a dive down the rabbit hole of squeezing the most out of our authoring tool while ensuring what's created is functional and supportive.

Key Learning Takeaways:

1. Come away with new ideas and use cases to try as I show you 10 examples you can "borrow" for your own needs.
2. Share insights from our agency and the realities of expensive tools, technology, and platforms.
3. Share templates with you so you don't have to start from scratch and can implement them immediately.

🕒 3:15PM - 3:30PM **SESSION TURNAROUND**



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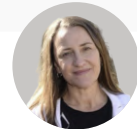
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FRONTLINER SESSIONS

AGENDA

🕒 3:30PM - 4:00PM

Presenters: Michelle Piccolo Executive Lead Strategy /Transformation, Eremea and James Stack, Co-Founder, Lead Designer, Obvious Choice



Topic: How Eremea Home Care Services Innovated their Learning Strategy for Real Business Impact.

Overview: This practical session will explore the business imperative for designing shorter, targeted learning for a frontline workforce needing continuous professional development. Microlearning, spaced repetition, on-the-job performance support, and data-driven coaching insights are topical themes for many of us in L&D. Eremea Home Care Services is doing it all to ensure their workforce is well trained to care for older Australians and people living with disabilities.

Key Learning Takeaways:

1. The business imperative for designing evidence-based learning that ensured long-term knowledge retention.
2. How Eremea reduced the operational impact and opportunity cost of 'one size fits all' face-to-face training and online learning.
3. How Eremea uses learning insights and analytics to design and drive a coaching culture for their largely ESL workforce.

🕒 3:30PM - 4:00PM

Presenter: Krysti-Lee Patterson, Founder & Managing Director, Meitheal Services



Title: Navigating Complexity: Enhancing Learning and Development in Healthcare

Overview: Delve into the complex landscape of learning and development within the healthcare sector, using the community pharmacy industry as a case study. Explore the challenges of balancing stakeholder interests, regulatory compliance, and professional standards while meeting the unique needs of frontline healthcare workers. From understanding frontline dynamics to upholding ethical standards and ensuring continuous professional development, learn how to navigate the intricacies of designing effective learning solutions. By embracing these challenges WE aim to unleash the full potential of educational initiatives and empower healthcare professionals across various specialties and sectors.

Key Learning Takeaways:

1. Discuss strategies for conducting thorough needs assessments and user research to inform design decisions and create meaningful learning experiences for diverse frontline audiences.
2. Share perspectives on the tools and technologies employed in pharmacy education, such as interactive simulations, case studies, and peer learning platforms. Discuss how these tools can be adapted and applied in different sectors to enhance engagement, interactivity, and learning outcomes.
3. Share lessons learned from balancing stakeholder interests, regulatory compliance, and ethical considerations throughout the design process.

🕒 4:00PM EVENT CONCLUDES

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