

Equipping Staff for the Digital Future of Work

CES501754

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Royal HaskoningDHV





Who is Sanne Douma

Digital Academy lead



Who is Christopher Du Plessis

Digital Lead, Southern Africa





The Royal HaskoningDHV context

The Royal HaskoningDHV context





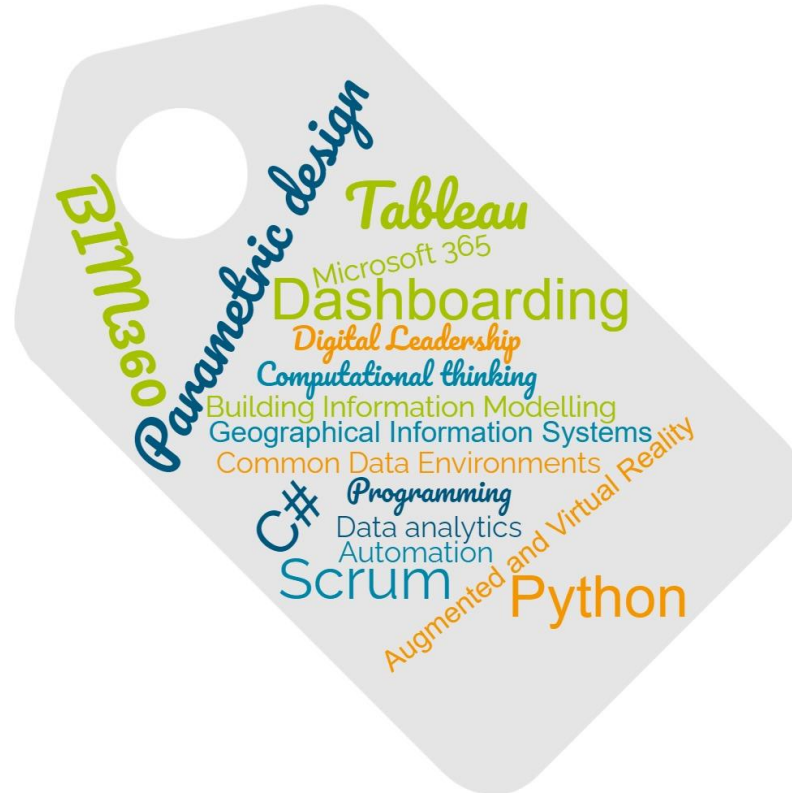


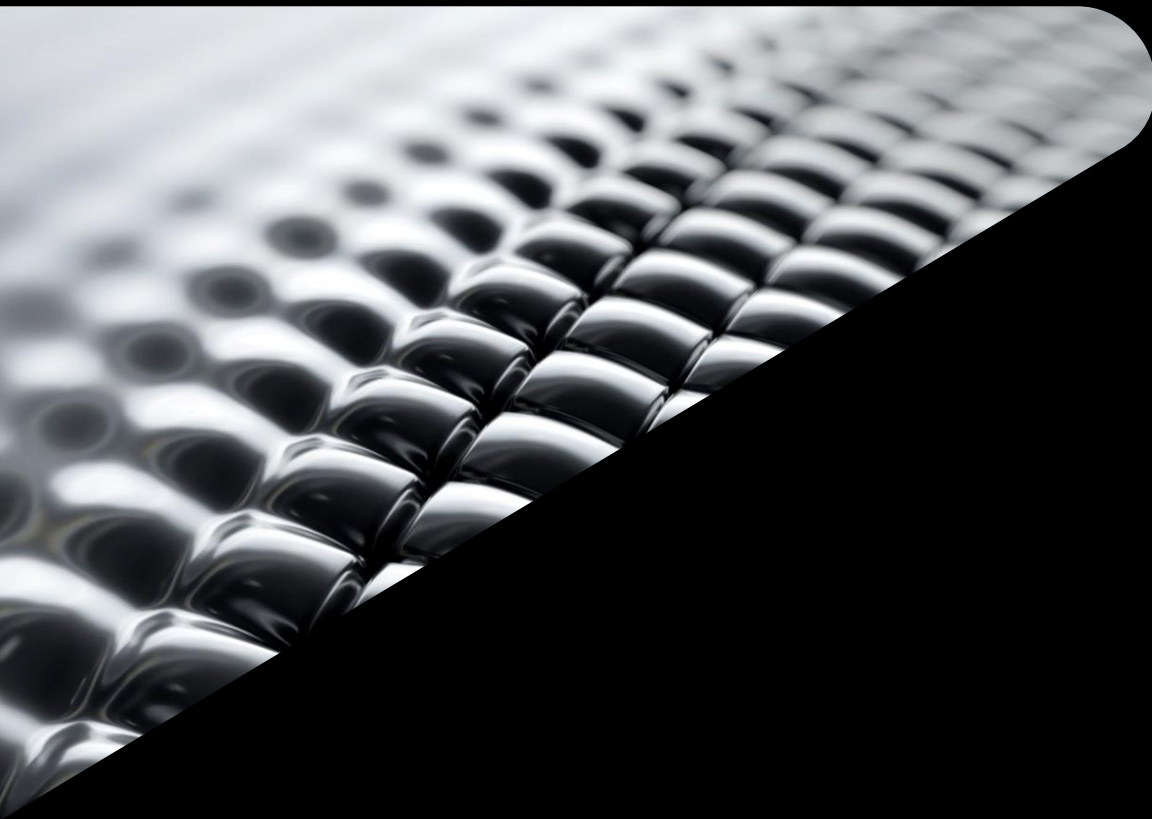
STRONGER²⁵

L&D as part of our Digital Transformation



**DIGITAL
ACADEMY**





Imagine

“ I’m too busy, I do not have time for training. Maybe next year.”

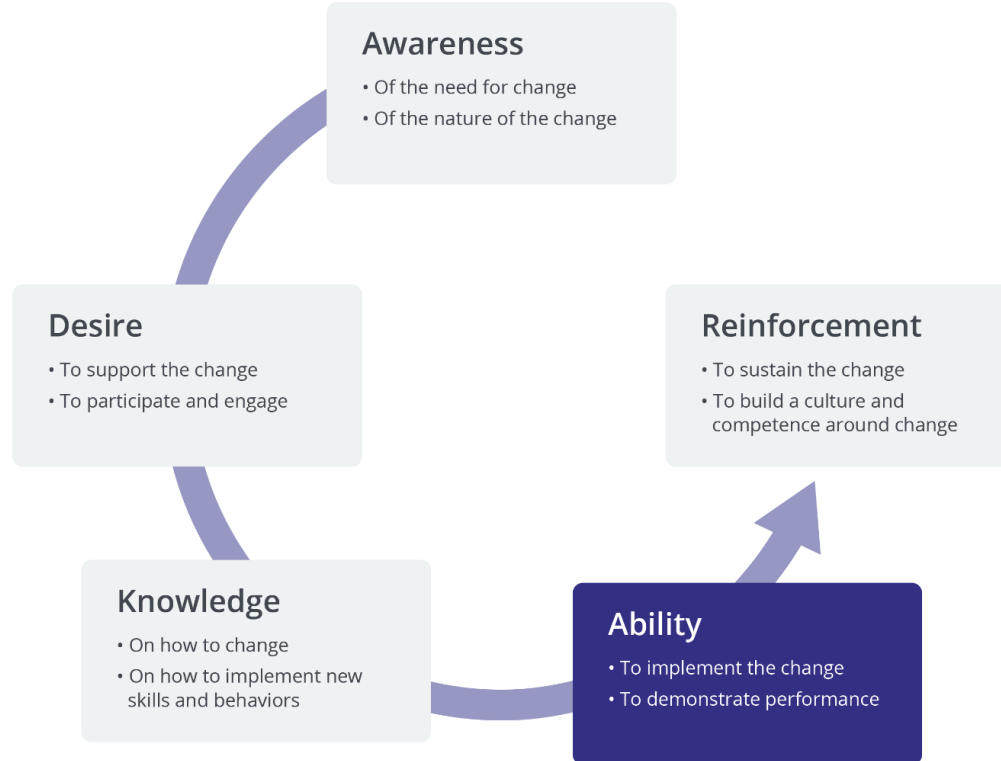
“We’ve always done it this way and our clients are happy, I don’t see why I need to change it.”

**“ Great that we are improving our
ways of working, but is not applicable
to my work ”**





Learning & Development is just one element of the Change Journey



Our Digital Learning Strategy

Based on the Human Challenge and Change Management



Learning Culture

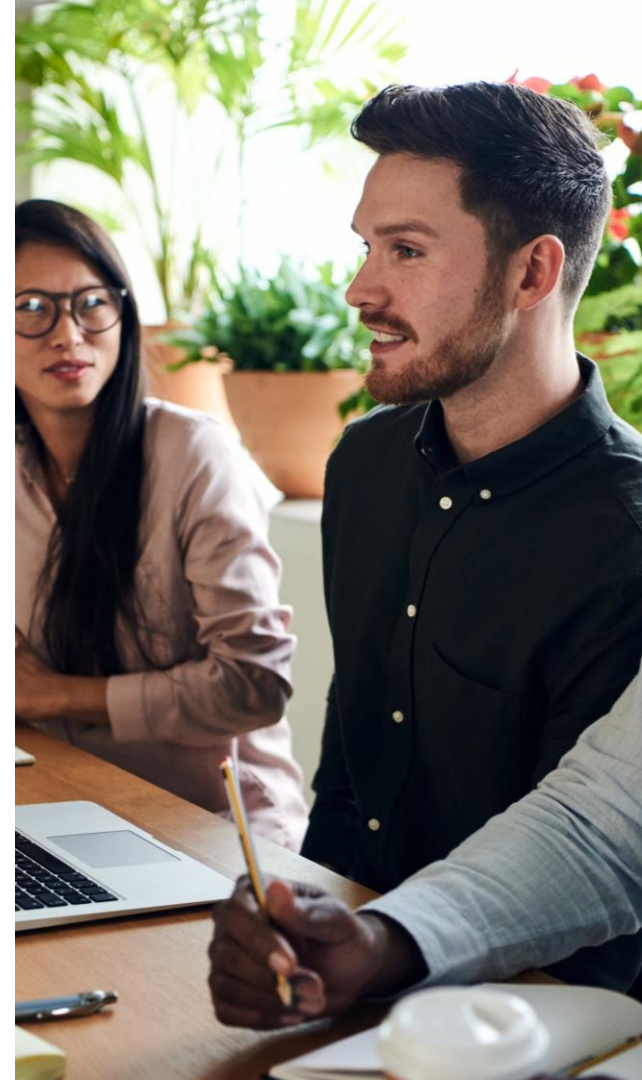


“Continuous learning is viewed as the most important element for a changing workforce”

Continuous learning intervention

Learning weeks

- Global
 - Bite sized
 - Peer to peer
 - Fun
 - Create awareness and desire
- How Open Standards can help you deliver value
 - Digital tools meet disaster management
 - Automation consultancy: project examples
 - How to write a BIM execution plan
 - Applying CDE on your projects
 - Data ethics
 - Data-driven design

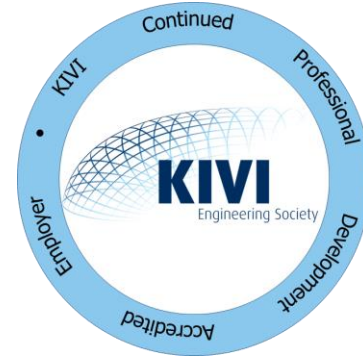


Learning landscape





External recognition



Leadership



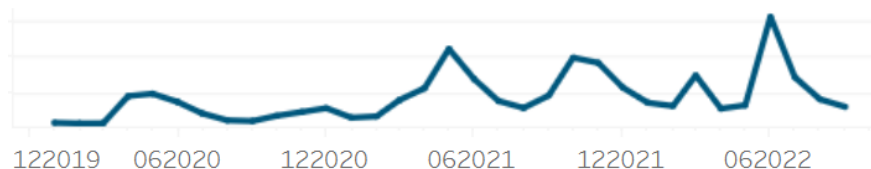
A group of business professionals in a modern office setting, engaged in a collaborative meeting around a table with laptops and tablets.

Train management first

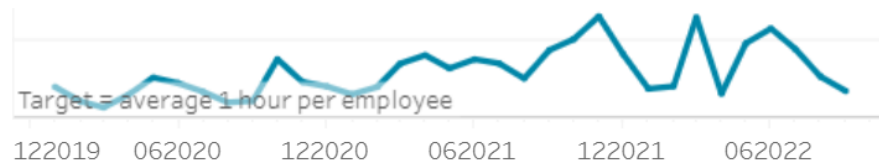


Learning trends

Total number of trainings completed

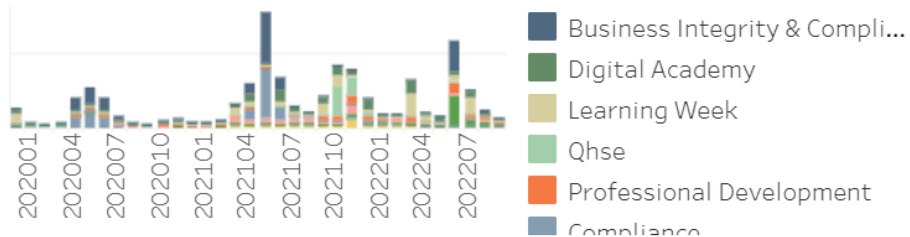


Total hours spent on trainings



Top 10 training topics per month

Based on total number of trainings completed per category



DWOW Learning KPI

Participation of current workforce in digital skills trainings based on digital skills trainings completed in 2020 or later



Only BL/BU/AG/Country/Job family filters apply to the DWOW learning KPI chart

Capabilities



■ Current skills ■ Skills in three years: Increase ■ Skills in three years: Decrease

RISING TECH SKILLS



Creativity

39% ● ► 61%



Cognitive flexibility

29% ● ► 52%



Emotional intelligence

34% ● ► 48%



Complex problem-solving

61% ◀ ● 64%



Leadership/management

56% ● ► 60%



Critical thinking

46% ● ► 51%



Negotiation

26% ● ► 29%

Traditional tech skills



Systems thinking

47% ◀ ● 51%



Service orientation

52% ◀ ● 65%

0%

75%

Skill assessment and personalized learning



Southern Africa use case

The Approach



• **DIGITAL TRANSFORMATION**

Leverage emerging technologies to build new business systems, business models, consumer & employee experience

• **DIGITALIZATION**

Improve business processes by leveraging digital technologies

• **DIGITIZATION**

Transition from analog to digital



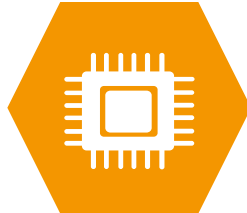
Personal Goals



Assessing



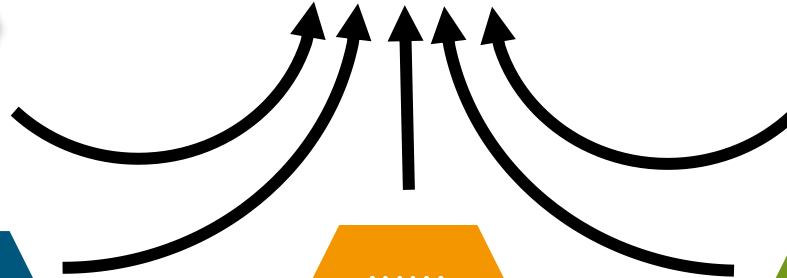
Knowledge



Technology



Learning Path



SA use case

Status Quo - 1st Quarter 2022



Knowledge fragmented



330 Technical Staff

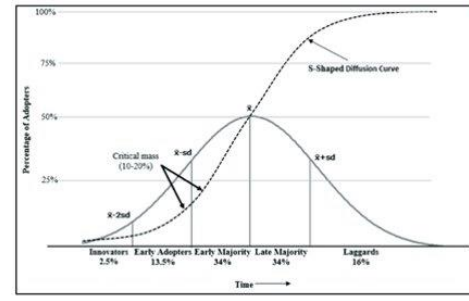


32 Assessments

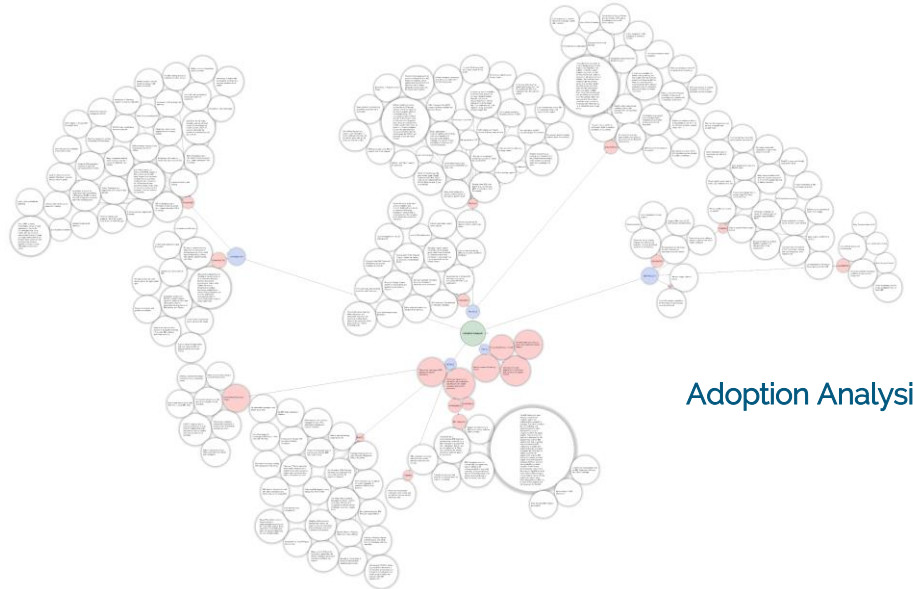
Skill Gap



Training Not structured



Early Adoption reached but the early majority



Adoption Analysis

The diagram illustrates a learning path for professionals, starting with foundational knowledge and leading to professional certification. The path is divided into two main branches, both leading to the ISO 19000 Professional Foundation and ISO Professional Certification.

Foundational Knowledge:

- INF CONNECTIVE BLOCKS
- INF COORDINATIONS
- INF CONNECTIVE ANTICIPATIONS

Branch 1 (Left):

- ISO 19000 Professional Foundation (ISO 19000)
- ISO 19000 Professional Foundation (ISO 19000)

Branch 2 (Right):

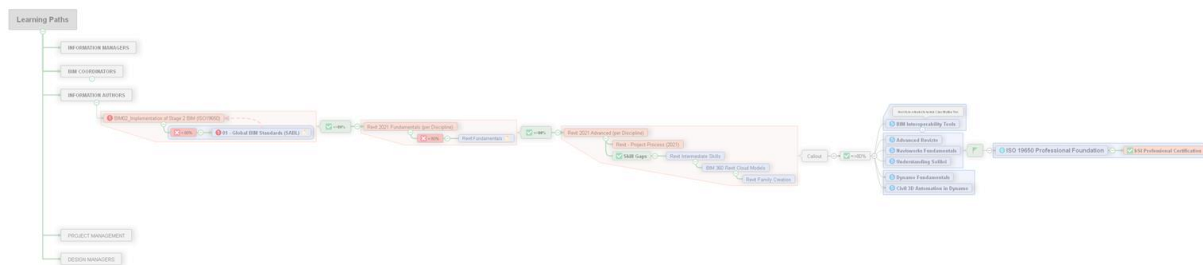
- ISO 19000 Professional Foundation (ISO 19000)
- ISO 19000 Professional Foundation (ISO 19000)

Final Outcome:

- ISO 19000 Professional Foundation
- ISO Professional Certification

Related Roles:

- PROJECT MANAGEMENT
- DESIGN MANAGER

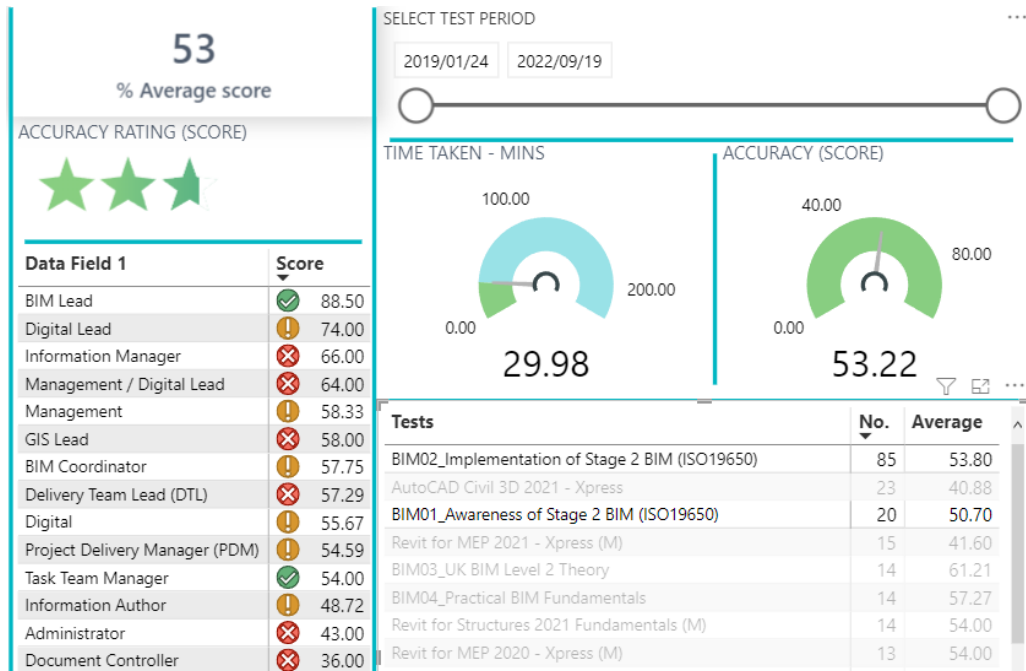
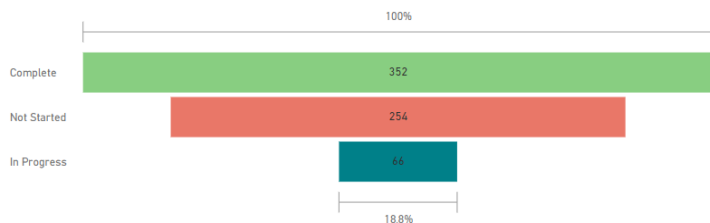


SA use case

To date

- Total of 672 assessments in total:
 - 274 ISO19650 Assessments
 - 398 Software Assessments
 - 52% of total completed
- 105 ISO assessments completed
- Functional roles based scoring reflects inconsistent knowledge, impacting standard methods and procedures

INVITE STATUS FUNNEL



KNOWLEDGE
SMART

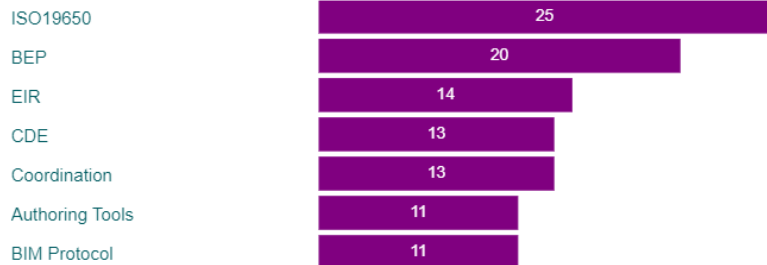


AUTODESK UNIVERSITY

SA use case

Training tags

BIM Coordinator

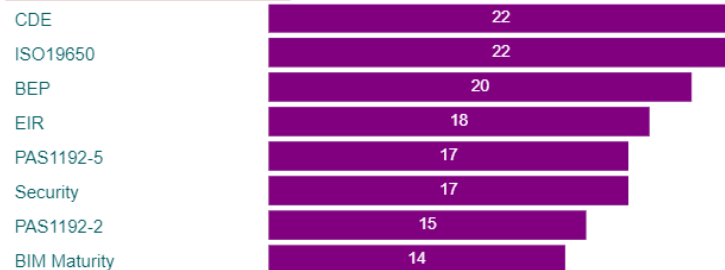


SELECT DYNAMIC GROUP 2

Information Author



Project Delivery Manager (PD...



SELECT DYNAMIC GROUP 4

All



SA use case

Feedbacks

Holistically
View

Connecting the
dots

Engaging on
standard

Requests for re
assessments

Right questions

Design to AM

Client
Engagement

Motivation

Positive energy

Exploring Further

Not a test

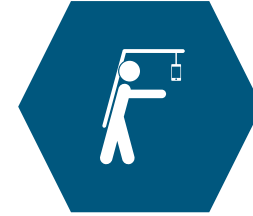
SA use case

Summary and Way forward

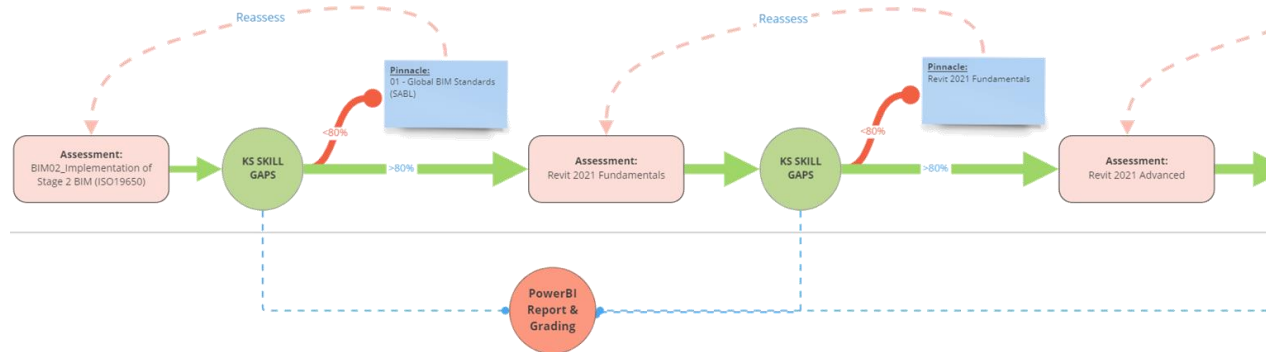
Scoring/Grading



Training



Learning Path



Assessment



Skill Gaps



Does our staff feel equipped for the future?





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