BTCC

DTCC Learning Overview

Kaliym A. Islam

9/23/13

Marketing
Department

Sales
Department

Customer
Training

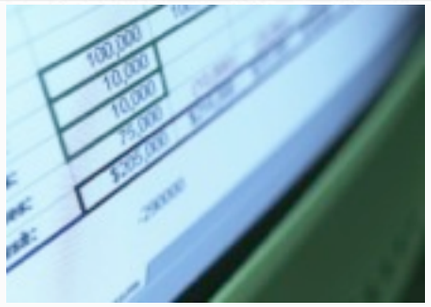
Relationship **Management**

Customer **Service**

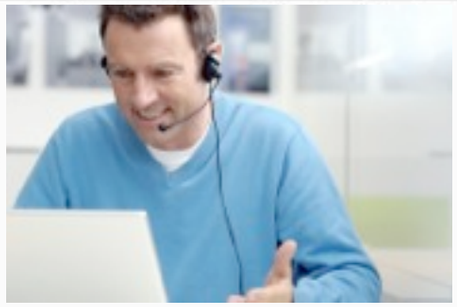
DTCC Learning

Securing Today, Shaping Tomorrow

What We Do



Onboarding



Coaching and Support

Certification

DTCCL Process	• Assess learner needs • Create curriculum • Lead orientation webinar • Monitor self-study progress • Lead remediation webinars • Provide Activation Day support • Provide Settlement Day support	●Ongoing learner support	• Assess candidate skills/ knowledge • Create curriculum • Monitor self-study progress • Lead remediation Webinars • Lead exam prep Webinars • Conduct certification exam • Review and report results
Tools	• Questionnaires • eLearning • Assessments • Webinars • Web or onsite support • Expert consulting	• eLearning and simulations • Learning Centers • Help files • Webinars • Discussion Forums • Blogs • Podcasts and Videos • Mobile Learning	• eLearning • Webinars • Assessments • Exam • Certification consulting
Timing	1 – 5 weeks	Ongoing	6 – 12 weeks

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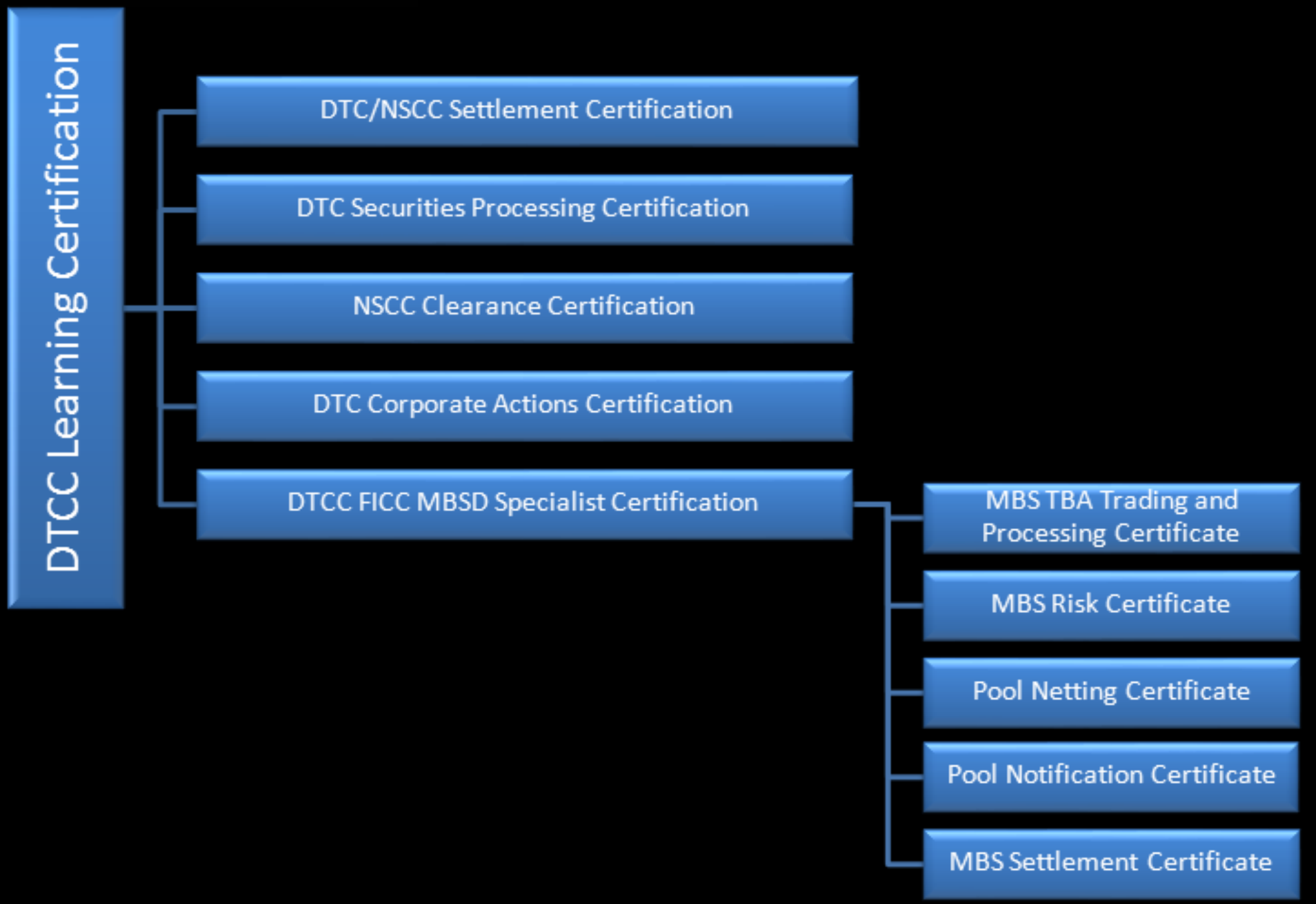
DTCC LEARNING

Certification Programs



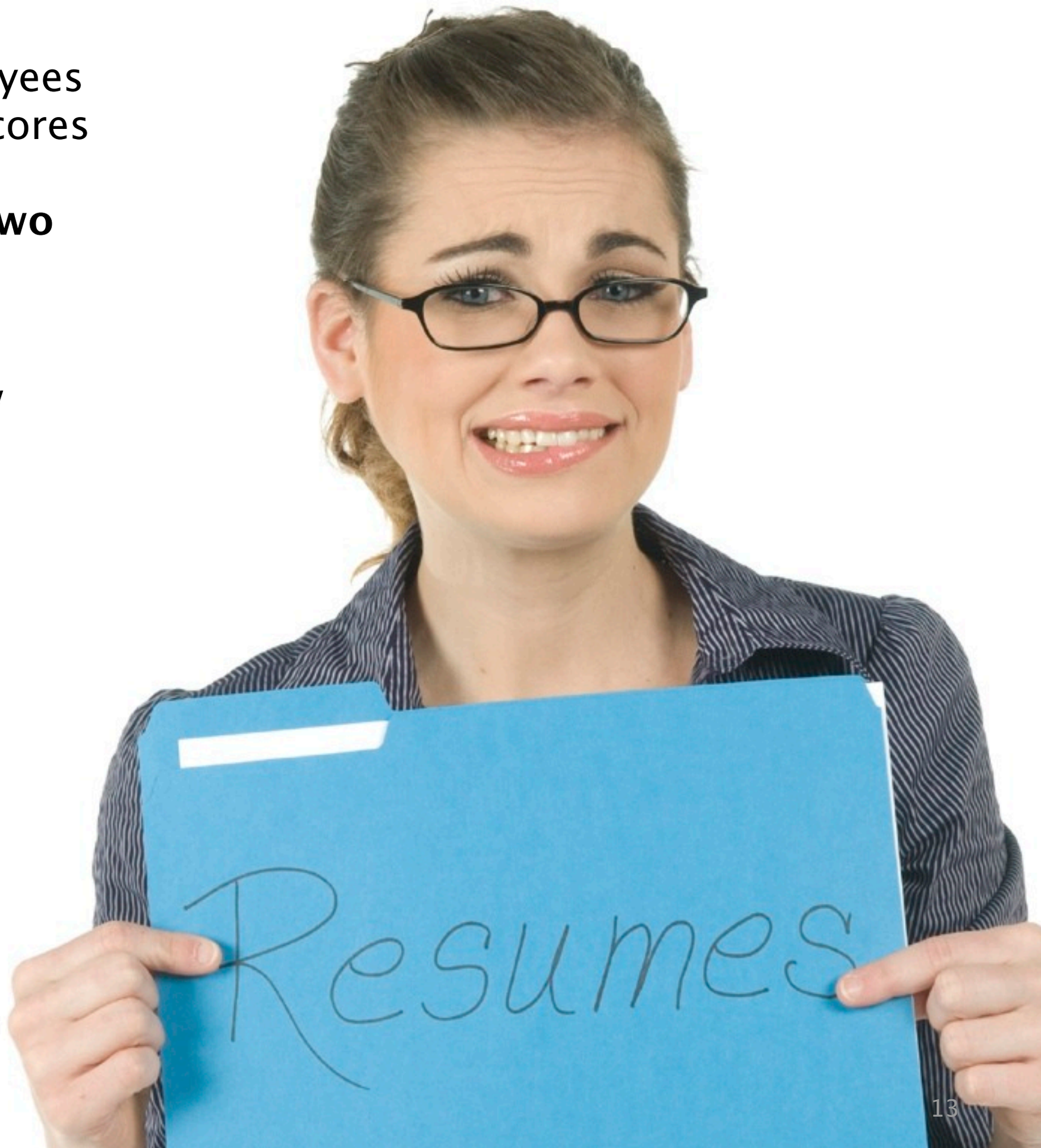
- **Educator**
  - 15 Years corporate training
  - 5 Years NYC department of education
- **Author**
  - Published 3 books on corporate training
  - Co-authored 4 books on training +development
- **Learning Evangelist**
  - Most influential in training nominee
  - Chief Learning Officer “Learning Elite” finalist
  - Featured blogger Training Industry Inc.

Companies with **high employee engagement** scores have an **operating margin** that is **17% higher** than those with low engagement scores.

–Harvard Business Review

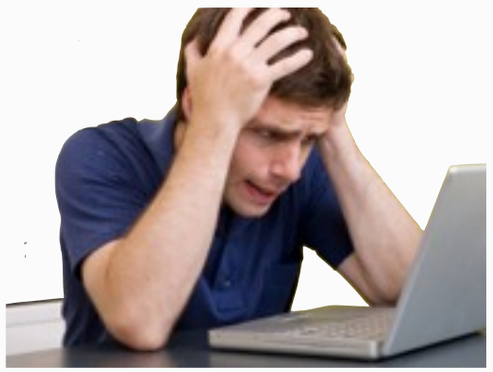
Forty percent of employees with low engagement scores are **likely to leave** their employers in the **next two years**.

–Harvard Business Review



...shift from the traditional...

The Unfortunate Customer Experience



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Unfortunate Customer Experience

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Agenda

- Today's workplace demographics
- How this impacts the way we need to teach your employees
- What DTCCL is doing to address this
- Examples
- How you can help

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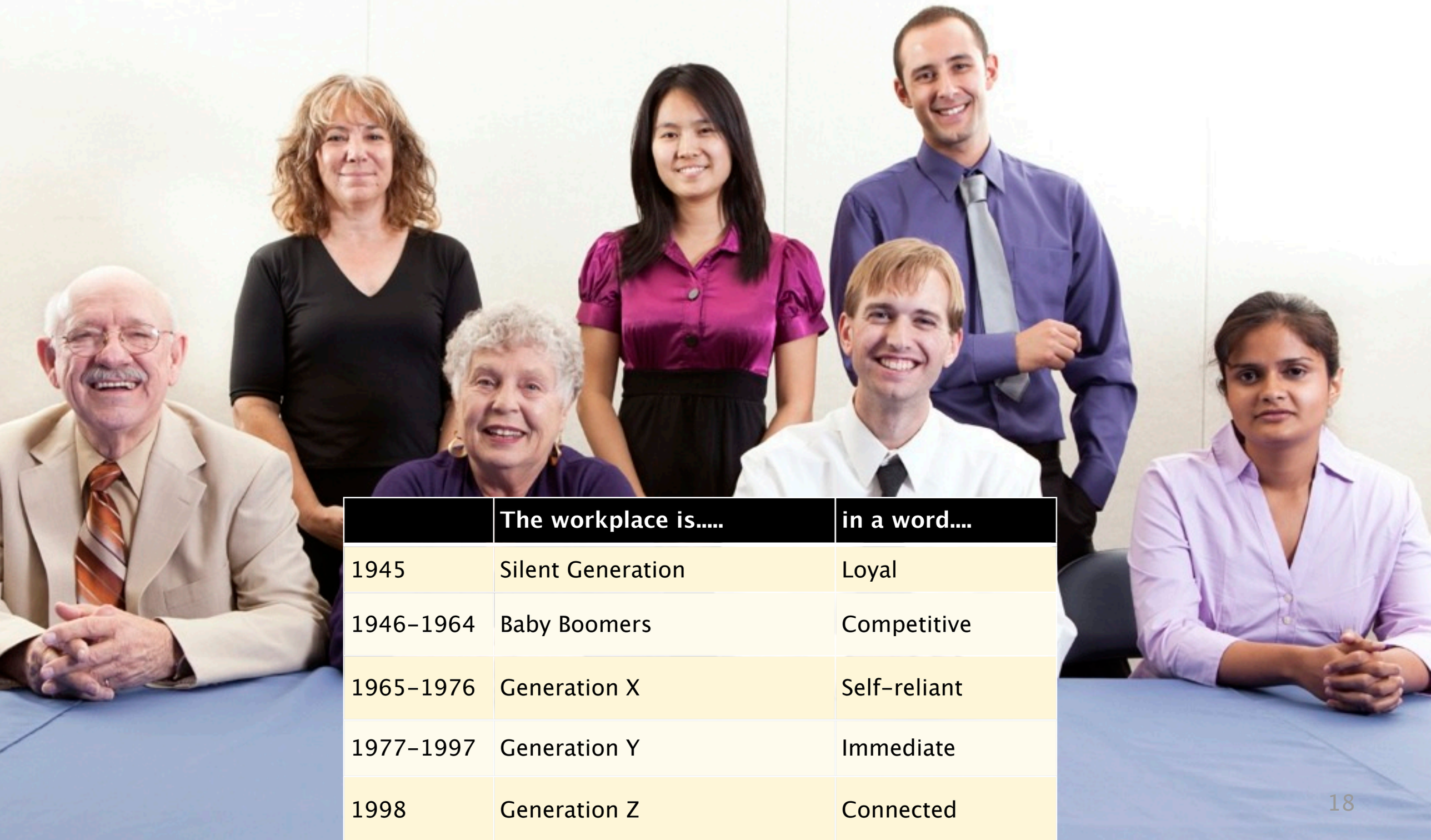
Workplace Demographics

Multigenerational



	The workplace is.....	in a word....
1945	Silent Generation	Loyal
1946-1964	Baby Boomers	Competitive
1965-1976	Generation X	Self-reliant
1977-1997	Generation Y	Immediate
1998	Generation Z	Connected

Workplace Demographics

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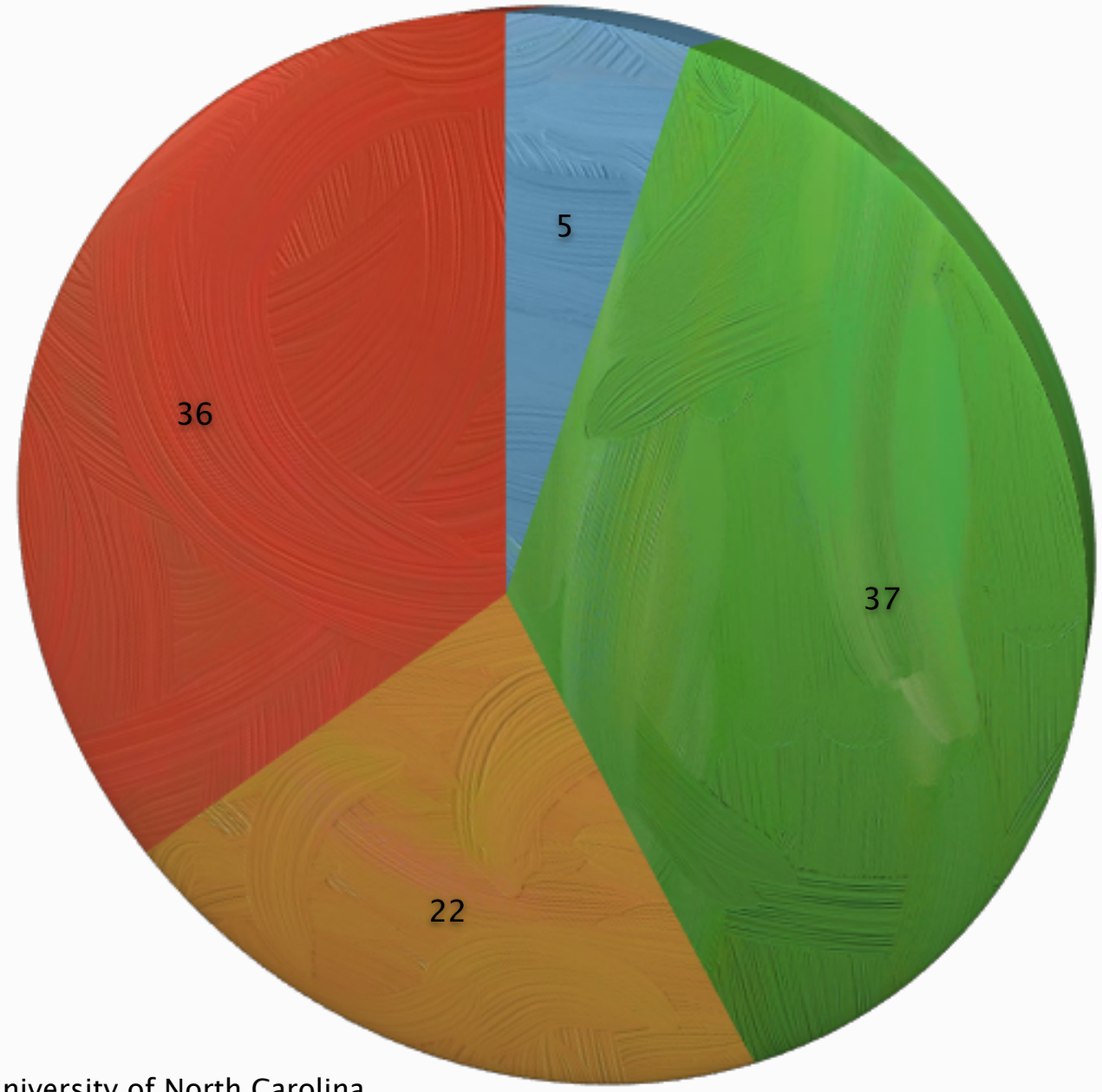
2010 Multigenerational Workplace



- **59%** of the workforce are **Gen X and Gen Y.**
- **Decisions made by Baby Boomers and Silent Generation** which make up only **41%** of the workforce

*University of North Carolina

Silent Generation Baby Boomers Gen X Gen Y

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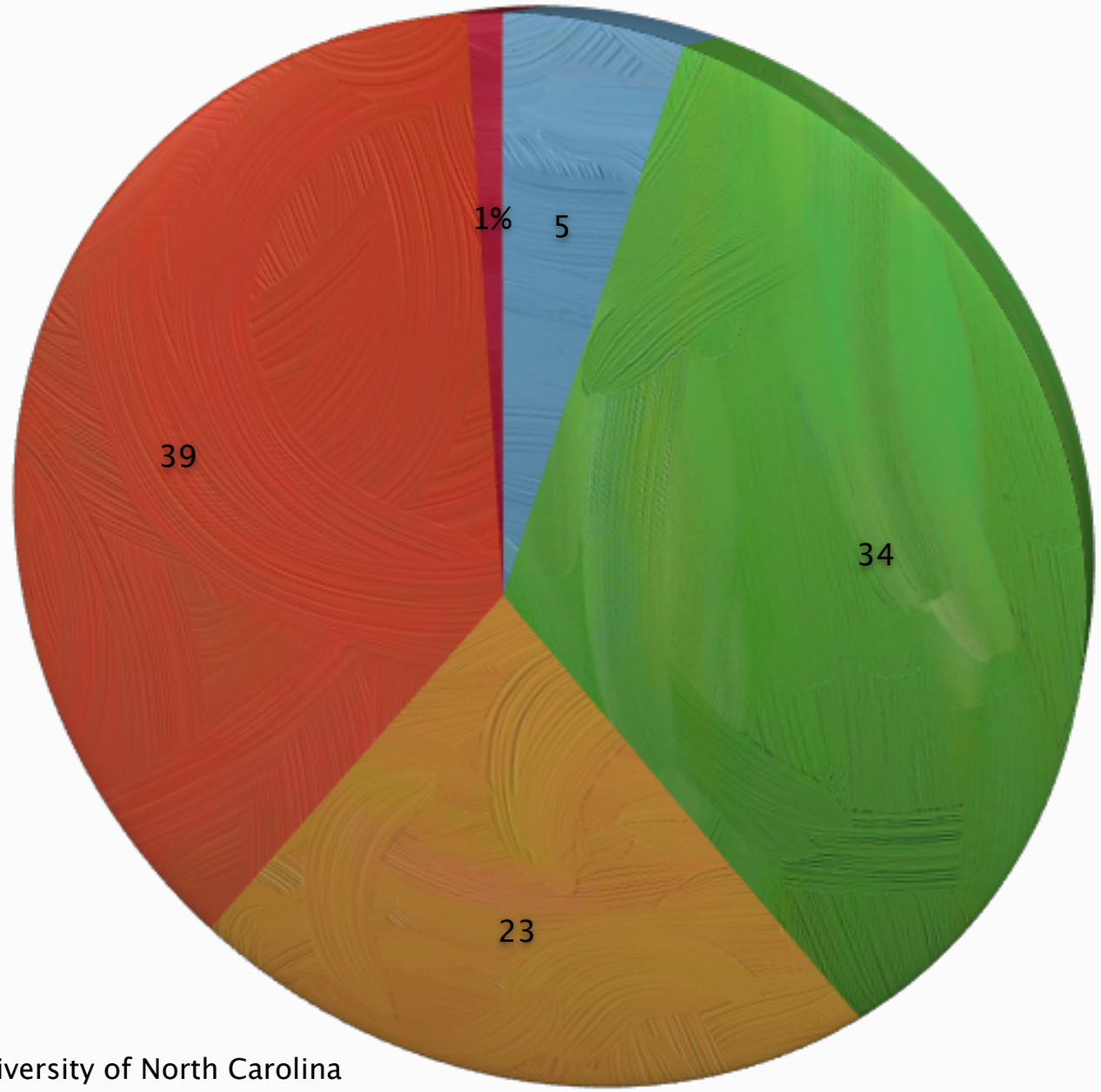
2015 Multigenerational Workplace



*University of North Carolina

- **63%** of the workforce are **Gen X, Gen Y and Gen Z.**

- **Decisions** made by **Baby Boomers and Silent Generation** which make up only **37%** of the workforce.

Silent Generation Baby Boomers Gen X Gen Y Gen Z

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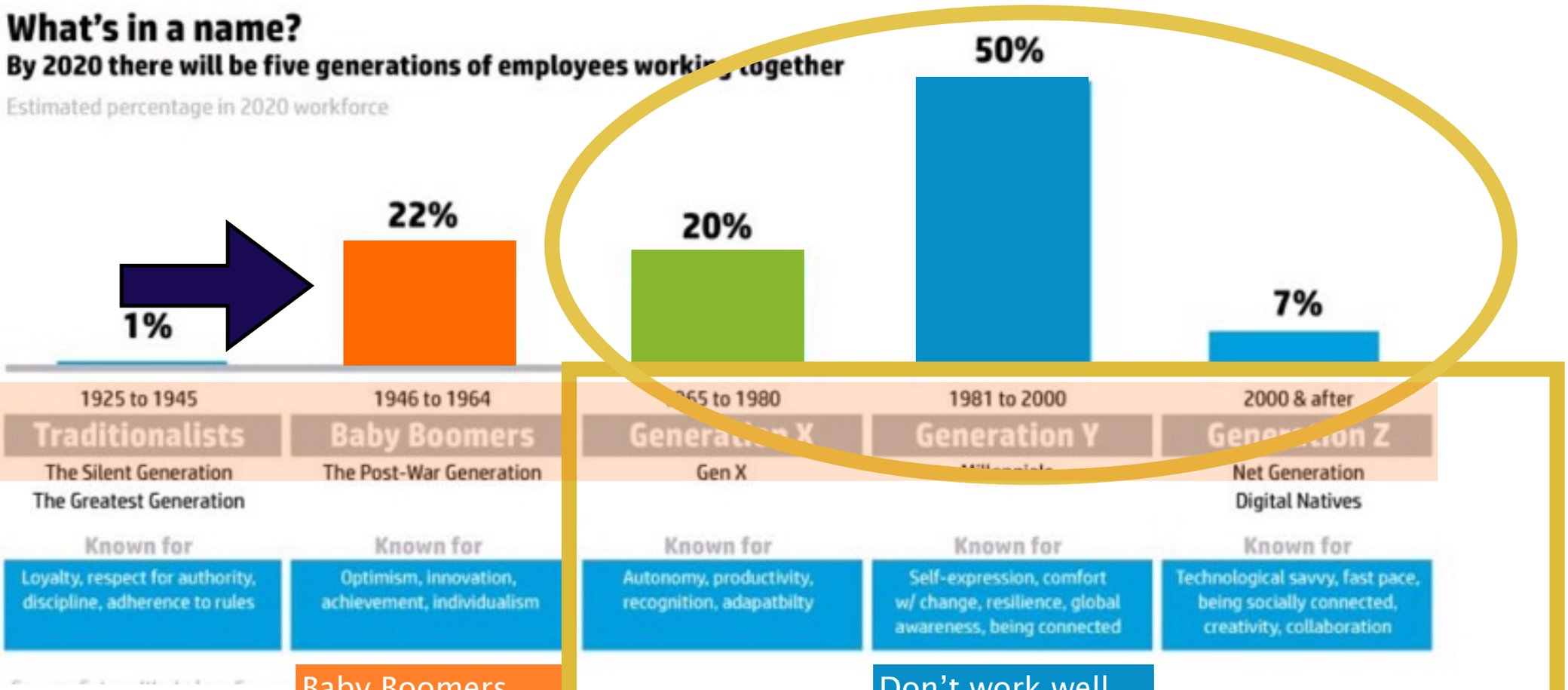
77%



How They Learn

Baby Boomers may favor more traditional and static training methods like **Power Point presentations** and **handbooks***

Don't work well under rigid management structure. *

Prefer open collaborations*

Dislike the formality*

Gravitate towards more **interactive**, **technology-based forms of learning***

***Wall Street Journal**

What Do The 77% Want?

Flexible

learning

solutions

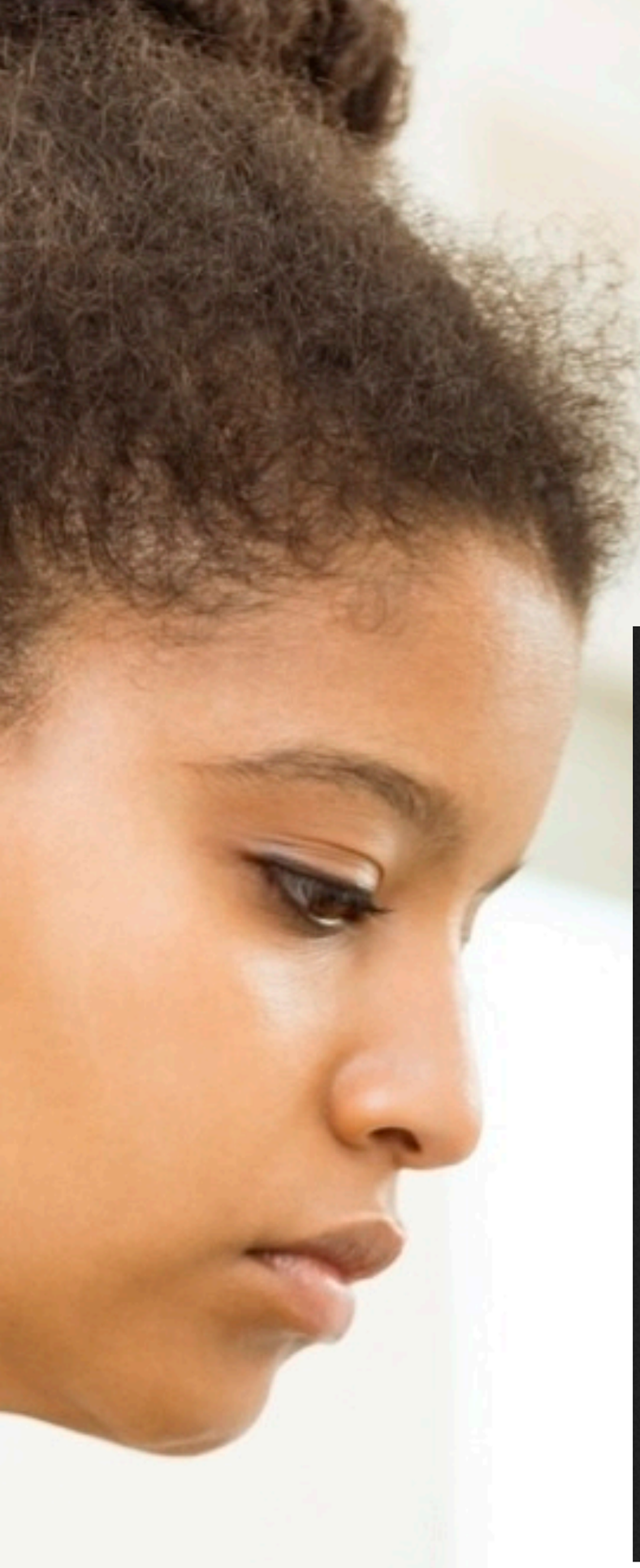
Collaboration

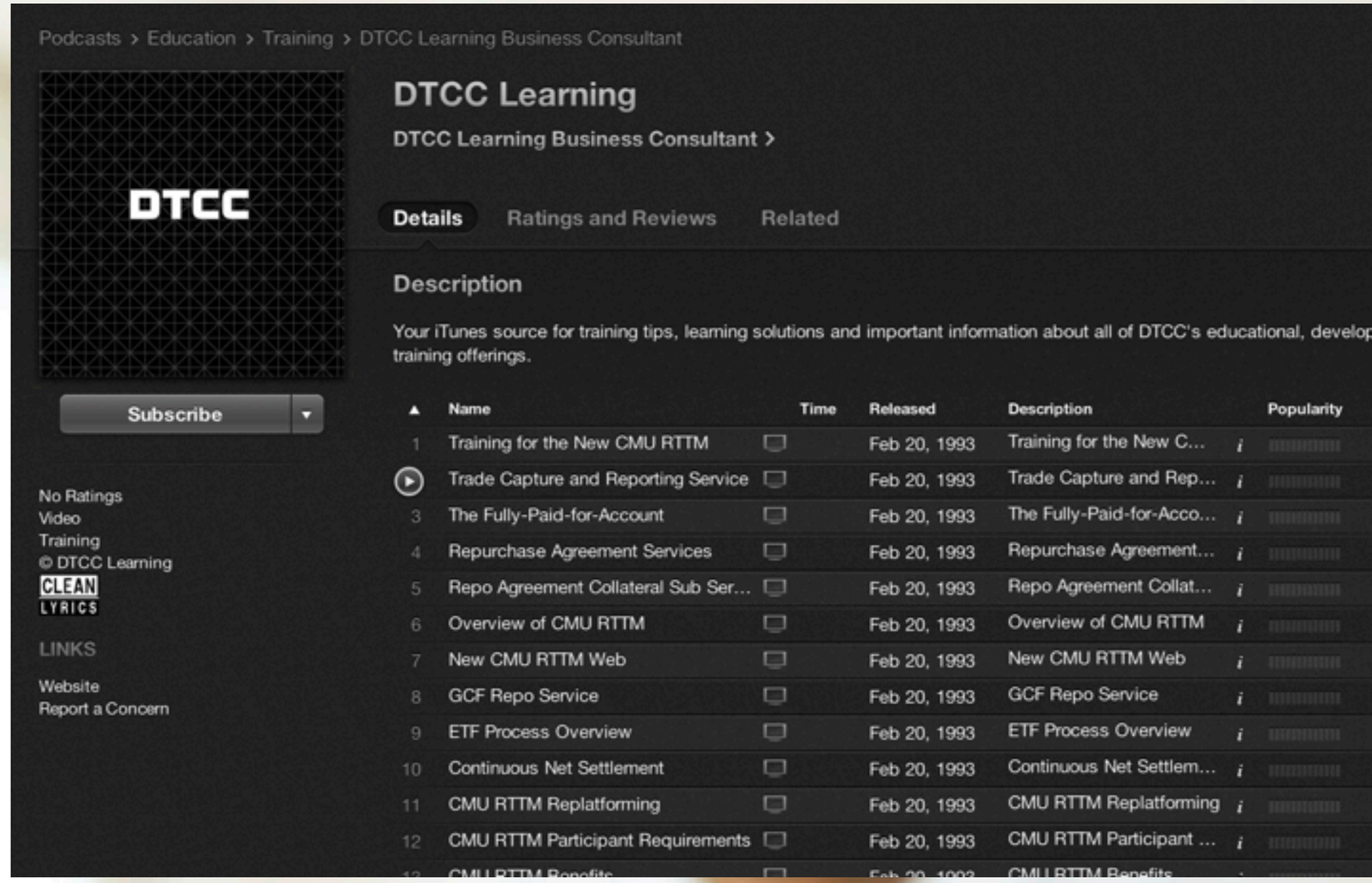
Informal

Immediate

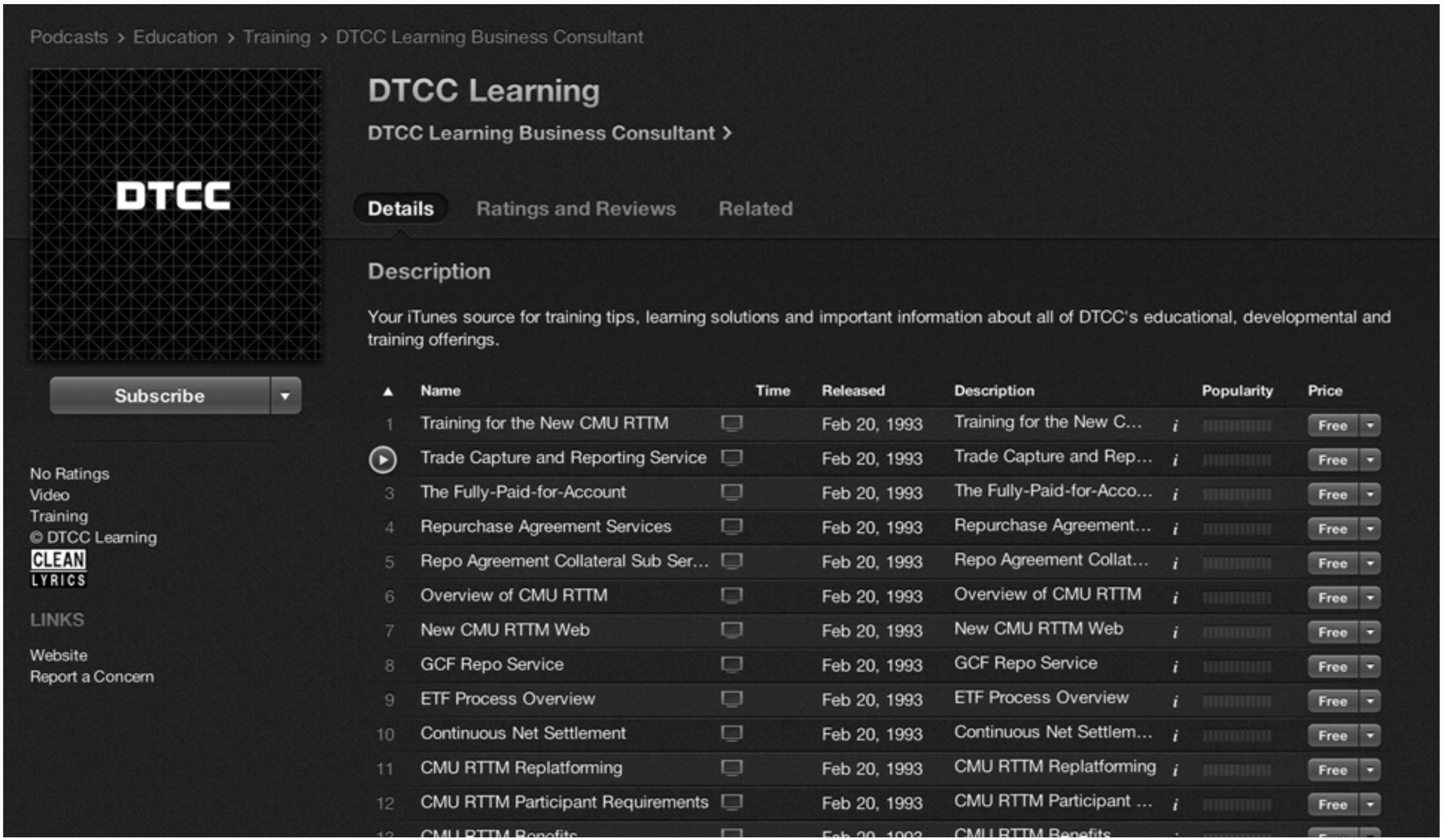
Flexible Learning Solutions

Mobile Learning





Mobile Learning



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Collaborative

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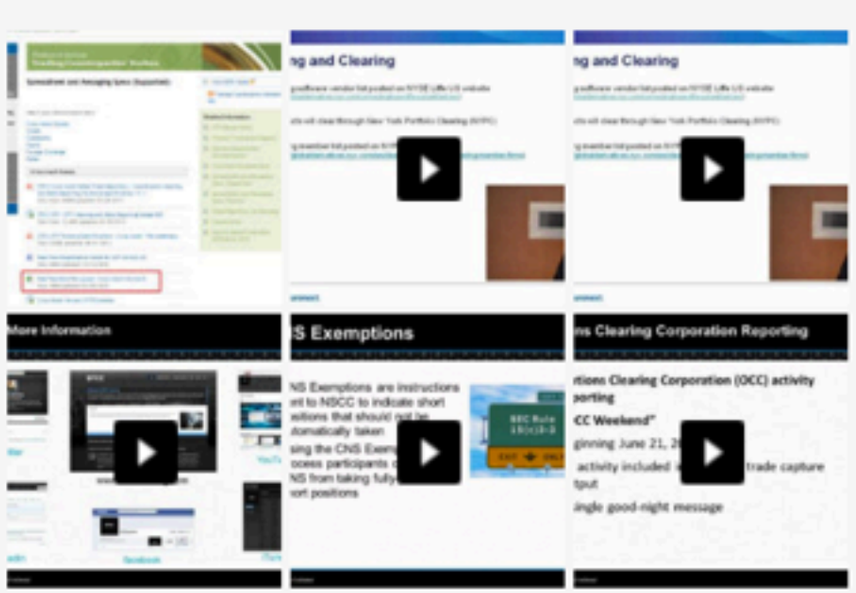

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We support DTCC initiatives by providing customer training that improves customer performance, reduces risk and amplifies operating efficiencies.

http://www.dtcclearning.com

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Interactive

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Securing Today. Shaping Tomorrow.℠

GSD/NYPC

Risk Management Reporting

Training Guide

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Informal

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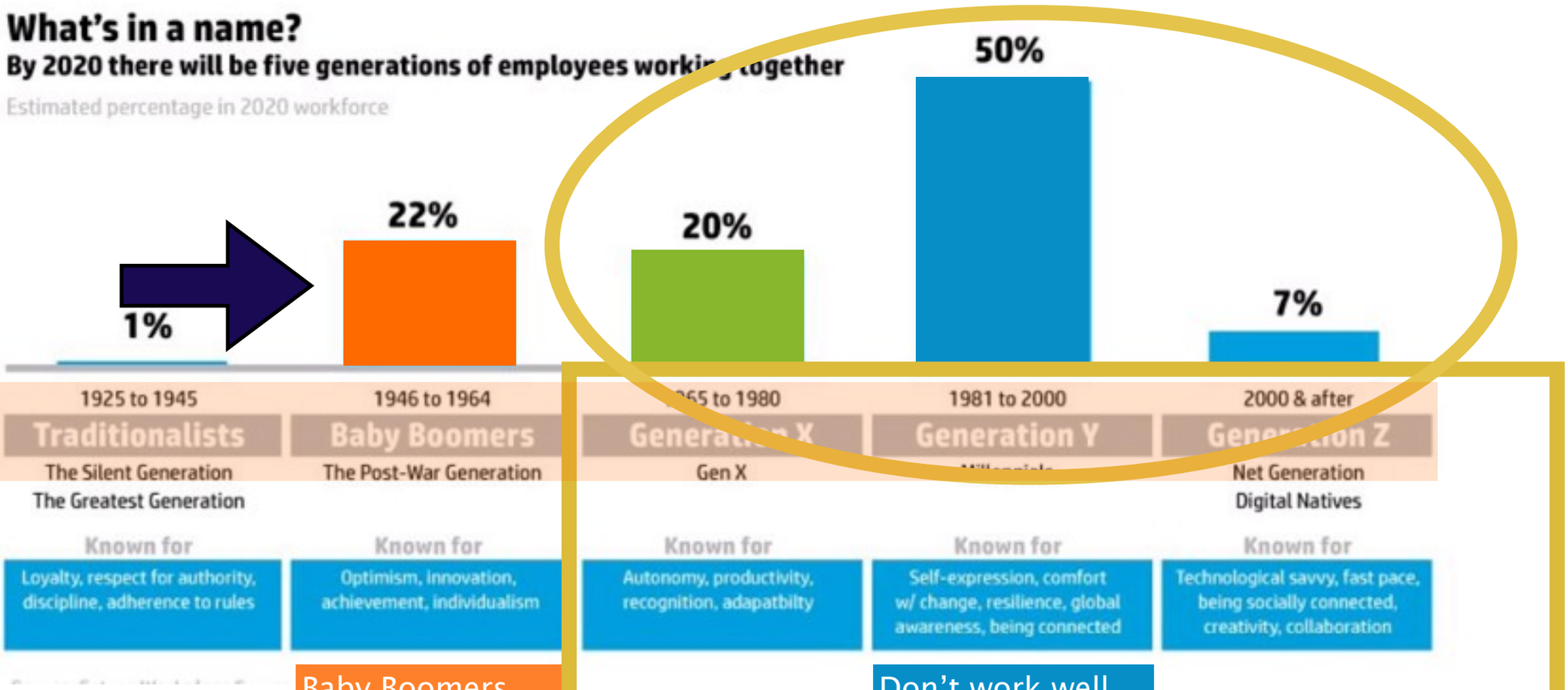
How you can help

77%



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