7 Reasons to Utilize L&D as a Change Agent During Times of Crisis

Learning and development professionals are often viewed as instructors, course creators, or trainers. Yet, they possess a robust set of skills—well beyond training—that make them perfectly suited to support and improve your change management efforts during times of disruption. Instead, you should view L&D as a "utility player," and below are seven reasons why.

1 L&D is a trusted voice at your organization that builds creative, innovative solutions to help your employees continuously learn, adapt, and grow.

2 They are already familiar with collecting and managing information at the companywide level and regularly meeting with leaders to identify needs.

3 Managing technology comes as second nature to them, yet they also have a keen understanding of how to apply the "human" element to learning technologies.

4 L&D is responsible for making sure their efforts are always in alignment with your company's strategic goals, which requires a strong knack for negotiating with and influencing managers, leaders, and executive.
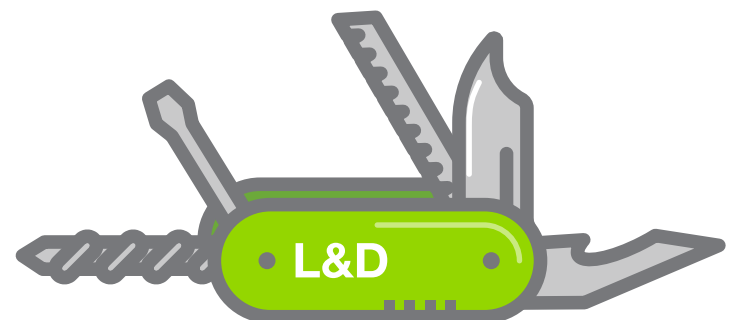
5 They are aware of how and when to apply critical thinking and problem-solving to optimize processes that may need to be looked at in different ways that can stretch and drive people into new solutions.
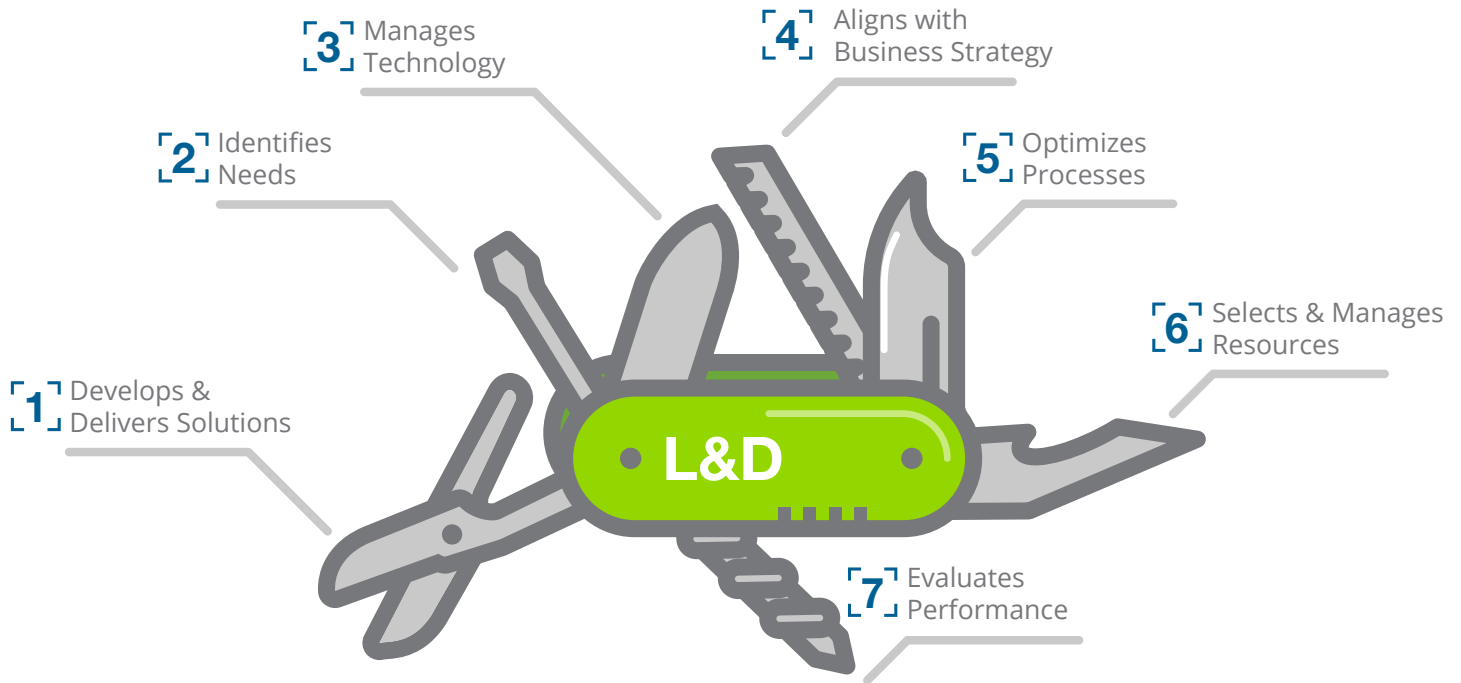
6 L&D professionals understand how to select and manage resources, including personnel management and decision-making, two areas that are important in change management.

7 Finally, they know the importance of regularly analyzing, measuring, and communicating the impact of L&D on business performance.

L&D

3 Manages Technology

4 Aligns with Business Strategy

2 Identifies Needs

5 Optimizes Processes

6 Selects & Manages Resources

1 Develops & Delivers Solutions

L&D

7 Evaluates Performance

UTILITY PLAYER

L&D Skills for Effective Transformation

1 Employee development, creativity and innovation

2 Consultation, information management and organization

3 Influencing and negotiating, strategic thinking

4 Critical thinking and problem-solving

5 Organizational performance analysis and performance measurement

6 Management of personnel resources and decision-making

7 Organizational performance analysis and performance management

Learn more about Schoox and how we help organizations like yours tap into the strengths of L&D to lead your workforce through change.