



Culture & Lifelong Learning (in the digital age)

Insights from Microsoft

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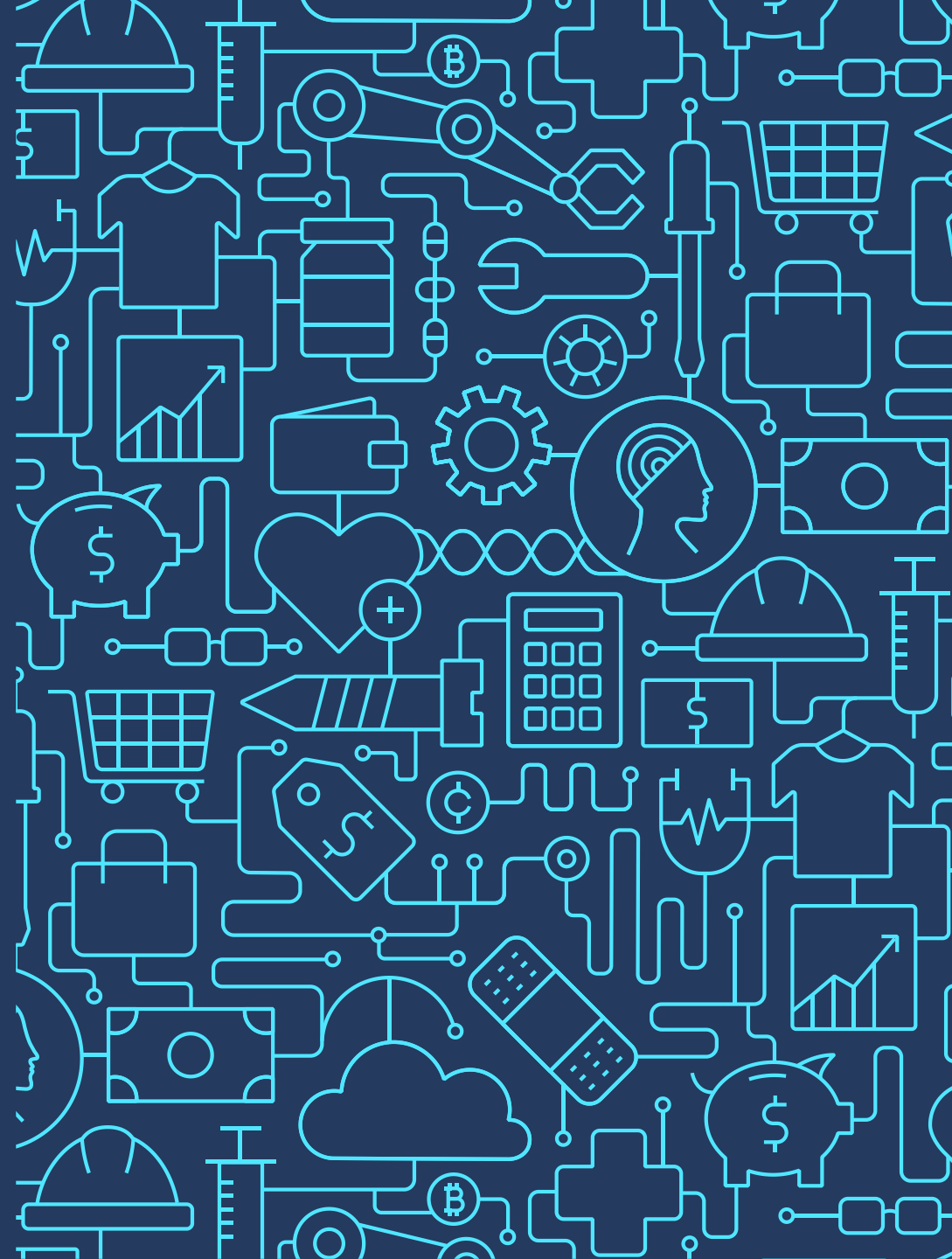
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Woran denken Sie wenn
sie den Begriff

LERNEN

hören?
(Wortwolke)





Matthias Maurer

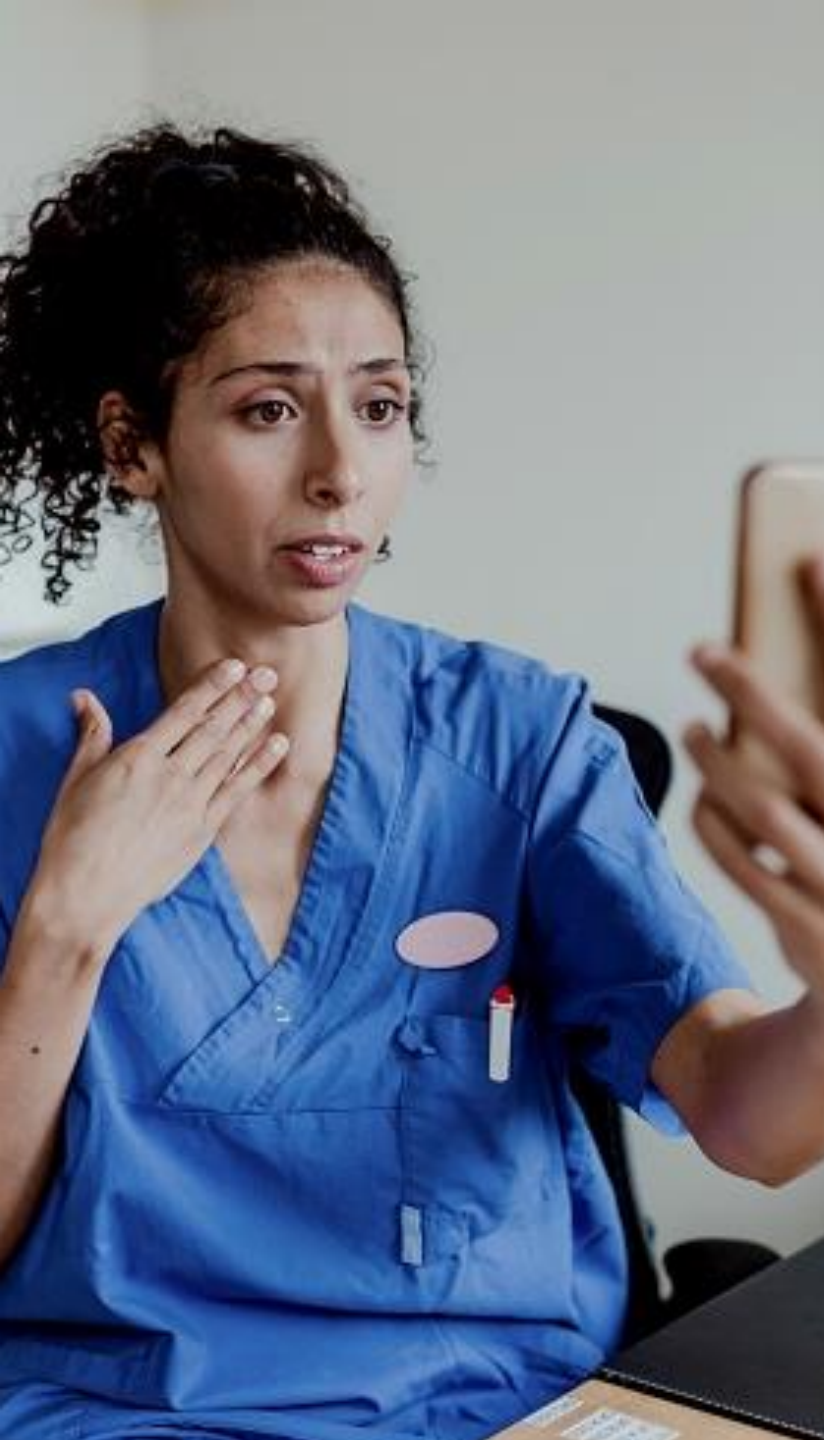
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A new reality

Manufacturers are experiencing unprecedented change



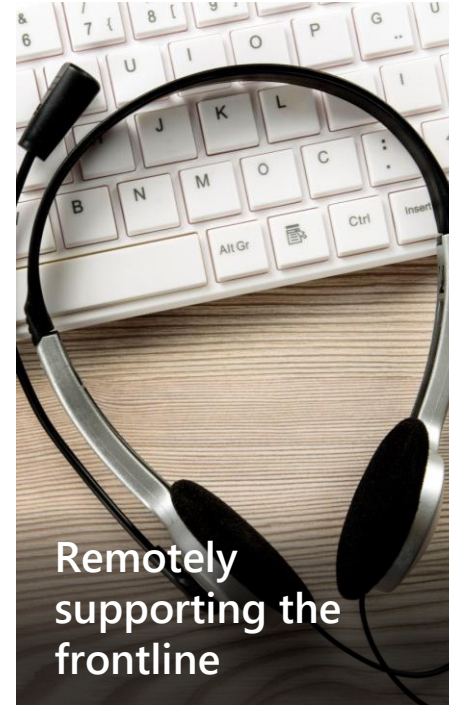
Accelerating smart manufacturing



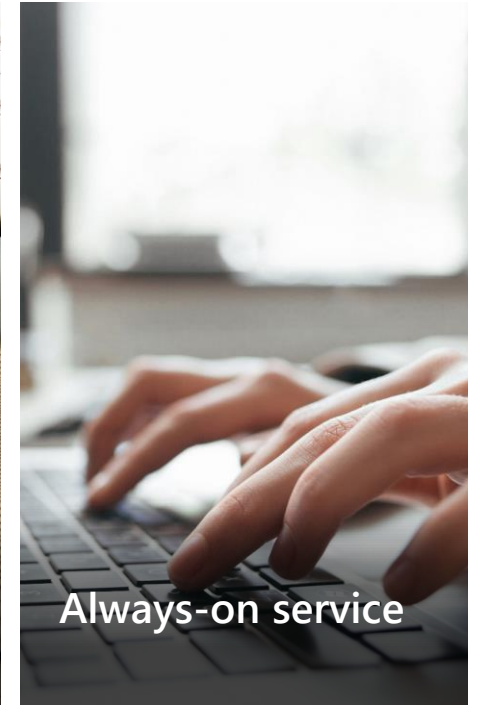
Data explosion



Manufacturers need ecosystems



Remotely supporting the frontline



Always-on service

62%

are forging ahead with their smart manufacturing investments, increasing by 20% in 2021



Source: Deloitte and MAPI, 2020

A smart factory generates
1 PB per day
(and the manufactured devices in smart cities generates **250 PB** per day)



Source: Multiple

60%

will utilize distributed supply chain networks to reduce the risk of unplanned disruption in the value chain by 2024



Source: IDC Manufacturing Insights, 2021

35%

of the customer service workload will be done through some form of remote work by 2023



Source: Gartner, 2020

25%

IoT and Remote Services increase technician productivity by an average of 25%



Source: Gartner, 2020

62%

of manufacturers are [concerned about securing their solutions edge-to-cloud](#)



Tech intensity

The call to action is clear

// Every organization will need to have what I describe as **tech intensity** ... every organization will need to be a **fast adopter of digital technology** ... every organization will need to **build their own proprietary digital capability.** //

Tech intensity = (Tech adoption x Tech capability)^{Trust}





800,000,000
people will need to
learn new skills by 2030

A photograph of two men in an office setting. The man on the left, with a beard and wearing a white button-down shirt and blue jeans, is holding a tablet and looking at the man on the right. The man on the right, wearing a light blue button-down shirt and dark trousers, is looking back at the tablet. They are standing in a modern office with cubicles and glass partitions in the background. A blue semi-transparent box is overlaid on the right side of the image, containing white text.

149,000,000
new tech jobs over
next five years

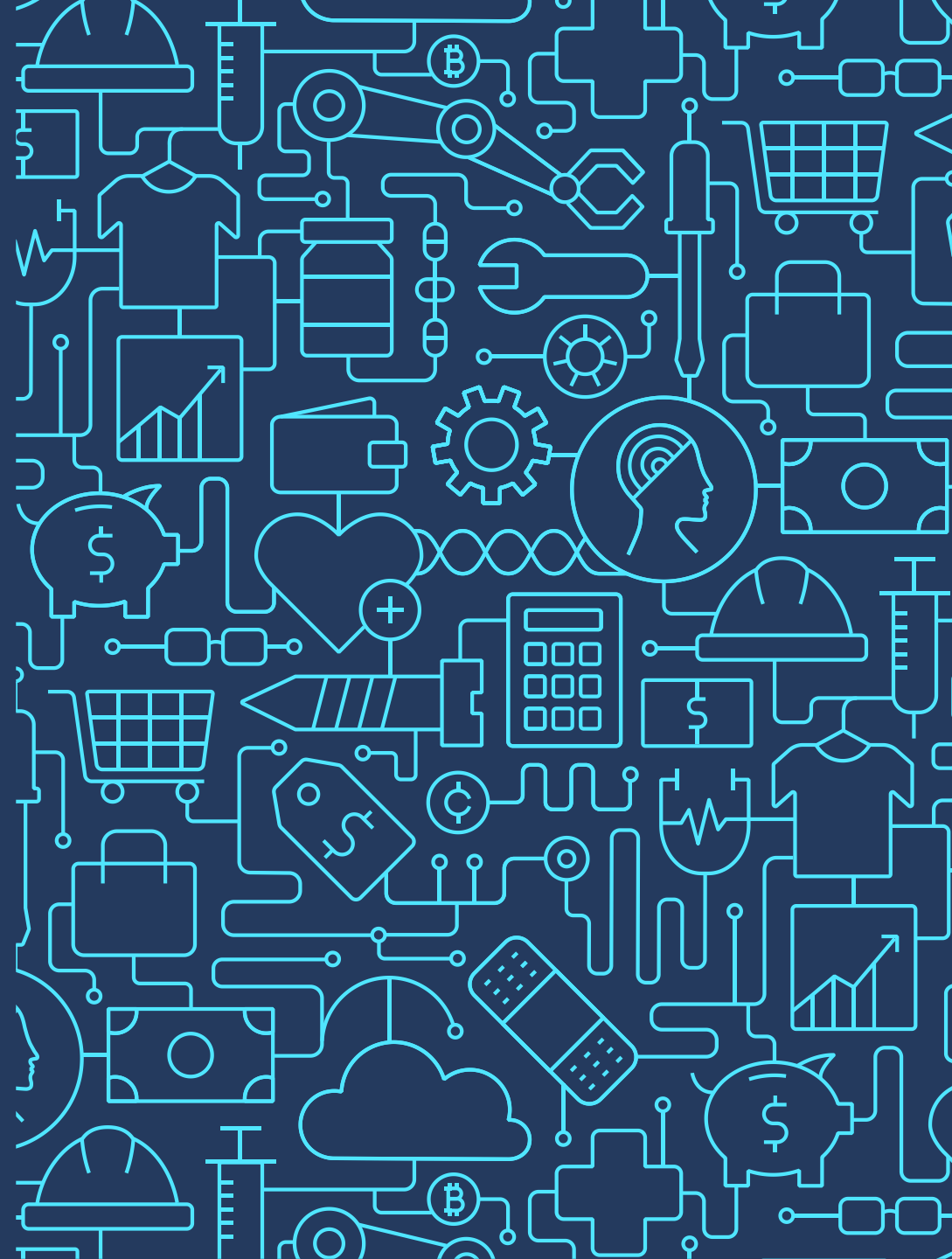
Quiz

What % of jobs that will
exist in 2030 have yet to be
created

35%

55%

85%



85%

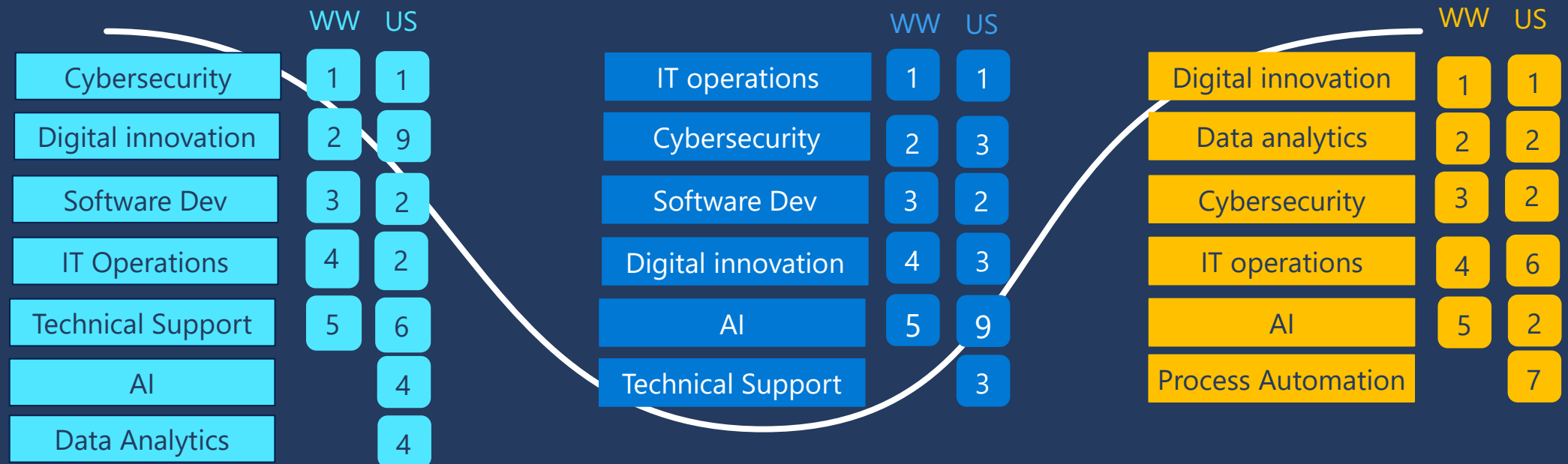
of jobs that will
exist in 2030 have
yet to be created

The changing nature of a career



Skills required based on stage in recovery

Top Skills by Future Business Stage



BUSINESS
SITUATION

Business
Continuity

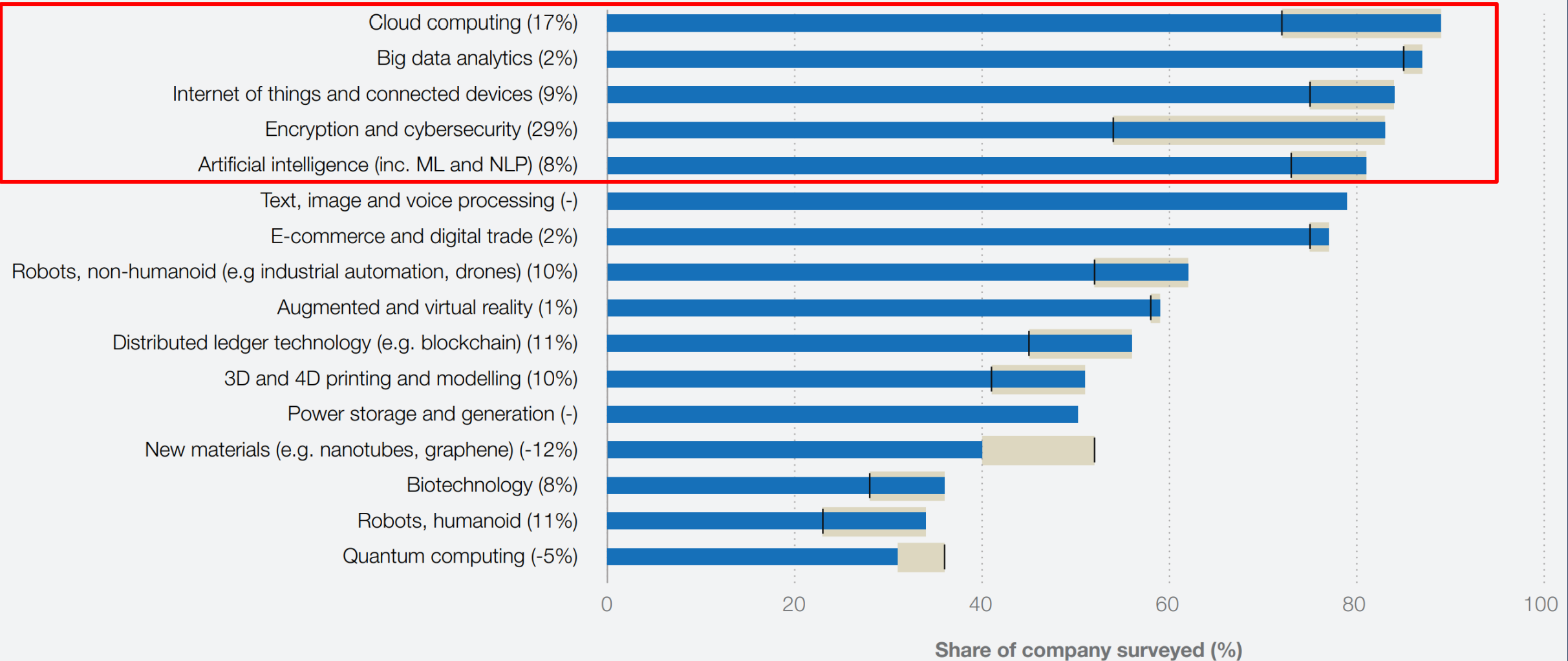
Economic
Slowdown

Recession

Return to
Growth

The Next Normal

Technologies likely to be adopted by 2025



Microsoft's Mission

Empower every person
and every organization on the
planet to achieve more.



Our mission: to build world class capability



Customers
and Partners



Employees



Future
generations

Why we're focused on role-based learning

A cloud-based and continuously connected world:

- Demands that you focus on growing your skills and capabilities
- Positions IT Professionals as a change agent
- Creates new requirements from our customers and partners
- Skills build confidence; confidence drives productivity, innovation and growth.

A man with a beard, wearing a white button-down shirt, is leaning over a desk and working on a laptop. He is looking down at the screen with a focused expression. The background is a technical or laboratory setting with various equipment, cables, and a monitor displaying a colorful image. The overall lighting is somewhat dim, with the primary light source coming from the laptop screen and the ambient light of the room.

**Technical intensity
requires an investment
in technical skills**

Our approach to skilling

Job Task Analysis



Identified
job roles



Market research



Subject Matter
Experts

Output:

- Master list of skills
- Recommended learning paths

Aligned learning experiences



Digital skilling



Events



Classroom



Certifications

Learning at Microsoft



Build World Class Capability

**Foster a
Learning Culture**

**Build Capability and Develop
Empowered Learners**

**Fuel Growth
and Innovation**

Learner Obsessed

Simple & Focused

Data Driven

Innovative

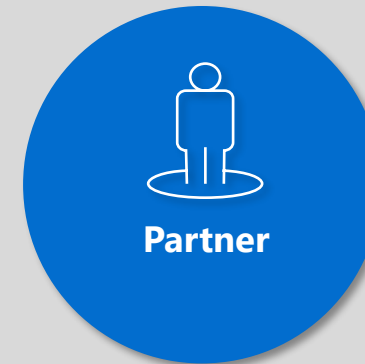
Business Aligned

How we're building consistent and optimized experiences

Unified Learning Council

● — Internal Learning — ●

● — External Learning — ●



Leadership & Culture

Our approach to skilling employees



Technical Skilling



Professional Skilling



Culture



Compliance



Manager



Onboarding

Holistic required learning plan has a target of 16 days/year for employees in role. New hires expected to exceed this

Aligned learning experiences in a digital-first world

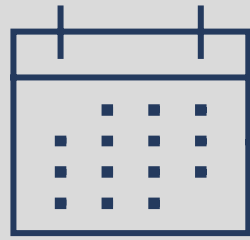


Self-paced learning

Build practical job skills with easily accessible, free, self-paced courses

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Online learning paths

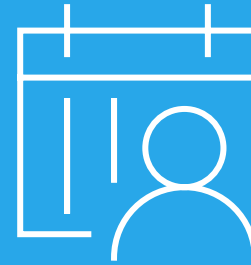


Training events

Choose from workshops, conferences, and other training events

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Microsoft training events

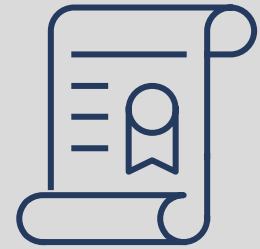


Instructor led training

Attend virtual or in-person training taught by Microsoft Certified Trainers

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Microsoft Official Courses



Certifications

Validate skills with fundamentals, role-based, and specialty certifications

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Microsoft Certification

A **learning culture**
is what keeps you
connected, elastic
and resilient

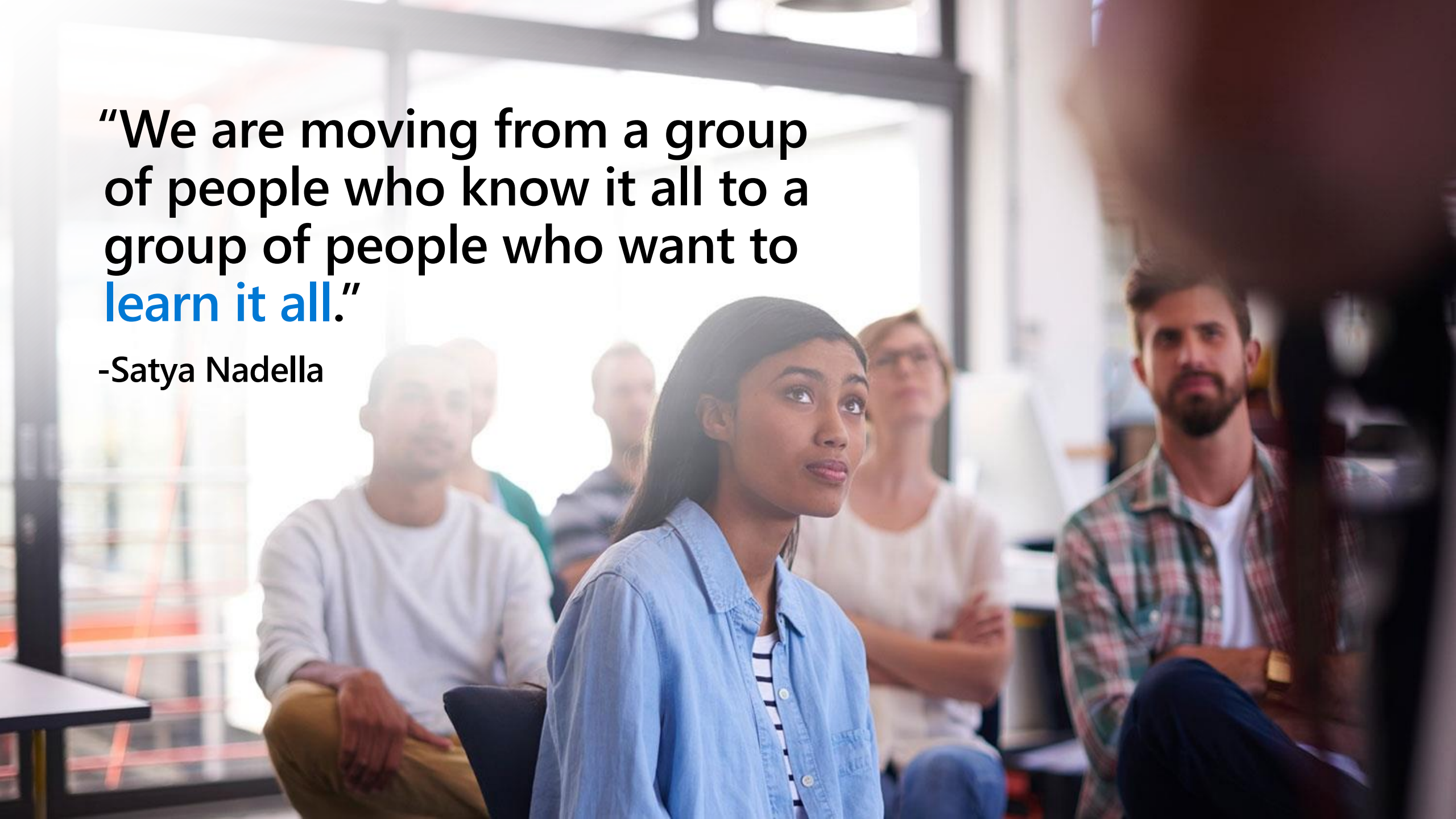




Our journey

**"We are moving from a group
of people who know it all to a
group of people who want to
learn it all."**

-Satya Nadella



How we think about building a learning culture



Behaviors

Actionable set of expected behaviors, patterns, habits that anchor us & help us evolve.

Requires practice & modeling.



Systems

Processes, tools, operating rhythms that reinforce our ambitions and culture.



Symbols

The rituals and language used to reinforce the culture and what matters to us.



Storytelling

How we tell our story through actions, events, meetings, online and email.



5 ways you can transform your culture

A man with dark curly hair, a beard, and glasses is focused on his work. He is wearing a light-colored t-shirt and is seated at a desk. In front of him is a black laptop. To his left is a large, vibrant green plant with broad leaves. The background is a large window that looks out onto a cityscape with buildings and water. The scene is brightly lit, suggesting a sunny day. A blue rectangular box with white text is overlaid on the right side of the image.

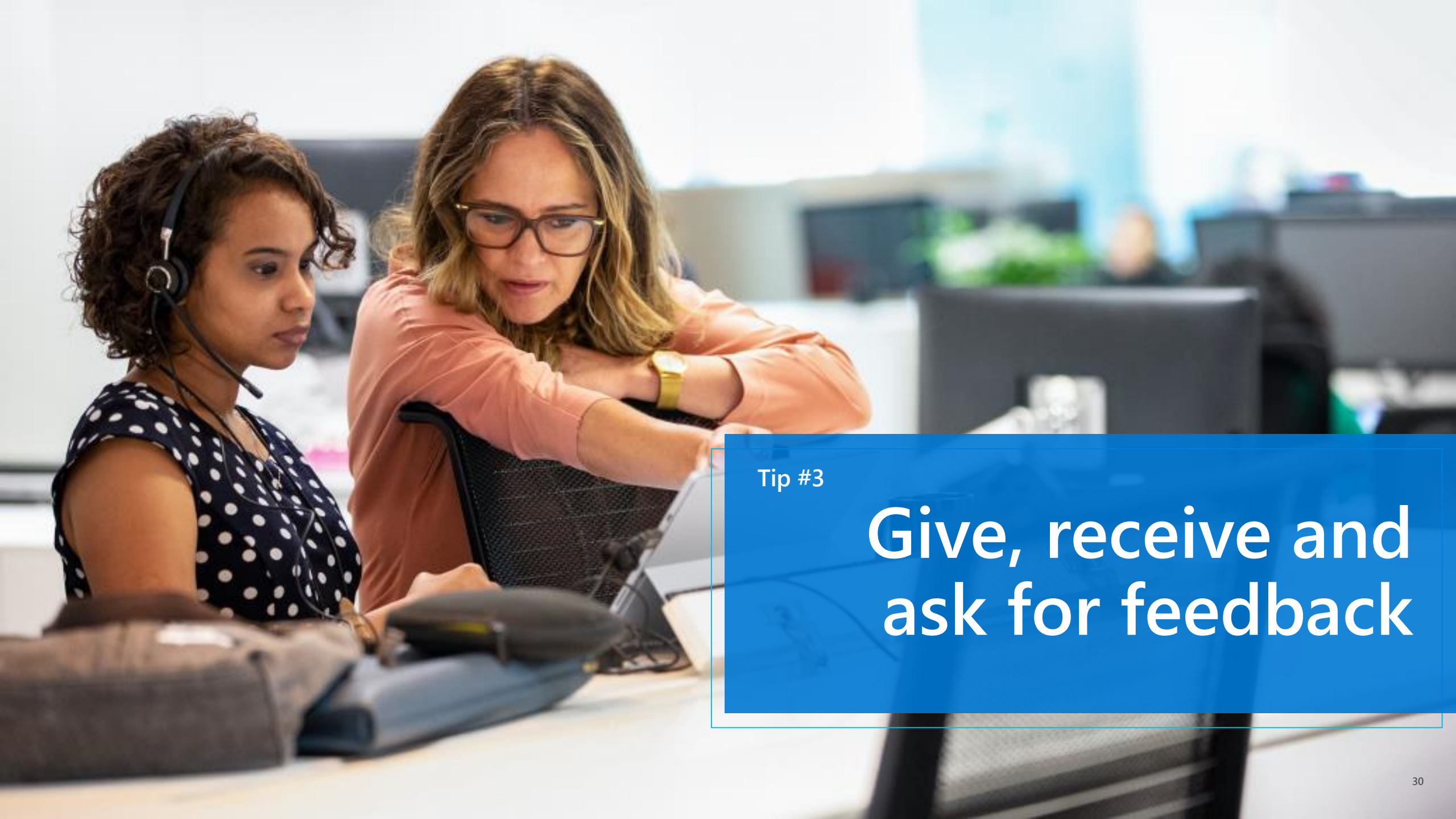
Tip #1

Support time and
space for learning



Tip #2

Motivate teaching and sharing



Tip #3

Give, receive and
ask for feedback



Tip #4

Recognize and reward learning outcomes



Tip #5

Measure
your progress

A serene sunset scene over a body of water. In the foreground, a small wooden boat is visible, with two oars resting inside. The water is calm, reflecting the vibrant colors of the sky. In the distance, a small structure on stilts is visible on the left, and a few other boats are scattered across the horizon. The sky is a mix of purple, pink, and orange, with some clouds catching the low light.

Commit yourself to lifelong learning.
The most valuable asset you'll ever have
is your mind and what you put into it.

Brian Tracy

Vielen Dank! Thank You!

