

What's Shaping Learning Design in 2026



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Facilitator



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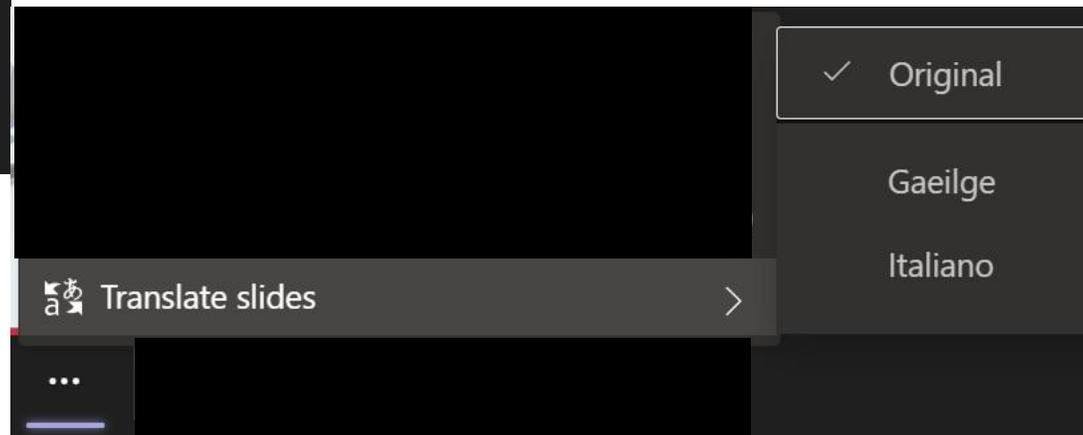
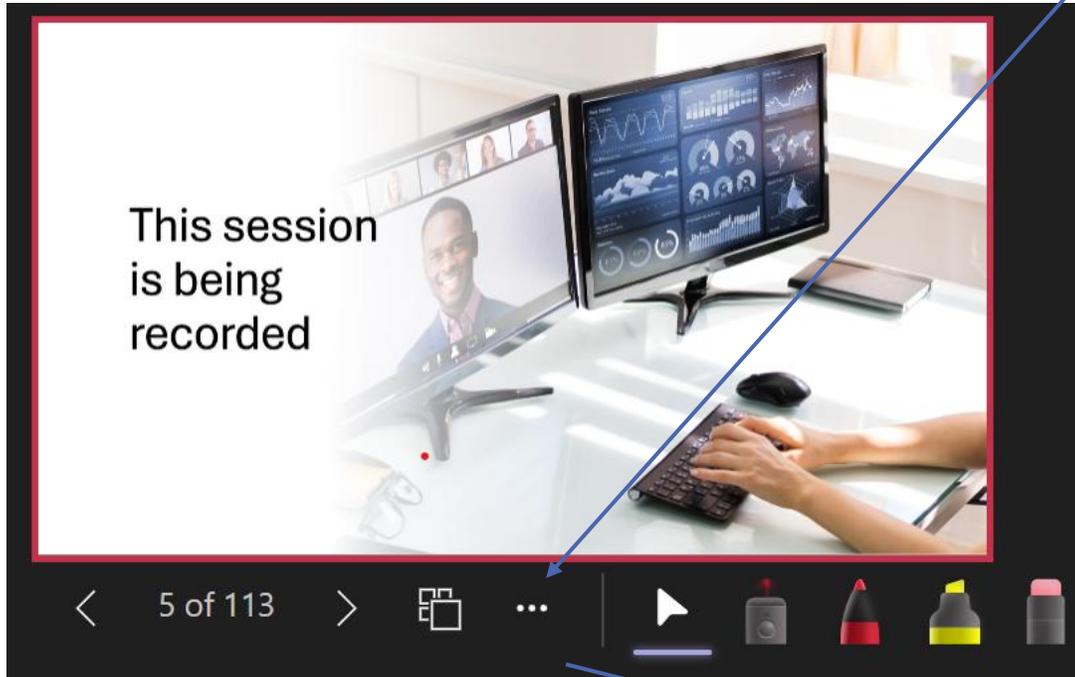
Event Agenda



1. Learner Centered Design
2. Micro Learning & Bite Sized Content
3. Blended Learning that works
4. Social and Peer Learning
5. Facilitator as a coach
6. Virtual and hybrid facilitation skills
7. Gamification and motivation science

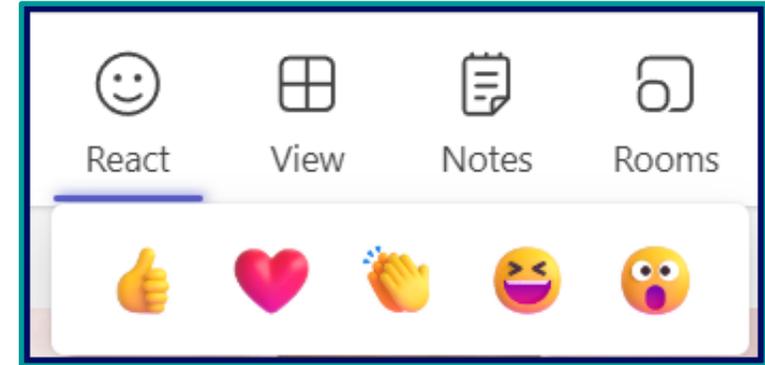
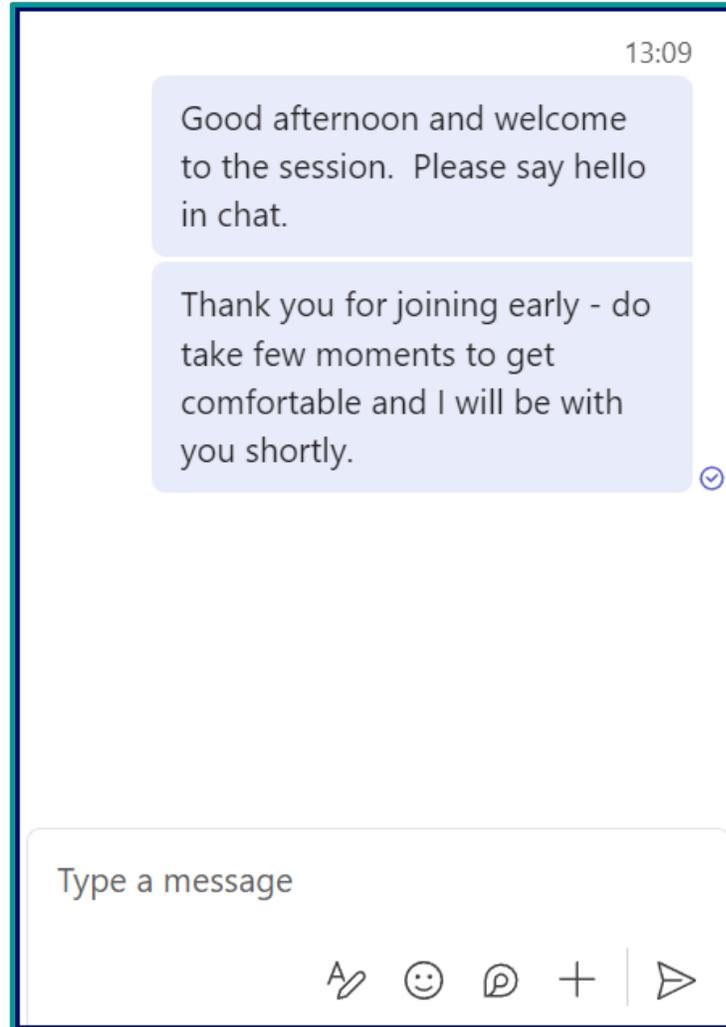
Translate the PPT's

To view the slides in your local language



Communicating with Meeting Chat & Reactions

Use Meeting Chat for questions, thoughts and comments or to share an emoji

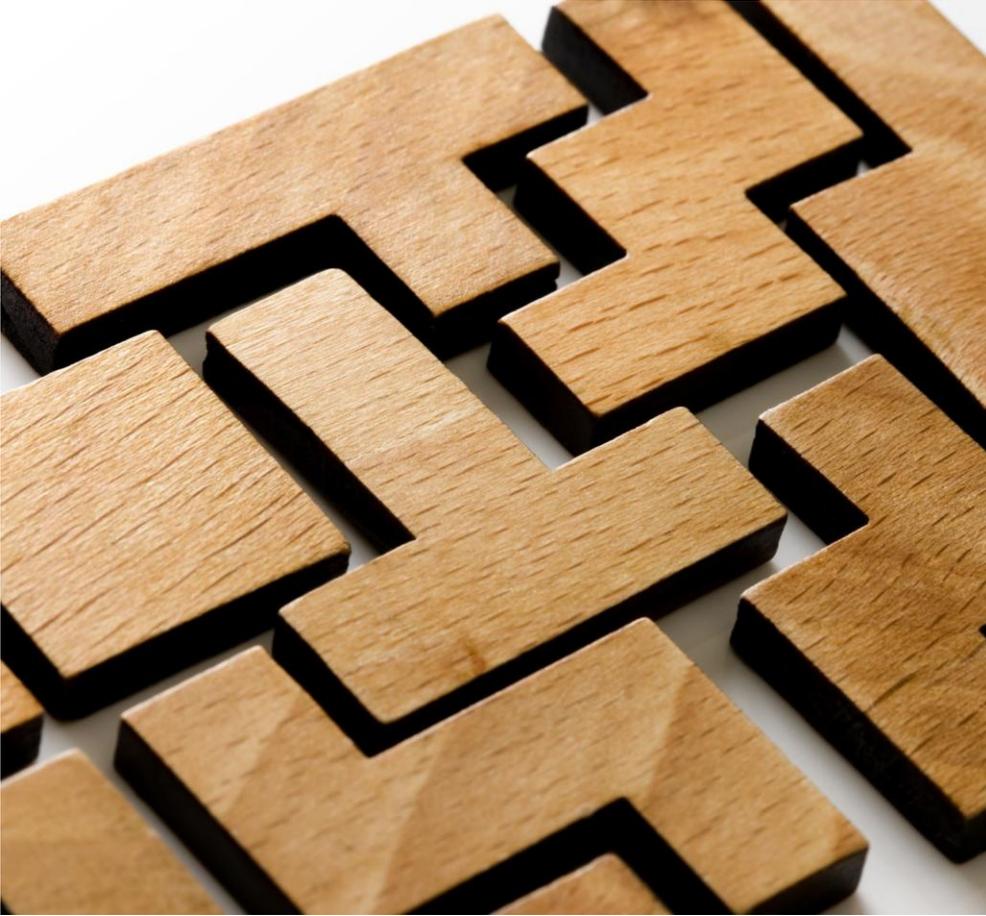


Or, use the reactions

Q

What comes to mind when you think of learning design?

Learning Design



- Content
- Methods
- Experience
- Outcomes

1 Learner Centered Design



Focusing on what
the learner needs
to **do** rather
than just what you
want them to
know.



Q

What is the benefit of this approach?

Why it matters



- Makes learning relevant and practical
- Aids learning transfer
- Encourages active participation
- Aligns learning with business goals and performance outcomes.

Q

A new results indicator has been rolled out. What should the learning focus on:

1. Understanding what it means
2. Knowing how to use it
3. Learning how to use it to improve results

Answer

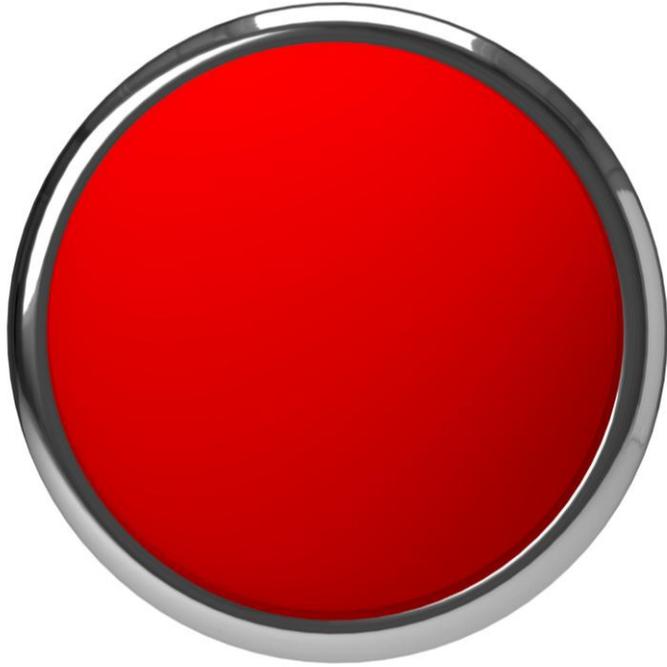
A new results indicator has been rolled out. What should the learning focus on:

1. Understanding what it means (*Knowledge*)
2. Knowing how to use it (*Skill*)
- 3. Learning how to use it to improve results**
(*Behavioural application*)



The 'right' focus
is **workplace
behaviours**

What to be wary of



- Risk of over-customising for one group and missing wider needs
- Design can take more time and effort
- Facilitator skill to manage diverse learner need in real time
- Can drift off-track or feel unfocused

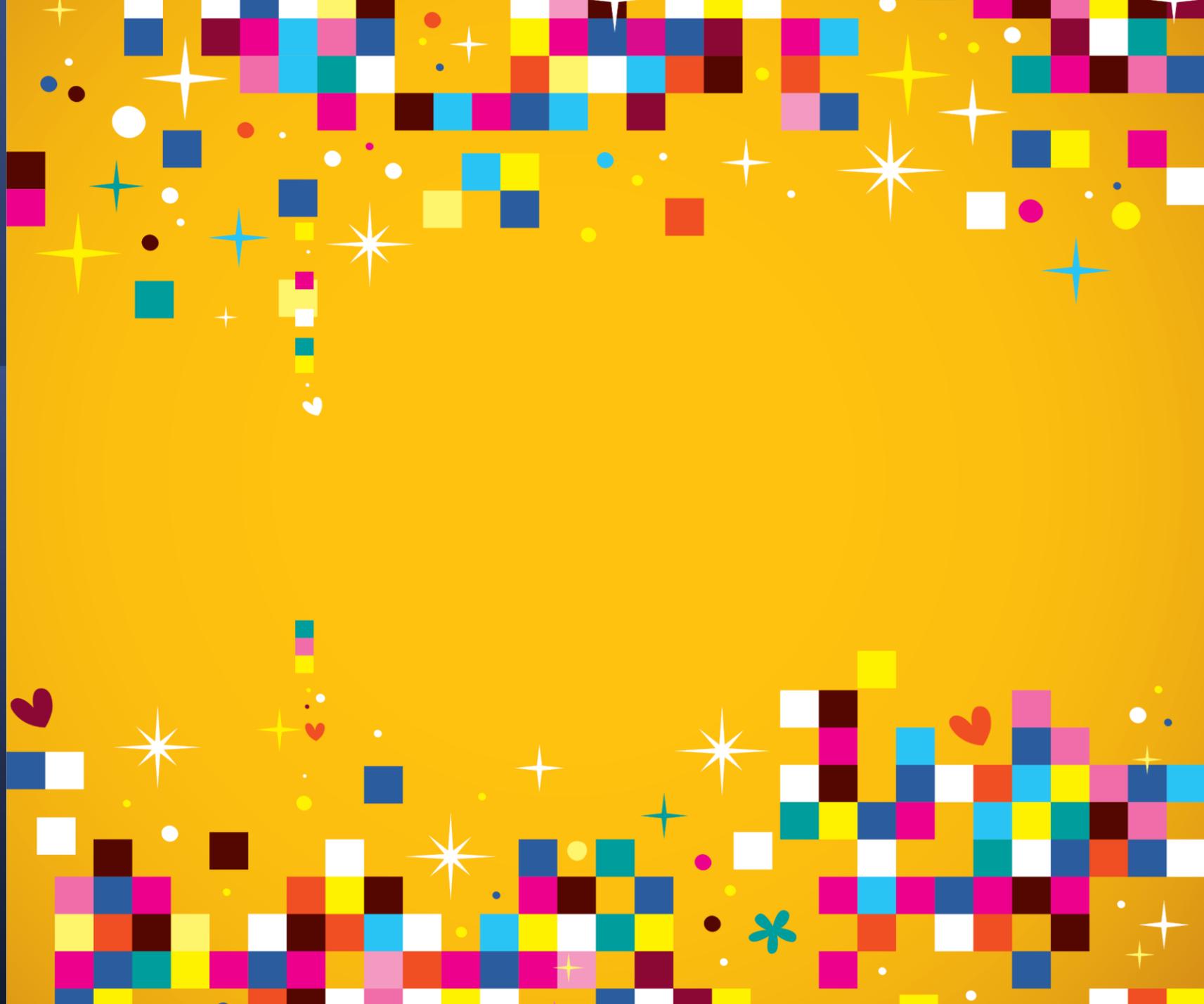
Takeaway - Learner Centred Design



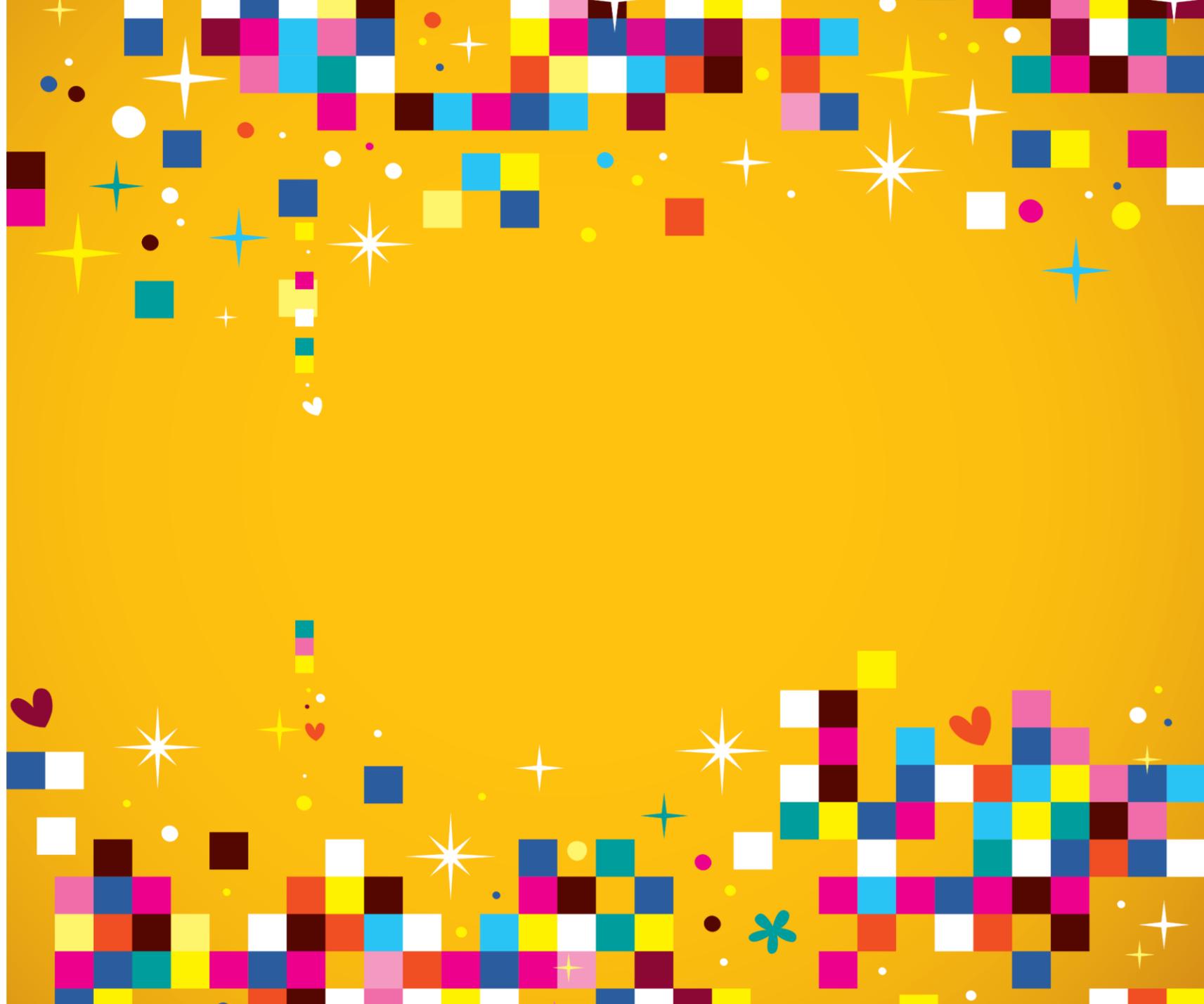
Always start with what learners need to **'DO'**.

Content should serve the action, not the other way around.

2 Micro Learning & Bite Sized Content



Breaking content
into short, focused,
**easily digestible
chunks** that can
stand alone or be
part of a series.



Why it matters



- Fits busy schedules
- Boosts retention and recall
- Provides just-in-time support
- Increases engagement
- Works well on mobile devices
- Flexible and encourages self directed learning

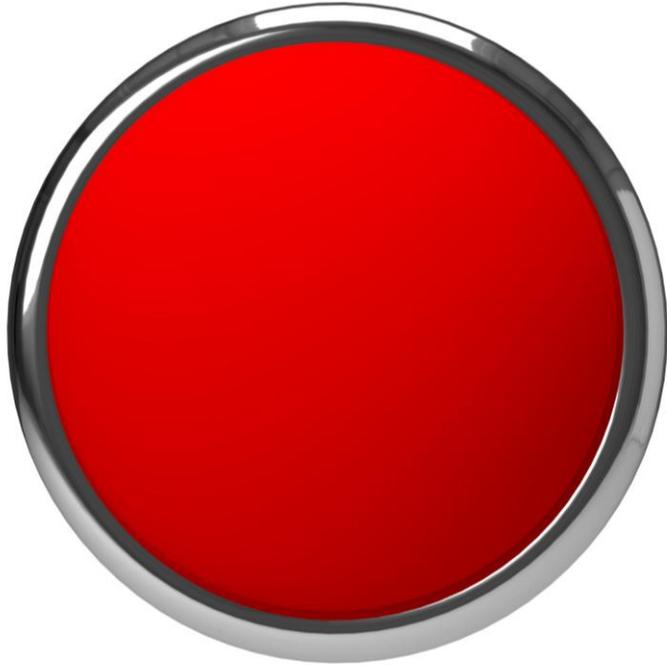
Q

You have 60 seconds to explain one key thing about facilitation to a new colleague — what would you focus on?

Examples

- 1. Facilitation v Presentation** Your job is to create space for learners to think, share, and practise — not to deliver a lecture.
- 2. Plan Interactions Every 3–5 Minutes** Online attention drifts quickly — keep energy up with chat, polls, or quick questions every few minutes.
- 3. Less is More with Slides** Avoid cramming — one idea per slide, use visuals, and let your voice carry the story.
- 4. Check for Understanding** Don't assume silence means agreement. Use mini check-ins to confirm learning as you go.

What to be wary of



- Shallow treatment of topics and over fragmenting
- Loss of the 'big picture'
- Assumption of transfer
- Risk of disengagement
- Stakeholder misconceptions

Takeaway - Micro/Bite-Sized Learning



Microlearning isn't about dumbing down.

It's about distilling knowledge into **concise, high-value chunks** learners can act on quickly

3 Blended Learning that works



Combining delivery methods (face-to-face, virtual, digital, social, on-the-job) into **one cohesive learning journey.**

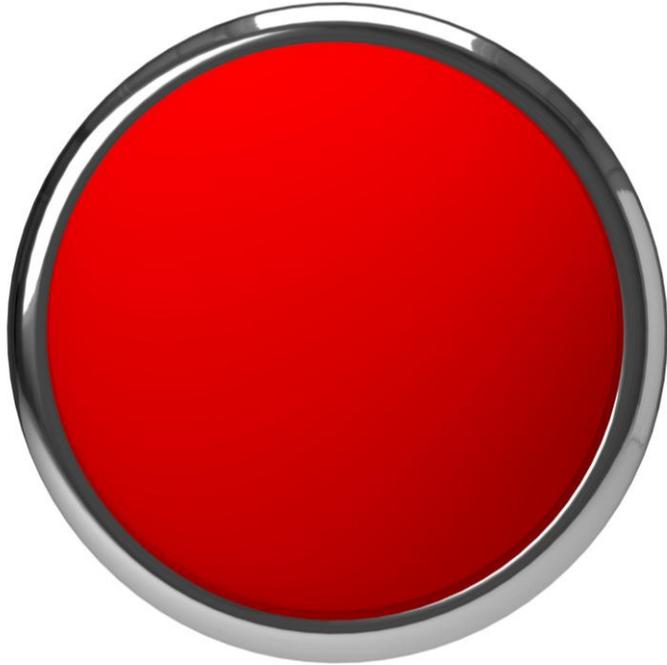


Why it matters



- Combines best of multiple methods
- Flexible for different needs
- Multiple touchpoints to reinforce learning
- Improves workplace transfer
- Can be more cost and time efficient

What to be wary of



- Risk of becoming a 'content dump'
- Poor sequencing
- Platform overload
- Low engagement in self-paced parts
- Needs careful alignment with outcomes
- Overcomplication

Q

You're building a leadership program for client project leads. In what order would you combine:

- (A) a live workshop
- (B) self paced e-learning
- (C) peer exchange

Example based on scenario



Wrong approach = cramming everything into one format

Takeaway – Blended Learning that works



**Blended learning is
a journey, not a
patchwork.**

Each part should
flow with purpose.

4 Social & Peer Learning



Learning that happens through **collaboration, sharing, and discussion** between **learners**.



Why it matters

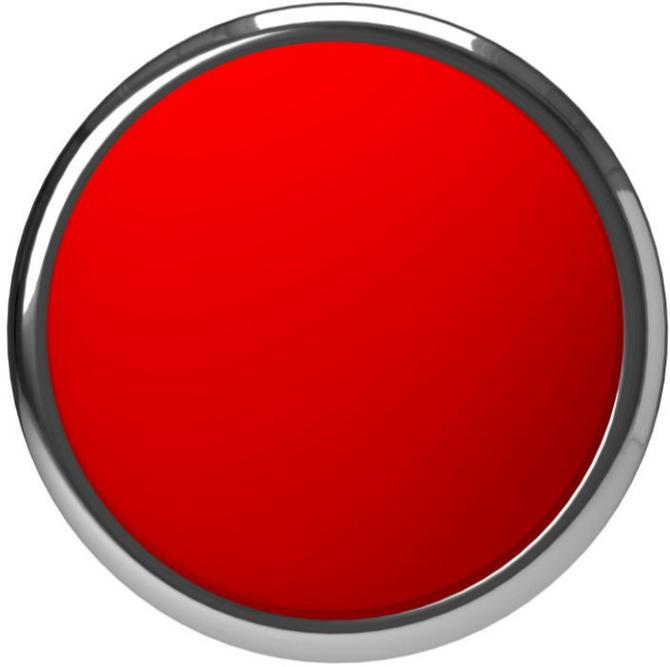


- Builds relevance
- Strengthens a sense of community
- Encourages knowledge sharing
- Promotes active engagement
- Supports continuous learning
- Boosts confidence

Q

What is one tip for using MS Teams you would share with colleagues?

What to be wary of



- Risk of misinformation
- Dominant voices
- Learners may trust peers more than experts, even when peers are wrong.
- Inconsistent quality

Takeaway – Social & Peer Learning



Peer learning makes
knowledge real.

But it needs
structure to ensure
it is **meaningful.**

5
Facilitator as a
coach



Coaching turns
facilitation into
transformation

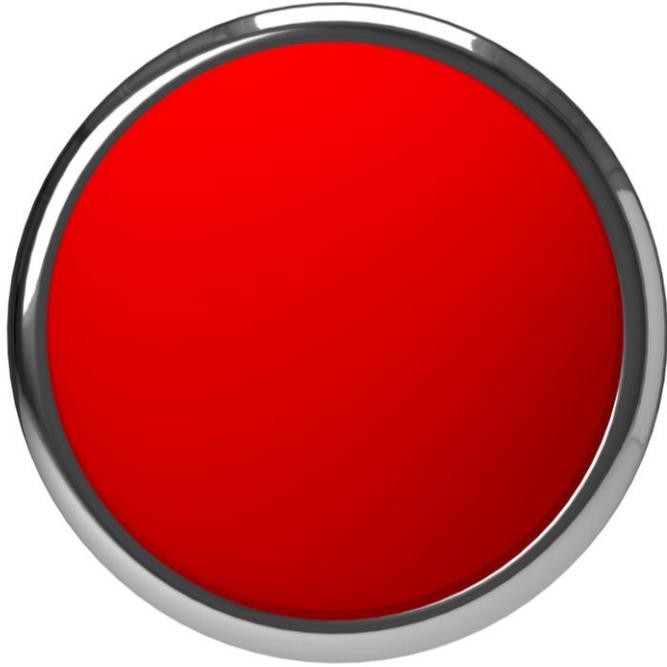


Why it matters



- Builds learner ownership
- Foster reflection and problem-solving
- Strengthens confidence
- Supports individual growth
- Shifts focus from knowledge delivery to behaviour change

What to be wary of



- Providing too little guidance
- Time consuming if every question is turned back on learners
- Some can find it frustrating
- Can create inconsistent experiences

Q

Learner asks *'I always struggle to get people to speak up in virtual sessions — what should I do?'*

In your role as **facilitator as a coach** – how could you respond?

Facilitator as a coach examples

- That's a really common challenge. What have you already tried that worked even a little?
- What else might you experiment with to encourage participation?
- If you had to pick a simple action to try next session, what would it be?

Takeaway – Facilitator as a coach



Ask before you tell.

Coaching builds
ownership and
confidence

6 Virtual & Hybrid Facilitation Skills



Facilitating
learning when
participants join
from different
spaces

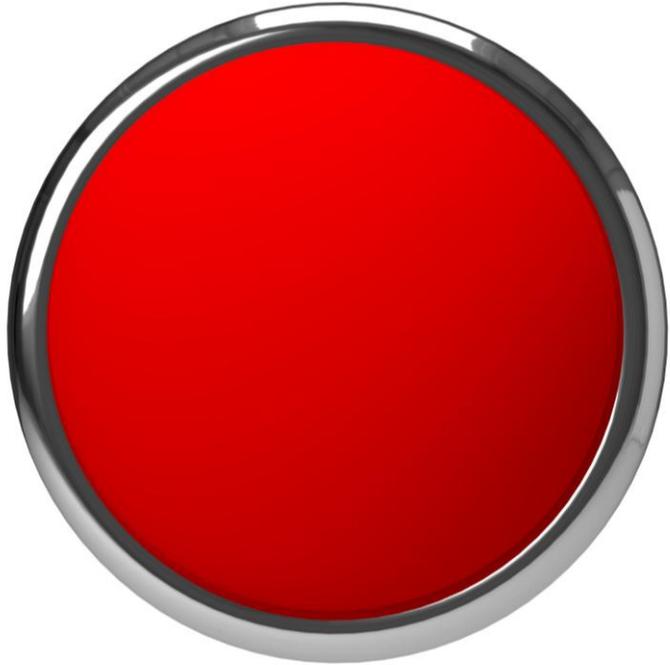


Why it matters



- Learners can join from anywhere
- Makes learning more inclusive and accessible
- Cost and time efficiencies
- Encourages diverse perspective
- Builds digital collaboration skills
- Enables recording and re-use

What to be wary of



- The additional planning needed
- Technology issues
- Engagement challenges
- Unbalanced attention; participants feeling 'second class'
- Cognitive overload

Takeaway – Virtual & Hybrid Facilitation skills



Works when every learner feels **equally included and engaged**

7 Gamification & Motivation Science



Use of game
elements +
motivation
psychology in
learning.

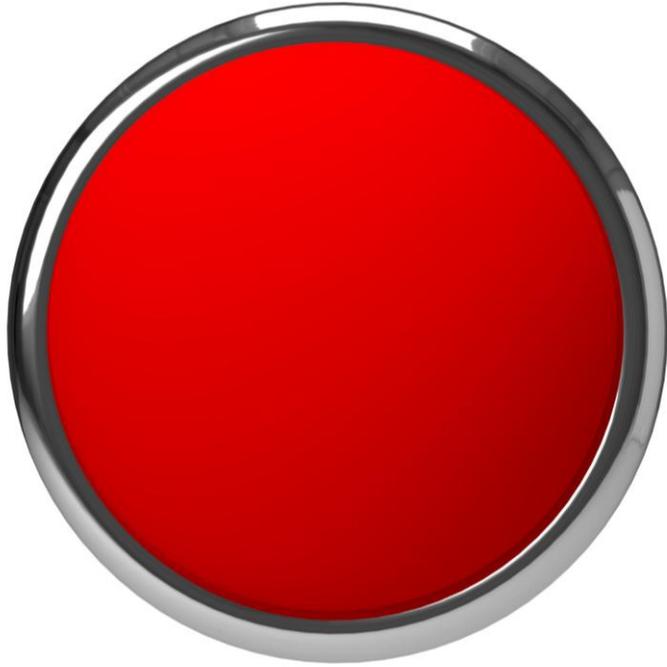


Why it matters



- Boosts engagement and energy
- Encourages active participation and sustained attention
- Provides instant feedback and recognition
- Builds motivation
- Strengthens knowledge retention and real-world application

What to be wary of



- Superficial use
- Can distract from learning goals - needs careful alignment
- Not every learner enjoys competition
- Over complex designs
- Short term engagement

Takeaway – Gamification and Motivation Science



Gamification works
when it **fuels**
motivation — not
just when it adds
points or badges.

Question 1



When designing training, what should you focus on first?

- A. The slides
- B. What the learner needs to do in their role
- C. The policies

Question 1



When designing training, what should you focus on first?

A. The slides

B. What the learner needs to do in their role

C. The policies

Question 2



Bite-sized learning works best when...

- A. It's short but focused on one clear takeaway
- B. It's rushed and shallow
- C. It skips practice altogether

Question 2



Bite-sized learning works best when...

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B. It's rushed and shallow

C. It skips practice altogether

Question 3



What makes blended learning effective?

- A. Using every delivery format you can find
- B. A seamless journey that combines methods with purpose
- C. Splitting content randomly across formats

Question 3



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Question 4



What's the main benefit of social learning?

- A. It reduces the trainer's workload
- B. It builds relevance and community through shared experience
- C. It replaces formal training

Question 4



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Question 5



What's a good coaching-style response to "What should I do?"

A. "Try this checklist."

B. "What have you already tried that's worked, even a little?"

C. "That's just how it is."

Question 5



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Question 6



What's the biggest pitfall to avoid in hybrid facilitation?

- A. Making remote participants feel like second-class learners
- B. Using breakout rooms
- C. Sharing slides

Question 6



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Close





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Gamification works when it **fuels motivation** — not just when it adds points or badges.

Q

What's one idea from today you'll take away and try out first in your own practice?

Questions,
Thoughts
or
Comments



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Thank you

