

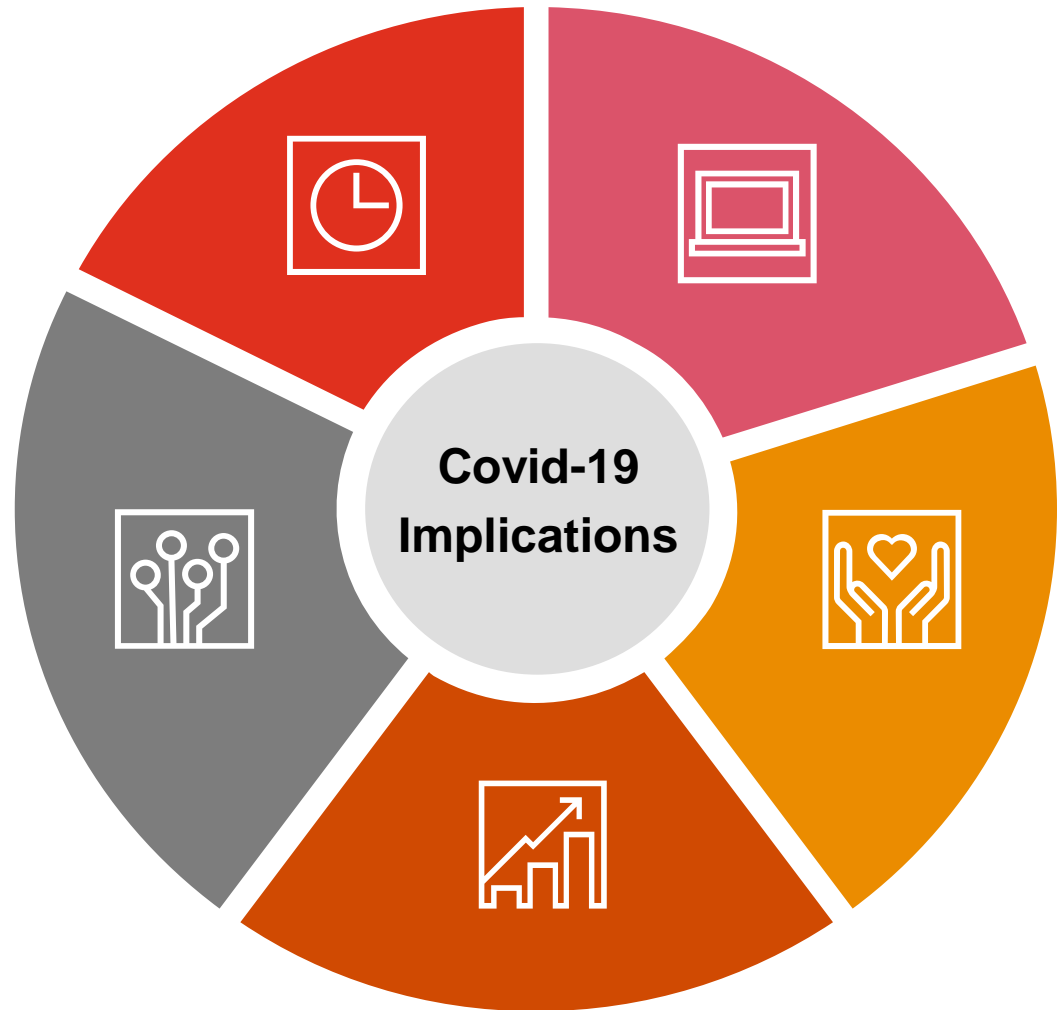
# Learning & Development in times of crisis

Customs HR's role in managing the response to crises  
January 2021



# Covid-19 crisis' impact on the world of work

## L&D implications



# Covid-19 crisis' impact on the world of work

## Impact on training industry

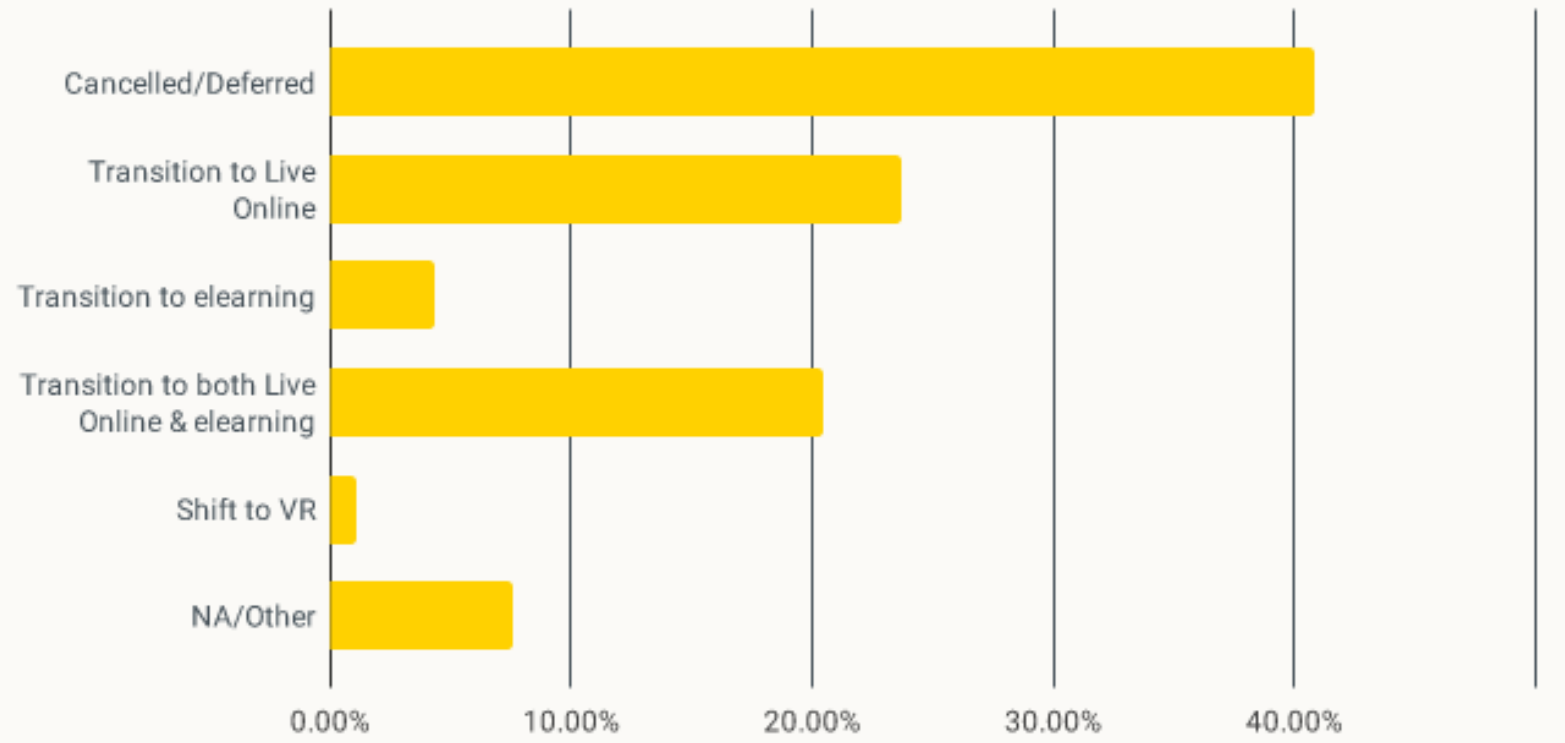
**98%** of training providers have been affected by Covid-19

**40%** of training providers have cancelled or deferred face-to-face courses

**285%** increase in live online courses (compared with Feb 2020)

**40%** more training providers are looking to move online in 2020, than in 2019

Impact of COVID on the Training Industry



Source: Arlo, May 2020

“

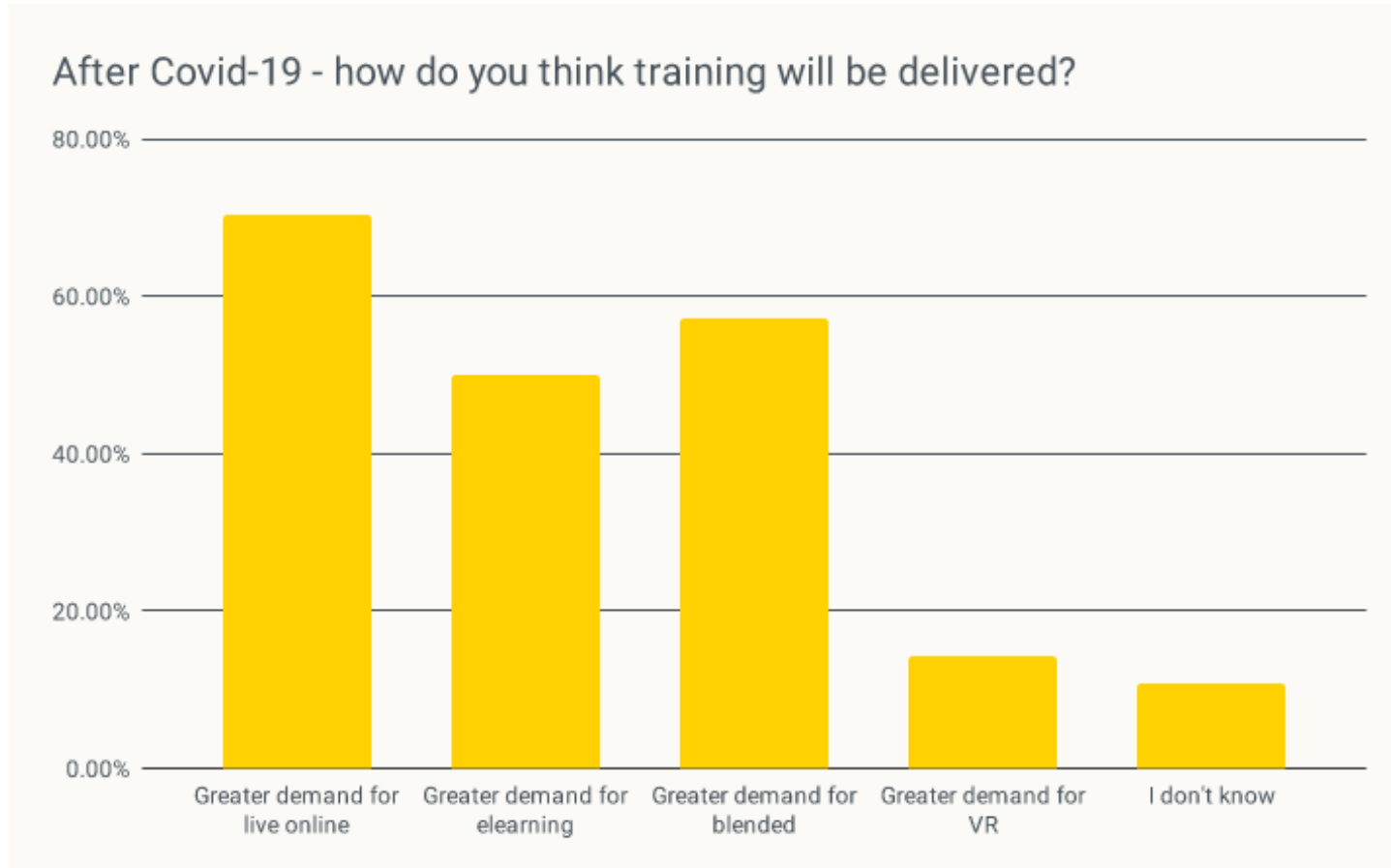
94%

of L&D professionals report having to change their L&D strategy in response to the COVID-19 pandemic.

*Source: [elearninginfographics.com](https://elearninginfographics.com)*

# Covid-19 crisis' impact on the world of work

## Impact on Training industry



Source: Arlo, May 2020

**60%** of training providers believe it will take up to **12 months** for the Training industry to recover

**70%** of training providers believe there will be a greater demand for online learning

**50%(+)** of training providers expect a greater demand for eLearning and Blended Learning

# Adapting L&D practice to Covid-19

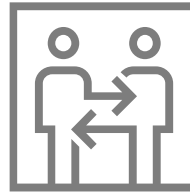
Drawing from PwC Luxembourg's best practices

1



Adapt the format

2



Train The Trainer  
(TTT)

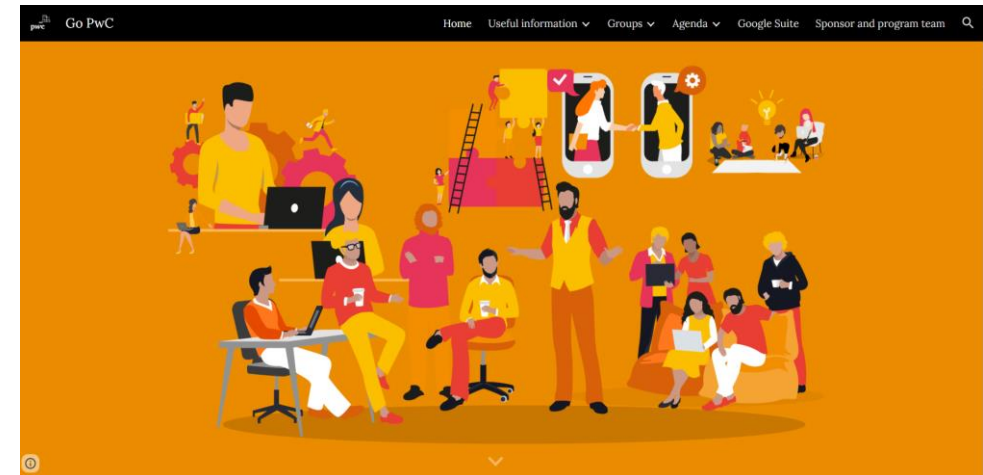
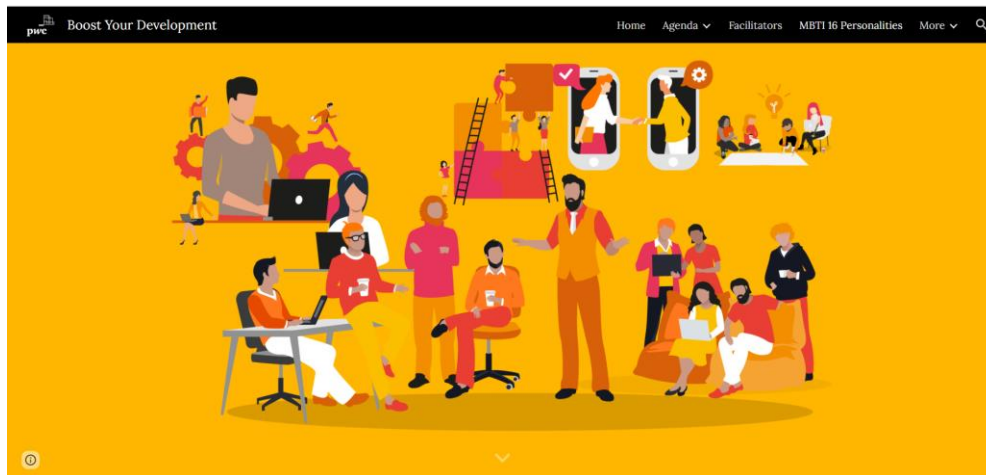
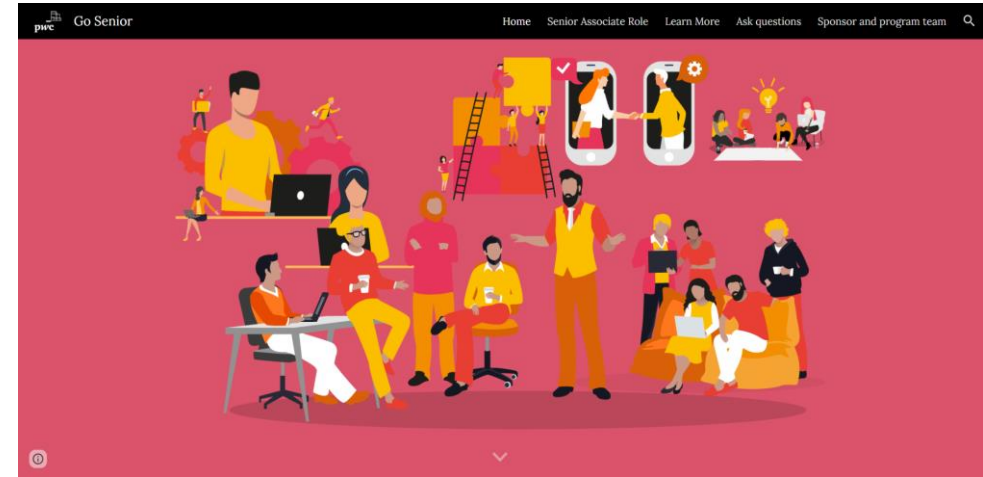
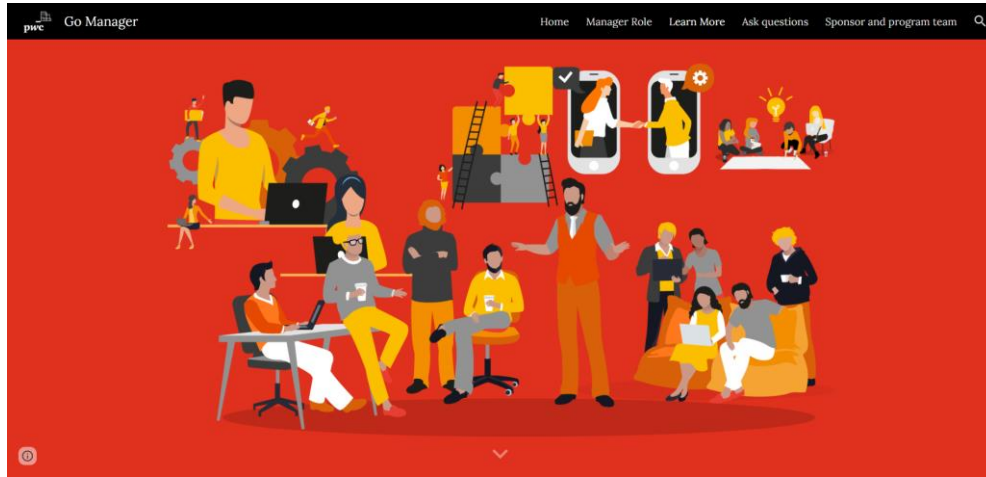
3



Foster networking

# 1. Adapt the format

## Dedicated PwC Micro-Site per learning journey



# 1. Adapt the format

## Dedicated PwC Micro-Site per learning journey

### Your GO Manager Learning Journey

The goal of this program is to provide you support in adapting to your new role. It is designed to help you develop your essential skills that will drive your success.

The program consists of **required training sessions** within the Go Manager curriculum.

### Program Content

#### Go Manager Curriculum



#### 16 Personalities Assessment

What is the 16 Personalities assessment? The 16 personality assessment is based on the MBTI® assessment.

Who are your Facilitators?  
Meet them [here](#).

### Calendar of Events

| October 2020                                    |   |           |          |                |
|---|---|-----------|----------|----------------|
| Monday  | Tuesday   | Wednesday | Thursday | Friday         |
|   |   |           | 1        | 2              |
| 5   | 6   | 7         | 8        | 9              |
| 12  | 13  | 14        | 15       | 16             |
| 19  | 20<br>Module 1                                  | 21        | 22       | 23<br>Module 1 |
| 26<br>Module 2<br>Group 1<br>Group 2<br>Group 3 | 27<br>Module 2<br>Group 1<br>Group 2<br>Group 3 | 28        | 29       | 30             |

| November 2020                                  |  |           |  |  |
|--|--|-----------|--|--|
| Monday   | Tuesday  | Wednesday | Thursday   | Friday   |
| 2<br>Module 2<br>Group 4<br>Group 5<br>Group 6 | 3<br>Module 2<br>Group 4<br>Group 5<br>Group 6 | 4         | 5<br>Module 2<br>Group 7<br>Group 8<br>Group 9<br>Group 10 | 6<br>Module 2<br>Group 7<br>Group 8<br>Group 9<br>Group 10 |
| 9  | 10   | 11        | 12   | 13   |
| 16   | 17   | 18        | 19   | 20   |
| 23   | 24   | 25        | 26   | 27   |
| 30   |  |           |  |  |

| April 2021   |  |  |  |        |
|--|--|--|--|--------|
| Monday   | Tuesday  | Wednesday  | Thursday   | Friday |
|  |  |  | 1  | 2      |
| 5  | 6  | 7  | 8  | 9      |
| 12   | 13   | 14<br>Module 4<br>Group 1<br>Group 2<br>Group 3  | 15<br>Module 4<br>Group 1<br>Group 2<br>Group 3  | 16     |
| 19<br>Module 4<br>Group 1<br>Group 4<br>Group 5<br>Group 7 | 20<br>Module 4<br>Group 1<br>Group 4<br>Group 5<br>Group 7 | 21<br>Module 4<br>Group 8<br>Group 9<br>Group 10 | 22<br>Module 4<br>Group 8<br>Group 9<br>Group 10 | 23     |
| 26   | 27   | 28   | 29   | 30     |

- Information about the date of the module for in which you are allocated you will find in your Go Manager Curriculum.
- After each session, don't forget to enter the attend code in your Attend app.

ATTEND APP

GO MANAGER CURRICULUM

| Groups               | Facilitators         | Internal             | Language | Groups        | Facilitators         | Internal             | Language |
|----------------------|----------------------|----------------------|----------|---------------|----------------------|----------------------|----------|
| Module 2             |                      |                      |          | Module 4      |                      |                      |          |
| 26 & 27 October 2020 |                      |                      |          | 14 & 15 April |                      |                      |          |
| Group 1              | Stephen Jenner       | Sylvain di Graci     | EN       | Group 1       | Stephen Jenner       | Sylvain di Graci     | EN       |
| Group 2              | Christian Cruyplandt | Sandrine Delandsheer | FR       | Group 2       | Christian Cruyplandt | Sandrine Delandsheer | FR       |
| Group 3              | David James          | Lilla Samal          | EN       | Group 6       | Anne de Wergifosse   | Raphael lejeune      | FR       |



# 1. Adapt the format

Fostering interactivity via the use of online collaboration tools



*Boost Your Development*



*GO Manager*

## 2. Train The Trainer (TTT)

### Challenges leading to onboarding trainers

#### Challenges



Presential vs online



Logistics



Capturing the audience's attention (in-house and out)



Time consuming

#### Onboarding trainers via TTT



Develop virtual presentation skills



Provide tools and training on their use



Support the trainers in their first virtual training

### 3. Foster Networking

Provide “Meet & Connect” platforms

“

The **focus** should not only be on skills but also on **people**.



# Takeaway tips

Three keys to capture your audience's attention



Diversify the training catalogue and offer asynchronous and synchronous learning

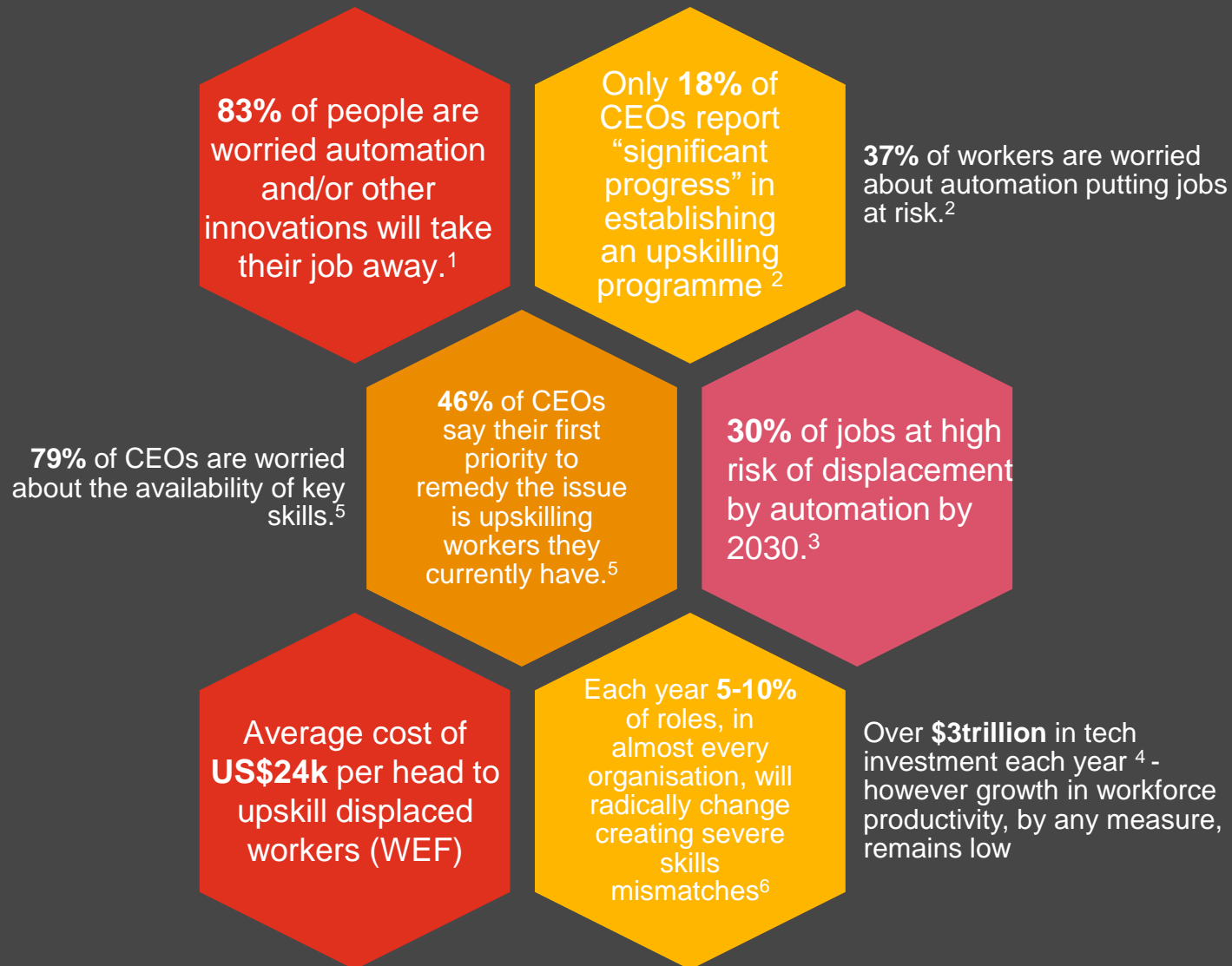


Have maximum groups of 10 (divide big audience in small chunks)



Define people's expectations

# L&D Challenges beyond Covid-19



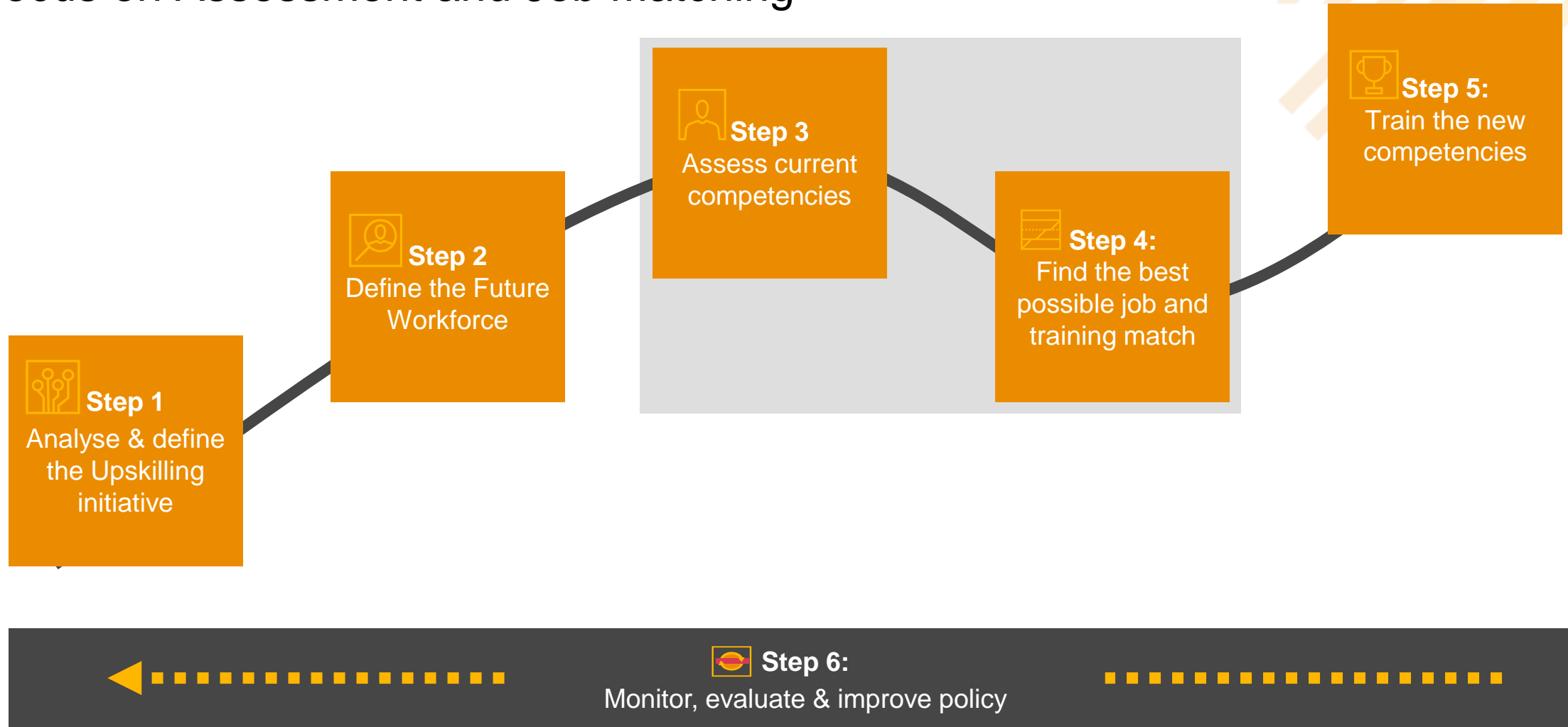
“The rapidly changing legal and trade environment **requires constant learning from customs’ staff already today**. The increased use of technology in the future will require **enhanced skills and competencies for customs officers**. Upskilling should in particular address AI, machine learning and automated decision-making. Ensuring IT and economic literacy will also be necessary. This will require **substantial investments in continuous training.**”

*“The future of Customs in the EU 2040”, European Commission, 2020*



# How we adapted the way we support our clients

## Focus on Assessment and Job Matching



# Contacts



**Virginie Laye**

Public Sector, Senior Manager

T: +352 49 48 48 3954

M: +352 621 33 3954

virginie.laye@lu.pwc.com



**Sarah Rouchy**

Public Sector, Associate

T: +352 49 48 48 5274

M: +352 621 33 5274

sarah.rouchy@lu.pwc.com

# Thank you

[pwc.com](https://www.pwc.com)

© 2021 PricewaterhouseCoopers, Société coopérative. All rights reserved.

In this document, “PwC” or “PwC Luxembourg” refers to PricewaterhouseCoopers which is a member firm of PricewaterhouseCoopers International Limited, each member firm of which is a separate legal entity. PwC IL cannot be held liable in any way for the acts or omissions of its member firms.