

# Sammendrag REN Design Thinking Workshop Social Learning @ SAP

REN @ PWC 26 Februar 2015





# Om SAP

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Director, Business Transition, SAP Education Norge AS



# SAP Education Solutions



## Learning Hub

Easy, intuitive, “informal” learning platform that allows for immediate access to all SAP knowledge



## Workforce Performance Builder

Easily and rapidly transfer knowledge and create content



## SuccessFactors

LMS  
Cloud based LMS



## SAP Jam

Cloud-based social (learning) network application

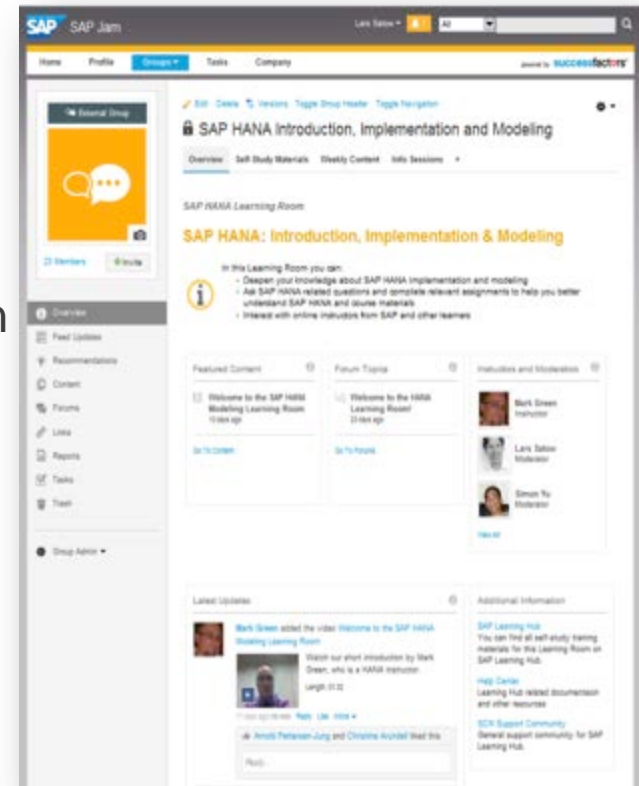
# SAP Learning Hub

## Learning Rooms



### Improving Knowledge Transfer with Learning Rooms...

- Are virtual spaces for collaborating, learning and practicing
- For all SAP Learning Hub users with full subscription
- With defined learning objectives
- Moderated by SAP instructors
- Active collaboration between participants and instructors
- Additional materials provided by experts, support during knowledge transfer and practicing



# Design Thinking Workshop REN @ SAP

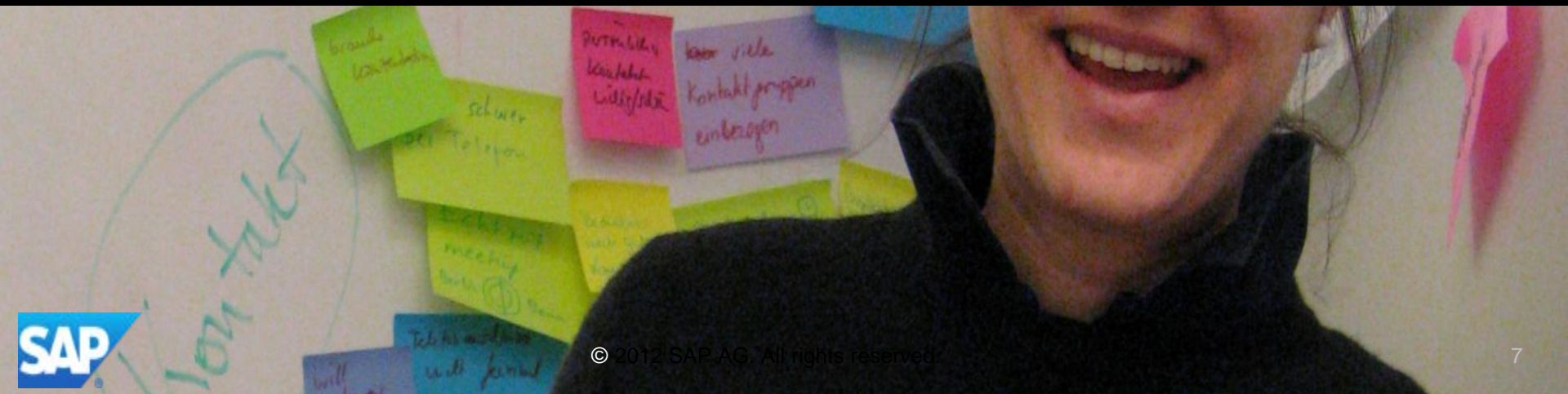
Wednesday 10<sup>th</sup> December 2014





## Design Thinking is...

is an approach, a way of thinking, and face problems focused on empathy, collaboration and experimentation



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**THE ECONOMIC TIMES**

Design thinking: Why business leaders need to think like designers

IBM in Toronto: Texas Free Analytics Event w/IBM Experts. Join Us June 3rd in Toronto, ON.

SmartPhone Business Apps Boost Productivity. Work Smarter. Expert Help for Business. Get Info!

**MarketWatch**

Label News

Stanford Executive Education Taps JetBlue for Design Thinking Boot Camp

Business Wire

**THE INDEPENDENT MBAS GUIDE**

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Design thinking can give a business the edge over its rivals

By Harold Hambron

**Harvard Business Review**

June 2011

HOW TO DELIVER ON A GREAT PLAN

The Secrets to Successful Strategy Execution

The Next Revolution in Productivity

Design Thinking

**THE GLOBE AND MAIL**

Stanford Graduate School of Business and the Hasso Plattner Institute of Design at Stanford will collaborate with JetBlue in an executive education exercise designed to suggest enhancements to the carrier's airport experience.

design thinking

INNOVATION

Design Concepts and WI School of Business Develop "Design Thinking for Business"

designconcepts

WISCONSIN SCHOOL OF BUSINESS

**The Washington Post**

On Leadership

Roger Martin

Logical leaps into the future

**design THINKING**

Innovation lernen – Ideenwelten öffnen

SHOP

Leap in Strategic Innovation

by Idris Moore

**DESIGN**

Nussbaum: China, India, Mexico, and Brazil Embrace "Design Thinking"

BRUCE NUSSBAUM

Popular Topics

Side-shows

Info

Graphics

Experts

Branding

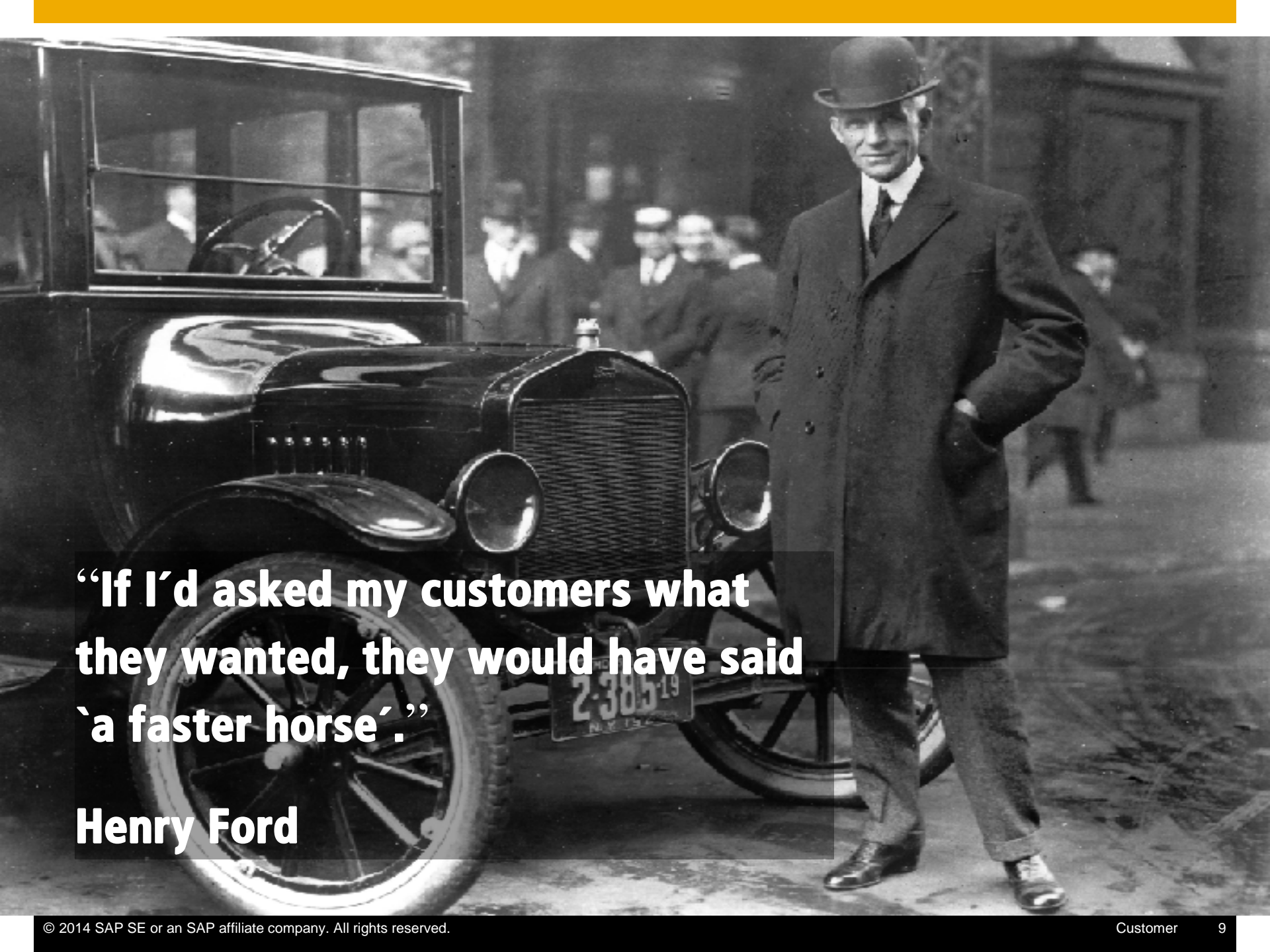
Concepts

Worked

Type Design

Interface Design



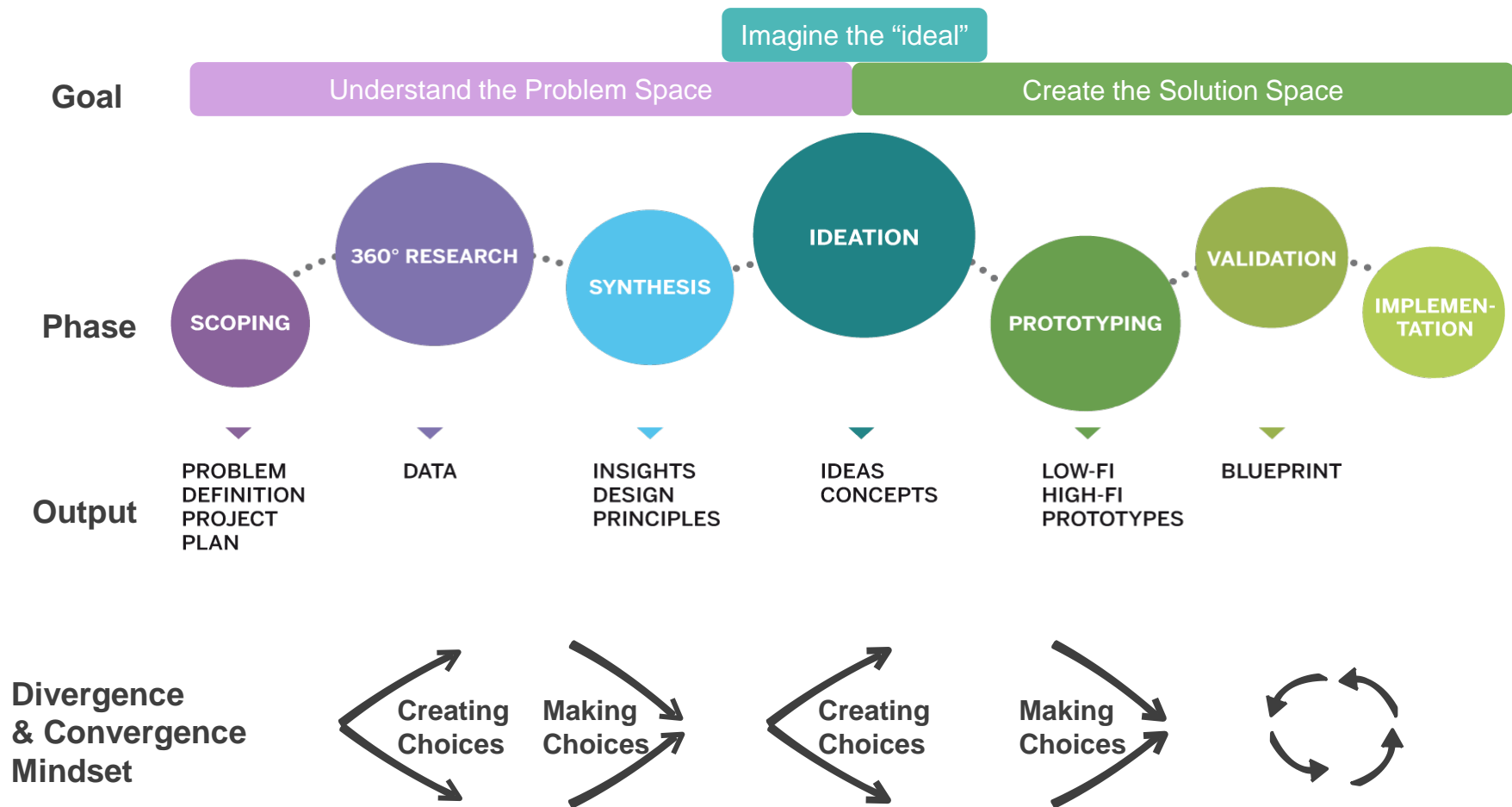
A black and white photograph of Henry Ford standing next to a vintage car. He is wearing a dark suit, a white shirt, a dark tie, and a bowler hat. He has his hands in his pockets and is looking towards the camera. The car is a dark-colored, early 20th-century model with a large grille and round headlights. In the background, several other people in period clothing are visible, some standing and some walking. The scene appears to be outdoors, possibly in front of a building.

**“If I’d asked my customers what they wanted, they would have said ‘a faster horse’.”**

**Henry Ford**



# Design Thinking Process



# The Mindset

HEADS-DOWN  
MINDSET



Focused on **delivery**  
Meeting **deadlines**

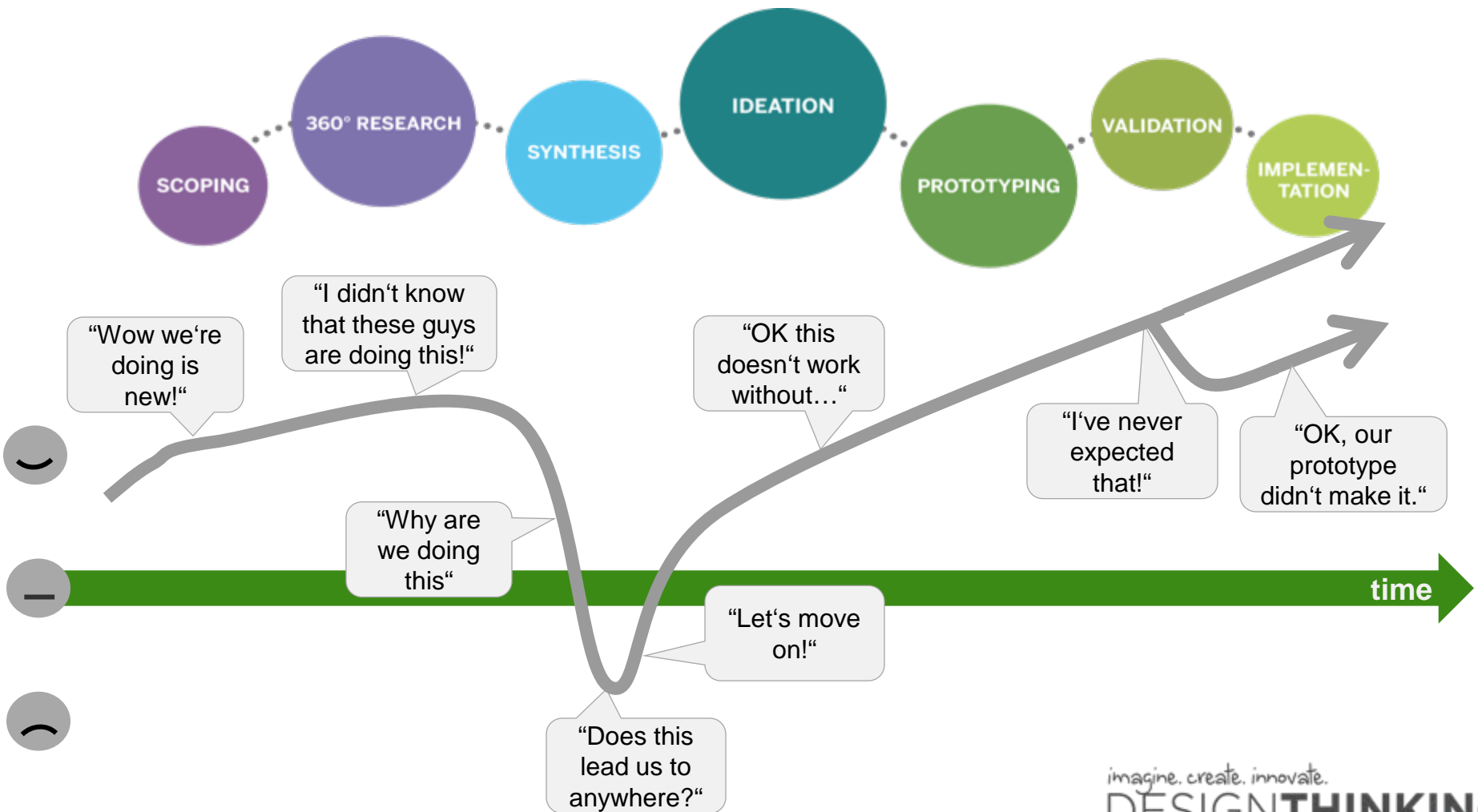
+

HEADS-UP  
MINDSET



Focused on **possibilities**  
Building **imagination**

# Your emotional Journey during your first Design Thinking Workshop



# Sample Deliverables

strategy    New business models    New technologies

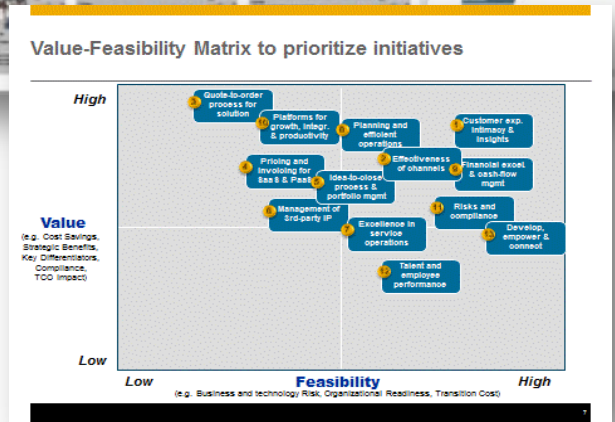
Goals & objectives

New value sources

New markets

New trends

Identify & Prioritize Business Innovation Ideas



# DESIGN THINKING core components

## People

Multi-disciplinary team with a culture of empathy



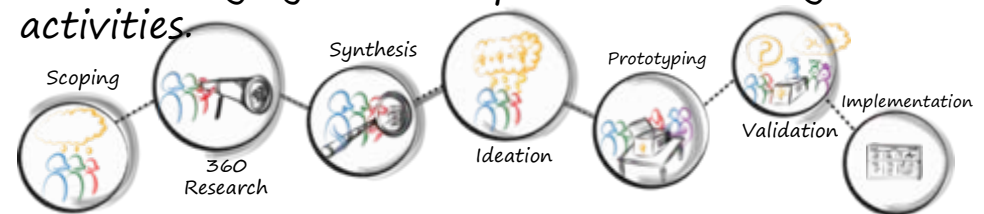
## Environment and Materials

An environment with a culture of trust and the space/material for creative teamwork.



## Approach

that is a highly iterative process consisting of activities.



■ The "Challenges of Today"

**Design Thinking Challenge:**

"How to best utilize technology, resources and processes to facilitate the implementation of an effective social learning program in your organization"





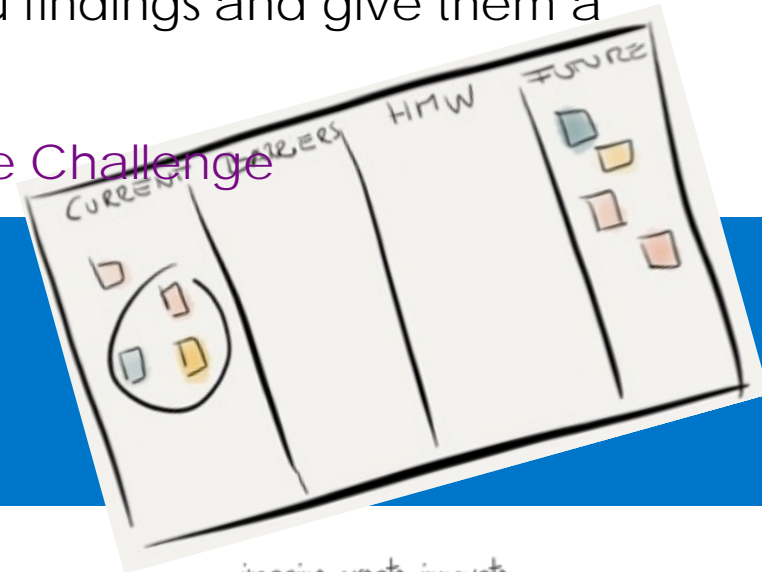
# Current/ Future

In Silence!

1. Spend 5 minutes brainstorming on a picture of the current situation and then the desired future of your company
2. Think of what you heard and saw
3. Write down one thought/idea per post-it, drawings welcome!
4. When times is up share and stick them onto the Current, Future Poster as you see fit
5. One person at a time, tell your story
6. When all data has been shared, cluster you findings and give them a title

GOAL: Arrive to common understanding of the Challenge

SCOPE ACTIVITY: 30 minutes



# Team Assignments

## Team 1 (Karoline/Andrea)

- Jonathan Millar
- Rune L. Haagensen
- Magnus Bøckmann
- M. Caterina C. Torbjørnsdal
- Øydis Skille
- Trond Markussen
- Jarle Havnes

Gruppe 1:  
Ung og  
nyansatt

## Team 3 (Arnold)

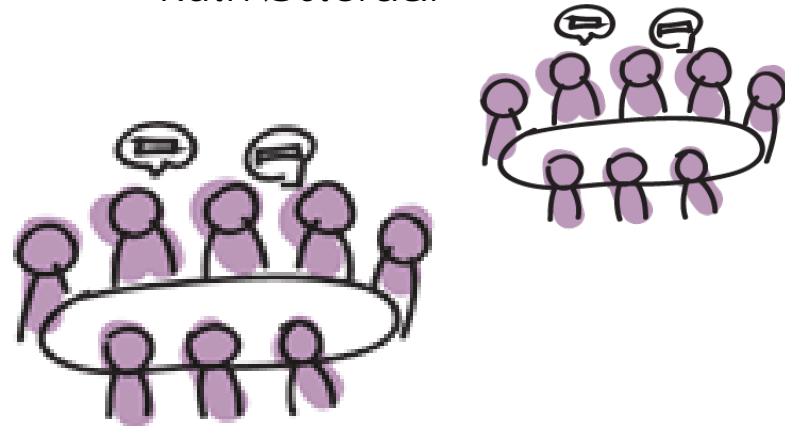
- Ronny Reitan
- Per Arne Kobbevik
- Nahuel Polese
- Siri Jakobsen
- Ole Knut Mørland
- Lars Welle
- André Haakestad

Gruppe 3:  
Linjeleder

## Team 2 (Kurt)

- Wenche Woldseth
- Ida Lifred Ludvigsson
- Anne Skogvold
- Krister Kristiansen
- Anne Tøsse Gjerløw
- Fredric Lundgaard
- Anja Sæther Aulie
- Ruth Østerdal

Gruppe 2:  
Eldre ansatt  
med erfaring  
og kompetanse



# Social Learning Future – Gruppe 1

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## Kompetanse/Ekspertise

- Bruke riktig kompetanse
- Synliggjøring av kompetanse
- Avklarte roller og forventninger
- Vite hvem som er ekspertene

## Evaluering

- Dokumentasjon og evaluering av kunnskap/best practice
- Mer evaluering i system
- 

## Kultur

- Tydelig ledelse
- Fokus på delingskultur

## Formalisering

- Strukturert, formell og uformelle læringsarena
- Mer matrise
- Planlegge å bruke social learning
- Læringsprosesser i alle eneter

## Teknologi

- Et bra LMS system
- Enkel og oversiktlig tilgang til informasjon – felles inngangsport
- Alle bruker samhandlingsverktøy

## Samhandling

- Delingsfora
- Mer informasjonsflyt mellom enhetene
- Samhandling på tvers

# Social Learning Future – Gruppe 2

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## Teknologi/Verktøy

- Integrerte systemer
- Video
- alle-til-alle deling
- Kvalitet
- Enkel brukergrensesnitt
- God søkefunksjon

## Prosesser

- Kreative prosesser
- Daglig 5-min prosjektmøter (hva-hvem-når)
- Teamwork
- Indianerdans 😊
- Oppdrag
- Brainstorming innenfor kjente rammer

## Mennesker

- Kultur = misjon
- Motivasjon
- Incentiv
- Alle nødvendige deltar i brainstorm
- Verdsatt av kunder

# Social Learning Future - Gruppe 3

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## Verktøy

- Forbedret LMS
- Plattform hvor alle kan skape og dele
- Gamification
- Easy content creation
- Video vs spill

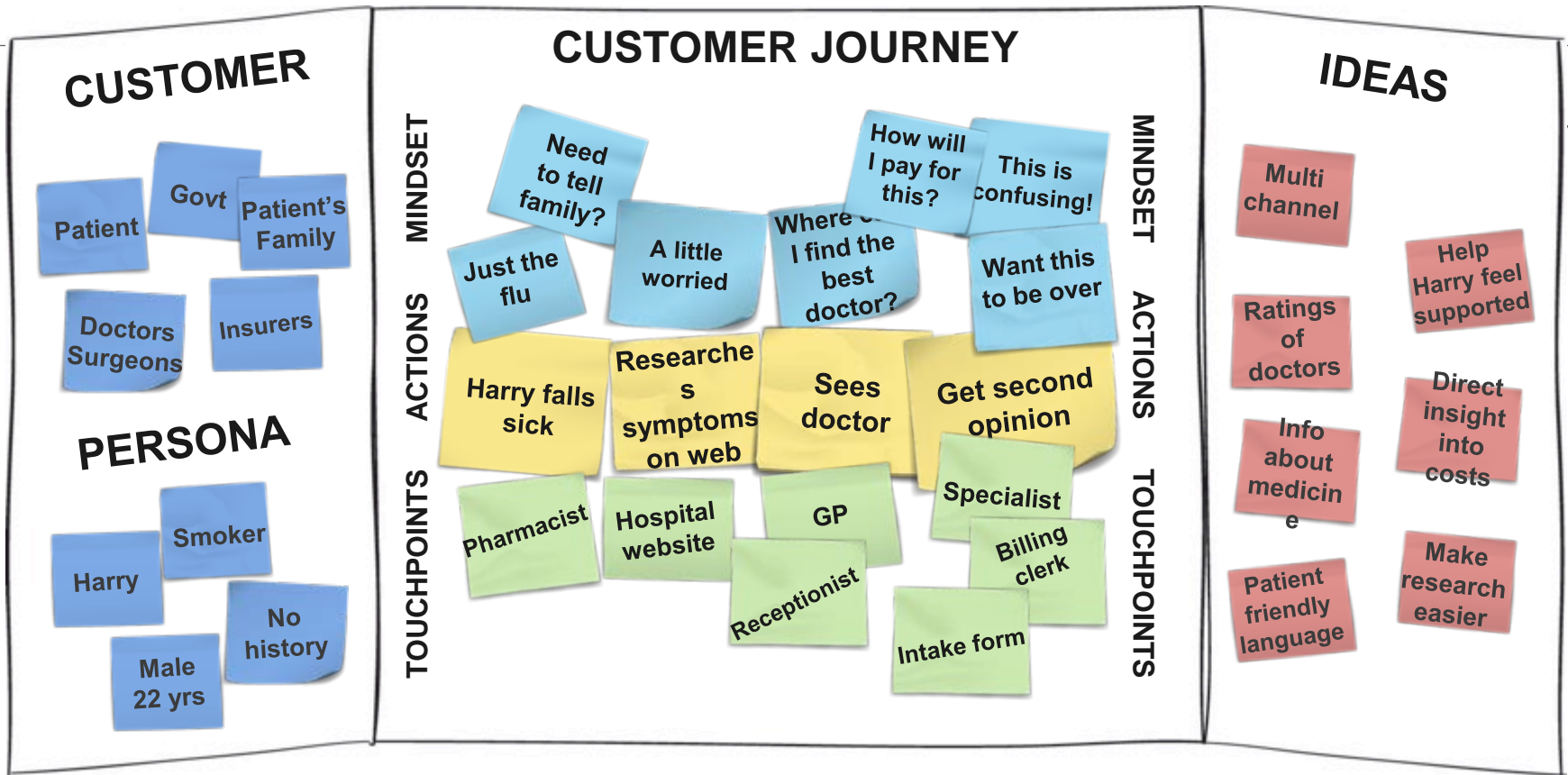
## Metode

- Virtuelt klasserom
- Større integrering av social media
- Identifisere prioriteringer

## Kultur

- Mindre epost
- Skape mer engasjement
- Bedre delingskultur, hvor det er naturlig å dele på tvers – rom og tid for deling

# Example Customer Journey Map



# Tiltak (Value & Feasibility Map)

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## Teknologi/Verktøy

- Enkle mobile verktøy for deling / verktøy som er enkelt tilgjengelig for den enkelte, slik at det lønner seg å dele informasjon/erfaring/kunnskap
  - F.eks. CRM systemet tilgjengelig på mobil
  - F.eks bruk av QR codes
- Lage et «Hub» for deling av ideer
- Bli kjent med systemer man allerede har og utnytte disse på en bedre måte
- Lage en ekspert app som inneholder alle ansatte med kompetanseprofil
- Nytt system, LMS

# Tiltak (Value & Feasibility Map)

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## Mennesker/Organisasjon/ Kultur

- Støtte fra top management
- Fadderkonsept for nyansatte / Coach / Mentor
- Skape rom og tid for deling
- Involvere brukere ved valg av løsning, undersøke hva brukere ønsker
- Secondment
- Definere hva som er læringskultur i organisasjonen
- Alle nyansatte får så dedikert opplæring i organisasjonens læringskultur og verktøy



# Tiltak (Value & Feasibility Map)

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## Metode/Prosesser

- Kunnskapsdeling inkluderes i medarbeidersamtaler og medarbeideres performance evaluering/måling og bonusmodell
- Belønningssystem / priser
- Alle ansatte skal holde 1 små kurs/workshop (30-45 min) for sine teamkolleger i løpet av et år
- Lage et fast møteskjema
- Starte med noe referanseeksempel
- Ukentlig kartlegging

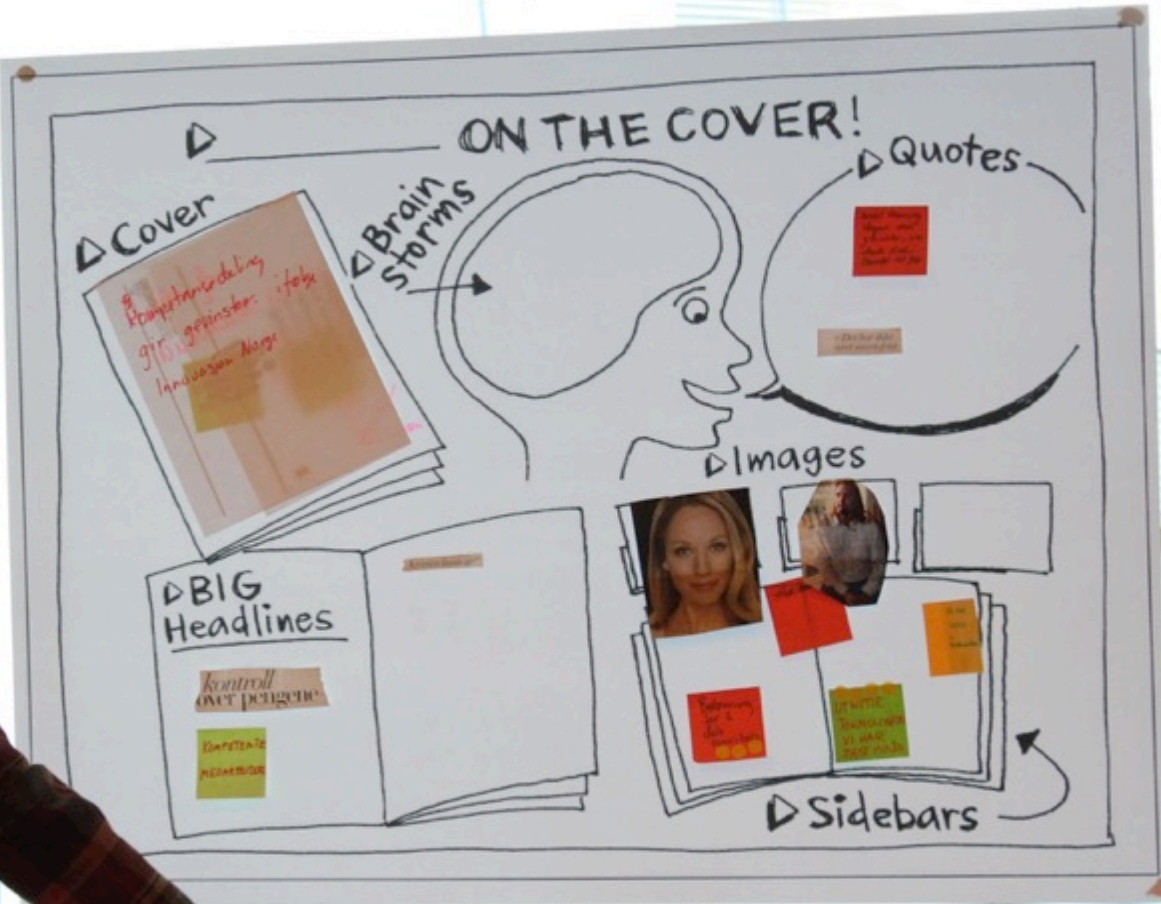
# Cover Story

1. Now agree on ONE STORY OF THE YEAR
2. Populate the template - scribe or write and draw on it together

“Cover” tells the BIG story of their success.  
“Headlines” convey the substance of the cover story.  
“Sidebars” reveal interesting facets of the cover story.  
“Quotes” can be from anyone as long as they’re related to the story.  
“Brainstorm” is for documenting initial ideas for the cover story.  
“Images” are for supporting the content with illustrations



## GOAL: Creating a shared Vision



FULL LIVET MED gode tanker



# Gjerne ta kontakt

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**Thank you**

