



## A Guide to 2023 Learning Uncut Podcast Episodes

Join Michelle Ockers and special guests each week on The Learning Uncut Podcast, a learning and development podcast packed with real conversations, real experiences, and real people. You'll find tools, inspiration, stories, advice, and ideas for beginner and advanced L&D professionals alike.

Ep No.	Title	Guest Name(s)	Publication Date	Description
115	<a href="#">Onboarding to Build Competency and Connection</a>	Anthea Piening	7-Feb	Welcome to our first episode for 2023. To kick off our podcasting year, Anthea Piening, the Capability and Change business leader for the sales team at Lion Australia shares a story about changes to onboarding at Lion Australia. She discusses how onboarding has been redesigned from a two-day event to a blended 12-week program. She discusses the key drivers and how the shift also reflects a move into digital learning with a mix of self-directed, leader-led and virtual activities – as well as higher value use of two days of face-to-face activities. An important insight from the program pilot was the need to support new team starters to build connection to others through onboarding activities.
116	<a href="#">Design Patterns for Learning</a>	Catriona Malcolm	21-Feb	In this episode of Learning Uncut, I speak with Catriona Malcolm (or Cat as she is also known). She is the Enterprise Design Practice Lead at Westpac Group. With a workforce of around 40,000 people across seven business entities whose core service is banking, Cat's role was created four years ago specifically to address the complexity of designing skills development solutions across these seven entities. We cover a lot of elements of the Westpac approach in this episode. We look at approaches such as "learning front door", "citizen development" and their L&D Community of Practice. Cat has provide excellent resources - if you'd like to dig deeper you can find these below.
117	<a href="#">Equipping Leaders in a Hybrid Environment</a>	Cindy Huggett and Lalaine Gedal	7-Mar	Lalaine Gedal, the Associate Director of Leader Development in the US for Takeda shares Takeda's intentional approach to supporting their people to adopt a hybrid working model from their consultation on what hybrid working should look like to developing a toolkit to support people to adopt this change and engaging Cindy Huggett to run virtual sessions on leading in a hybrid environment. Cindy, a leading expert in virtual facilitation, joins the conversation to provide insight and tips on virtual facilitation skills.

Ep No.	Title	Guest Name(s)	Publication Date	Description
118	<a href="#">Talent Marketplace at Schneider Electric</a>	Dean Summlar	21-Mar	In this episode, we discuss the latest innovation in HR and learning and development - the talent marketplace. Josh Bersin has described how it helps employees access opportunities within and outside their hierarchies, benefiting both the employer and employee. Our guest, Dean Summlar, the VP of Talent Management & Learning at Schneider Electric, shares insights into implementing the talent marketplace in his organisation and its benefits. Join us to learn about this innovative approach to talent management.
119	<a href="#">People analytics at Reece</a>	Adam McKinnon	4-Apr	Adam McKinnon, the People Data and Analytics Leader at Reece, joins me to talk about the fascinating world of People Analytics. Reece is using a People Analytics platform to gain some serious insights into their business questions and issues related to people, and Adam's here to share some real-world examples with us. He dives into how Reece is using data from a variety of sources, including their HR Information System, safety data and Service Now, to surface valuable insights – including in the Learning and Development space.
120	<a href="#">APS Learning Strategy: Scale and Impact</a>	Diane Hickman	18-Apr	Diane Hickman from the Australian Public Service (APS) Commission speaks about the success of the APS-wide organisational learning strategy that was launched 20 months ago. Di shares the process they used to create a strategy that is relevant for their diverse workforce of over 150,000 people working in more than one 150 different agencies – many with their own L&D team. She discussed the importance of stakeholder engagement, creating leadership buy-in and developing a collaborative learning culture.
121	<a href="#">Manager Essentials: A Collaborative Effort</a>	Viv Burgess	2-May	Viv Burgess from the Tasmanian State Service knows how to patiently and persistently get things done across the 18 agencies in this state government. She walks us through how she led a cross-agency working group to break down silos to develop and implement a single Manager Essentials program. Now in it's sixth year, this award winning program emphasises application in the workplace and has helped managers to create a more positive workplace environment.

Ep No.	Title	Guest Name(s)	Publication Date	Description
122	<a href="#">Thriving to Surviving: Insights Campaign – Michal Niezgoda &amp; Carl Hodler</a>	Carl Hodler & Michal Niezgoda	16-May	Michal Niezgoda, a Leadership Development Specialist at Amazon Data Services, shares how Carl Hodler, from Learner Lab, helped him run a storytelling challenge for leaders from multiple business units. Using StoryTagger, leaders recorded short videos on the theme of Thriving versus Surviving in challenging times. Carl and Michal discuss how they shaped the campaign and the importance of capturing and sharing stories on video to build human connection and support people in thriving. This episode offers valuable insights into the power of storytelling and how to use Storytagger to facilitate impactful storytelling initiatives.
123	<a href="#">Blended Learning for Onboarding – Matthew Mould, Emma Shirlaw, Simon Dewar</a>	Simon Dewar, Matthew Mould and Emma Shirlaw	30-May	In this episode of the Learning Uncut podcast, Matthew Mould and Emma Shirlaw from ANZ Bank and Simon Dewar from BSI eLearning discuss their award-winning onboarding program. The program won the Best Onboarding award and was a runner up in the Best Blended Learning category at the 2022 AITD Excellence Awards. The team redesigned their Branch Banker onboarding program to increase speed to competence and build confidence in their bankers' ability to apply skills flexibly in a range of customer service interactions. They moved from a heavy reliance on classroom training to a well-scaffolded blended learning program that leveraged both group and self-directed learning. The team also discusses the keys to the program's success, such as solid design principles and fluid collaboration between ANZ and BSI.
124	<a href="#">LTUK 2023 Highlights: AI, Adaptability and Impact – Donald H Taylor, Michael Osborne, Shannon Tipton &amp; Laura Overton</a>	Donald Taylor, Mike Osborne, Shannon Tipton, Laura Overton	13-Jun	We explore highlights of the Learning Technologies UK 2023 conference (LTUK23). Our guests, including the conference organiser, thirty under 30s cohort leader, speakers, social media team member and a session chairperson to share their different perspectives on the conference. Explore the major themes that emerged, including the curiosity about generative Artificial Intelligence (AI), the significance of adaptability in the face of change, and the enduring importance of impactful learning strategies.

Ep No.	Title	Guest Name(s)	Publication Date	Description
125	<a href="#">Bendigo Bank's Learning Transformation</a>	Caroline Petha, Jo Doody & David Maiolo	27-Jun	Join us for this episode of Learning Uncut as we delve into learning transformation with Bendigo Bank's Capability team leaders, Caroline Petha, Jo Doody, and David Maiolo. They discuss their individual responsibilities and collaborative strategies in capability, learning design, ecosystem and learning culture development. Their work demonstrates the value of integrated efforts across teams, and the role of partnerships with business leaders and external partners. Though longer than our usual episodes, it's worth the time to appreciate the complementary work of each team. Timestamps are available below if you'd like to go straight to a specific topic.
126	<a href="#">Rethinking Regulatory Learning</a>	Deb van Rensberg	11-Jul	Deb Van Rensburg, who leads Enterprise Regulatory Learning at National Australia Bank (NAB) discusses how they have evolved their approach to regulatory learning. We cover the 3-stage approach they used to streamline content and improve the learner experience. This includes the use of real-world scenarios and inclusive design practices to ensure that every participant feels seen and finds relevance beyond their specific roles. We also discuss how Deb got critical stakeholders on board with changes and has established an ongoing governance process.
127	<a href="#">Advancing L&amp;D: The New Learning Uncut - Michelle Ockers &amp; Ravina Bhatia</a>	Laura Overton Business Relaunch - Special Episode	25-Jul	In a special podcast edition Laura Overton takes over the mic to speak with Michelle Ockers and Ravina Bhatia about some exciting developments in the Learning Uncut business. Having collaborated on many projects in recent years Michelle and Ravina have brought their two businesses together to create an even stronger L&D consultancy – still called Learning Uncut. In her usual curious style Laura digs deep into who Ravina and Michelle are, why they've made this change and their mission of helping L&D teams and organisations to perform and navigate the evolving world with agility. Get under the skin of the new Learning Uncut!

Ep No.	Title	Guest Name(s)	Publication Date	Description
128	<a href="#">Learning Transformation at AstraZeneca</a>	Marc Howells	8-Aug	Marc Howells, VP of Global Talent and Development at AstraZeneca, discusses the company's radical learning transformation. He dives into cultivating a culture of lifelong learning, experimenting with journaling for learning reflection, and fostering continuous learning through their "Learning for Life" campaign. Howells also explains the shift toward learning democratisation, making resources accessible to all employees in multiple languages. With a significant tech overhaul, they streamlined 75 learning technologies down to just eight. Hear about the evolution of the L&D function, with newfound agility and innovative thinking. Discover AstraZeneca's learning revolution in this insightful conversation.
129	<a href="#">Storytelling Microcredential at Waka Kotahi</a>	Stacie Swindon and Marcus Garrett	22-Aug	How Waka Kotahi New Zealand Transport has piloted a customised micro-credential to develop storytelling skills across their workforce. Our guests are Stacie Swindon, a learning and development consultant from Waka Kotahi and Marcus Garrett, an instructional designer from RMIT Online who partnered on this project. Our host, Michelle Ockers, from Learning Uncut also worked on this pilot, shaping the requirements, and leading the evaluation.
130	<a href="#">Mission Driven L&amp;D: San Diego Zoo</a>	Dustin Lacasse, San Diego Zoo	5-Sep	Join Michelle Ockers for a compelling conversation with Dustin Lacasse, the L&D Lead at the San Diego Zoo, as they delve into the world of non-profit L&D. Lacasse shares his personal experiences, highlighting both the challenges and possibilities. He brings to light his team's strategic approach to performance management by moving away from a "needs improvement" to a "developing towards standards" model. He also discusses data-driven refinements and meaningful learning pathways all within the Zoo's unique ecosystem. Discover how the San Diego Zoo drives global impact through its conservation mission.

Ep No.	Title	Guest Name(s)	Publication Date	Description
131	<a href="#">Cultivating Safety for Rail Track Contractors</a>	Andrew Smith and James Kennedy	19-Sep	In this episode, James Kennedy, a civil engineer and change practitioner, discusses the contractor safety management program at Australian Rail Track Corporation (ARTC). He shares how his childhood passion for LEGOs sparked his curiosity about how things work and how his team used data to rectify their initial misconceptions and bolster program design. Learn about “Hearts and Minds,” an initiative that creates a personal connection to safety through stories and experiences, and why behavioural change takes time. Andrew Smith, from Area9 Lyceum, also joins James in this insightful discussion.
132	<a href="#">Building an Integrated Learning Technology Infrastructure</a>	Fabrizio Conrado	3-Oct	Michelle speaks with Fabrizio Conrado, the Director of AI and Technology at Avado, about building an integrated learning technology infrastructure. Fabrizio discusses Avado's journey in selecting Thought Industries as their LMS provider and how they successfully integrated it with other technology elements. He also shares key considerations for selecting the right technology and partner, and provides valuable tips for integrating learning technology to create a seamless user experience. Additionally, Fabrizio delves into the exciting possibilities of AI in learning and development.
133	<a href="#">Sydney Trains Elevate Customer Service</a>	Simon Jobson	17-Oct	Simon Jobson, the Director of Capability and Learning at Sydney Trains discusses their Elevate customer service training program for their operational workforce of over 2,000 people. The program was designed using an evidence-based approach that drew on insights from business data and employee focus groups. The digital learning program is problem-centred (rather than content oriented) and engaging, with a range of follow-up ‘nudge’ mechanisms to support learning transfer.
134	<a href="#">Human Centered Design for L&amp;D and OD</a>	Keara Byrne	31-Oct	Keara Byrne, the Head of Leadership and Organisational Development at Arriba Group, discusses her extensive use of human-centered design (HCD) in various organisations. Keara shares her passion for HCD and its value in creating effective solutions. She stands by the claim that without HCD, she would have wasted time, money, and credibility. Listen to learn more about the benefits of co-designing solutions with stakeholders and the power of human-centered design in L&D and OD.

Ep No.	Title	Guest Name(s)	Publication Date	Description
135	<a href="#">Gamification and Scenario-Based Learning</a>	Claire Seldon	14-Nov	Learning Uncut's host, Michelle Ockers, interviews Claire Seldon, a learning designer and gamification consultant. Claire works for the Department of Education in New South Wales and leads a team of designers in creating gamified digital interactives for students. She is also an academic at the University of Technology, Sydney, specializing in gamification and AR/VR in education. Claire discusses examples of effective use of gamification in scenario-based learning brought to life with a wide range of examples.
136	<a href="#">Just-In-Time Support - Low Tech, High Connection</a>	Matt Garratt & Blake Sohler	28-Nov	IOR is a small, innovative Australian family owned and operated business with a diverse range of services in the 'fuels' industry. This episode focuses on supporting drivers who deliver fuel to remotely operated 24-hour diesel stops that service remote areas of Australia. While the business is high tech the learning and performance support approach is a fit-for-purpose mix of digital, offline and human connection – with a philosophy of Just In Time rather than Just In Case.



## About Learning Uncut

Learning Uncut are learning and development consultants that work with learning teams and/or business leaders to accelerate learning transformation. We specialise in supporting organisations to create or update their learning strategy, enhance their learning team's capabilities, align learning to business value, and implement modern learning approaches.

We are highly collaborative and pragmatic. We partner with organisations to align learning to their business needs, unleash continuous learning, and build capability to help them thrive.

Learn more about us [at our website](#).

### About your host, Michelle Ockers



Michelle is the founder of Learning Uncut. She is an experience, pragmatic organisational learning strategist, L&D capability builder and modern workplace learning practitioner. She also delivers keynotes, workshops and webinars for learning and broader professional or workforce groups at both public and in-house events.

Michelle received the following prestigious industry awards in 2019:

- Australian Institute of Training and Development Dr Alastair Rylatt Award for L&D *Professional of the Year* – for outstanding contribution to the practice of learning and development
- Internet Time Alliance Jay Cross Memorial Award – for outstanding contribution to the field of informal learning



Find Michelle on [LinkedIn](#) or [Twitter](#)