

2020 Vision

As we come to the end of 2019, we must take time to step back and appreciate what we have learned, shared, and created. Leaders at all levels must always take time for focused reflection to better understand and know how to create desired futures.

The Data Is In

With that in mind, I have worked to gather the information, insights, and gaps to understand the trends of tomorrow. I have had the opportunity to work with many different industries over the year and this has allowed me to study the trends, learning, and business of our clients and their teams.

Here are the top 5 options for learning and development in 2020 that companies are looking at or should be looking at for their people to better reap the rewards of increased effectiveness, efficiencies, and alignment.

1. Leadership Development Series

Employees today will become your leader's tomorrow. It is very important that companies offer leadership development to everyone they hire, not just supervisors and managers. A leadership development series (at all levels) allows for spaced learning and conversations that force the development of solid leadership attitudes and skills. These series require more coordination and buy-in but allow for a greater impact on any business.

For the business... the more everyone adopts a leadership mindset, the better they are prepared to take risks.

2. Customer Experience Essentials

Today's workplace is more diverse than ever. Organizations need to ensure that their teams understand how to drive positive customer experiences and that everyone understands and can connect with the essentials of customer experience today. Customer experience essentials programs help enhance all employees' knowledge and gives them the tools they need to embrace the changing needs of all your customers – internally and externally.

For the business... understanding that change is inevitable and providing support to employees will ensure future success.

3. Communication & Influence

Ineffective communication can often lead to negative work relationships and affect your company's bottom line. Whether it's a face-to-face meeting or an e-mail thread, every employee should have an understanding of the basics of communication. We influence and are being influenced all the time. Impactful influence training provides team members with insights and strategies to get buy in on an idea or drive engagement for change.

For the business... communication and influence are critical to the success of every organization.

4. Critical Conversations

Managers, team members, and employees need to have critical conversations at some time or another. Although critical conversations cannot be avoided, they can be successfully managed to achieve positive outcomes. Learning experiences provide key opportunities to develop understanding and skills are



necessary to stay in control, before, during, and after a critical conversation so that you can achieve the desired outcome.

For the business... being able to have critical conversations drive emotional intelligence and the power skills of working with others.

5. Project & Time Management

Time is a valuable, but limited resource. It is a key to success, and when not managed effectively, results in stress, missed deadlines, and poor work quality. We live in a world where most tasks are projects and every team requires at least one project manager. Project and time management learning provides techniques and tools that will help your employees, at every level of an organization, stay organized, focused, and be more productive every day.

For the business... team members that have solid skills and strategies to manage projects and time will positively impact any business.

Understand the history of where organizations are can help all of us position ourselves to lead them into the future. By investing in and providing learning and development opportunities for your people, your organization will constantly learn, earn and return that investment to the bottom line.

So, as you embrace this holiday season, make sure you spend some time looking back – to get ahead in 2020.

[Click here to see CSPN's calendar of events to help you and your organization thrive in 2020.](#)

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Follow Corey on [LinkedIn](#). His focus is to deliver meaningful and measurable strategies for organizations to harness team potential and create engaging leaders. With over 20 years in the learning, development and training industry, Corey is well known for his ability to connect with any audience at any size. He has provided participant focused learn and development design and consulting, professional speaking, coaching and training for organizations - of all sizes - across North America. He has a focused results-based partnership approach to develop and deliver customized solutions that meet an organization's unique business needs and resolve their most significant issues, helping them to create a lasting competitive advantage.